

News from Sage Homes

MAY 2026

You said...
We did...

You asked for improvements
to your online services – and
we've delivered.



Your updated [My Sage Home](#) makes it easier to manage things your way. You can now request a video call with your local Homes and Communities Officer, show us your repairs issues using your phone's camera and make speedier payments, among other new features.

[FIND OUT MORE >](#)

Sage service dashboard: April 2026

- 80% of calls to our Customer Care Centre answered in under 60 seconds
- 84% of routine repairs reported within 20 days
- 96% of emergency repairs completed within one day

Snap, share and win this spring



Our photo competition is back - and we're giving away hundreds of pounds

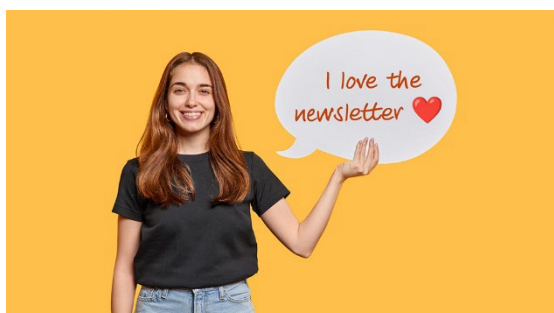
Simply send your best snaps of life at home, or in your community as spring turns to summer, to us at:

communications@sagehomes.co.uk.

What makes you happy or proud of where you live? It could be football in the park with the neighbours, hosting friends or family at home, or showing off your garden glow-up. We want to celebrate **what you love most about your home and neighbourhood***.

[FIND OUT MORE >](#)

*Terms and conditions apply, visit the link to find out more.



Your views matter

Tell us how you'd like to hear from us and you could win £100*

We'd love your views on how we share information and updates with you. Take our short **communications survey** – just six quick questions – and you'll automatically be entered into a prize draw, to win one of two £100 vouchers.

[FIND OUT MORE >](#)

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All good in the neighbourhood this summer

With summer on the way, you're more likely to have outdoor celebrations and barbecues, have your windows open and want to enjoy the sporting events in the coming months. We want everyone to enjoy summer, and would like to remind everyone to do so considerately.

If an issue or disagreement arises in your community, a good place to start to resolve it, is our Good Neighbours' Guide.

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Sage customers dig local community event

Sage customers from Brookleigh and Burgess Hill came together on Wednesday 8 April for an archaeology themed community event. The event, which Sage hosted alongside the Museum of London Archaeology (MOLA) and Mid Sussex District Council, was a brilliant day designed to help the community to connect, learn and explore together.

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Do our services meet your needs?

It's important to us that every customer can access our services. That's why, if you need us to adjust things because of a disability, health condition, communication need or personal circumstance you have, we've made it easier to let us know. There's now a button on the main dashboard of your My Sage Home account for requesting a 'reasonable adjustment'.

[MY SAGE HOME >](#)

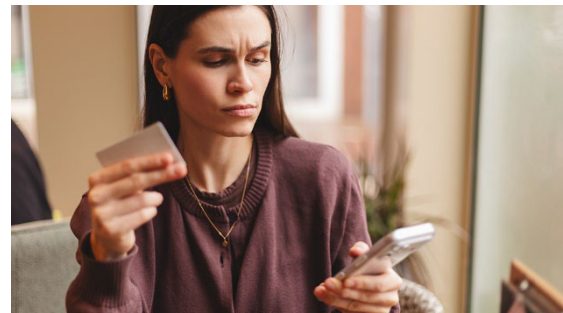


Customers keen to join panel with bumper applications

Our recent Customer Scrutiny Panel (CSP) recruitment attracted the biggest response we've ever had, with more than 80 applications received. We're expecting to introduce the new panel members to you in our next newsletter. It's great to have so many Sage customers keen to share their views and play an active role in shaping what we do.

And getting involved doesn't stop with the CSP — there are plenty of other ways you can have your voice heard. Find out how else you can take part and help influence what comes next at Sage.

[FIND OUT MORE >](#)



Avoiding Direct Debit scammers

Paying your rent by Direct Debit is a safe and easy way to keep your account up to date. However, recently we've heard reports of scammers tricking people into a Direct Debit refund scheme, which isn't what it seems, and could leave you out of pocket. Check out our tops tips, to avoid falling foul of the scam.

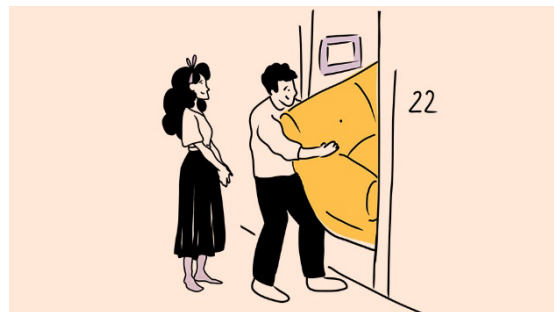
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Need some support managing your money?

We know managing your money can be tough. That's why our Financial Wellbeing team are here. If you're struggling, our friendly team can talk you through some money tools and tips, as well as providing support with rent arrears, benefits and grants. And it's easy to get in touch with them using the 'Help with my finances' button in your [My Sage Home](#) online account.

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Disposing of waste correctly

You can help keep your neighbourhood tidy by using bin stores correctly and arranging the removal of larger items through your local authority. These small actions help create a pleasant environment for everyone and can save you money. If we have to organise bulk waste collection for you, including fly-tipped items, this can affect your costs for your whole neighbourhood.

Visit our website for more information about waste, fly-tipping and reporting issues.

[FIND OUT MORE >](#)

Making our services and communications work for you

If you need us to make reasonable adjustments so you can get the most from your home, our services or our communications, we want to help.

Do you need us to communicate in another language, larger print, or a different format? Maybe you need us to make a change because of a physical disability, or situation at home?

[LET US KNOW WHAT YOU NEED >](#)



[FIND OUT MORE >](#)



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