

NEWSLETTER

AUGUST 2026 | SUMMER EDITION



Your experiences, heard across Sage

The whole of Sage listened when members of the Customer Scrutiny Panel shared their experiences at the Sage company conference in June. See how the panel is helping improve our services, policies and communications.

Read more on [page 2](#)



Did you know?

**Living in a Sage home
saves you money**

Our energy-efficient homes
can save you around £700
a year.

Read more on [page 3](#)

Happy in your home?

We'd love to hear more
about your experience.

Look out for a call
from our independent
research partner
Acuity soon.

More on the [back page](#)



COMPLETE THE SURVEY
£100
FOR A CHANCE TO WIN

See how we're performing

Keeping track of how we're doing is the best way
to make sure we're continually improving and
delivering great service to you.

More on [page 2](#)

You said, we did

We're always listening and acting on your feedback.
See what's changed, thanks to you.

More on [page 3](#)

Your Customer Scrutiny Panel working for you

Made up of Sage Homes customers, our Customer Scrutiny Panel (CSP) helps shape the services that matter most to you, from our repairs processes and communications to safer communities.



"It was inspiring to see the impact Sage is having by helping thousands of families nationally access affordable homes during a national cost of living crisis. I also appreciated the opportunity to share our insights and discuss the purpose of the CSP panel. It was a valuable day of collaboration, with a clear shared commitment to supporting communities."

- *Sadiqul, CSP member, who joined our company conference in June*

Your panel in action

- ✓ Made sure customer communications are clearer and easier to understand
- ✓ Challenged us on the services we provide to customers and communities
- ✓ Kept a focus on tackling anti-social behaviour
- ✓ Shaped how we involve customers in decisions that affect them
- ✓ Spoke directly to our Board and colleagues about their experiences of living in a Sage home and what Sage need to do to improve services



See how we're performing

Tracking our performance helps us understand what's working well and where we can do better. Our website now includes monthly updates of our service performance covering repairs, call answering, customer satisfaction and anti-social behaviour.

sagehomes.co.uk/performance

LISTENING TO YOU

Facebook
coming soon



More than 250 of you responded to our communications survey and told us how you prefer to hear from us.

While email remains your preferred channel, many of you said you'd also like to see us on Facebook. We've listened and will be piloting a Sage Homes Facebook page from September.



YOU COULD SAVE
£700
WITH SAGE*

Saving customers hundreds of pounds a year in energy costs



"Everything's so new,
and it stays at a lovely
temperature. It's
marvellous to be in a
modern home"

- Christine,
Buckinghamshire

We know many people are worried about their energy bills because the energy price cap is expected to rise again in October, but Sage Homes customers can take heart.

While we can't control energy prices, we can make sure your home is as energy efficient as possible. All Sage Homes properties are built to modern standards, helping you stay warm, through the winter, use less energy and **save up to £700 a year*** compared to the average UK home.

High levels of insulation, double glazing and efficient heating systems all help keep the heat in and your annual bills down. Sage Homes is also one of the only social landlords that provide carpets to all its customers as standard, which helps you feel warmer and more comfortable from the moment you move in.

All together, this means living in a Sage home can save you around £700 a year on energy bills. That's money you can put towards the things that matter most, and one less worry as energy costs remain high.

* Savings based on Rightmove's latest Energy Bill Estimates (July 2026), a typical 3-bed semi-detached house EPC B home may have annual energy bills around £700 lower than a comparable EPC C home, although actual savings will vary depending on property type and energy use.

How your feedback is making a difference

You said: *Our repairs service needs to be quicker and more reliable*

We did: We introduced a Repairs Action Plan and launched video-call triage, so we can see the issue, send the right team, and arrive with the right equipment first time.

You said: *It wasn't clear who your local team is*

We did: We created a new page on our website where you can quickly find your local Homes and Communities Officer. We also added their details to the 'Manage my home' section of your online account on My Sage Home.

You said: *You wanted to speak to your local team, but in-person wasn't always convenient*

We did: You can now request a video call with your local Homes and Communities Officer through My Sage Home, so it's easier to talk things through and stay updated.

You said...

We did...

You said: *You enjoy community events but wanted fewer drop-ins and more purposeful support that fits your busy lives*

We did: We delivered our highest number of events ever, shifting to more online clinics, and focused door-knocking and site visits led by our Community Safety and Homes and Communities teams.

You said: *You weren't sure who your managing agent is, or what they do compared with Sage Homes*

We did: We improved our systems so you can check My Sage Home to see who your managing agent is, what they're responsible for, and how to contact them.



Congratulations to our photo competition winners

The results are in! We loved seeing your summer photos, from family moments and sunny days to life's big celebrations. The winners were decided by a panel of judges, including members of Sage Together, our employee representative group.



The winner is **Maisie** from Essex with this photo of bubble fun in the garden.



Second is **Lucy-Anne** from Leicestershire. After all, pampered pooches deserve birthday parties too!



And for third, the judges simply couldn't decide. So it's a tie between **Carla** from Northamptonshire, with a beautiful family photo, and **Amber-Louise** from Gloucestershire, with this cheerful snapshot capturing a fun-filled day on the swings.



Maisie, Essex



Lucy-Anne, Leicestershire

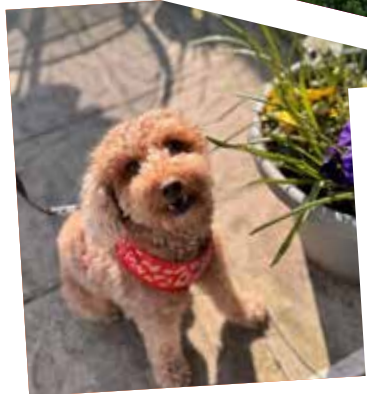
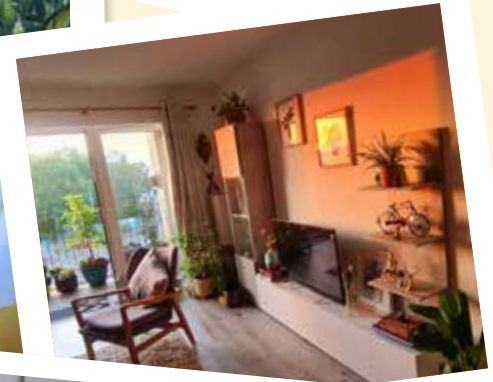
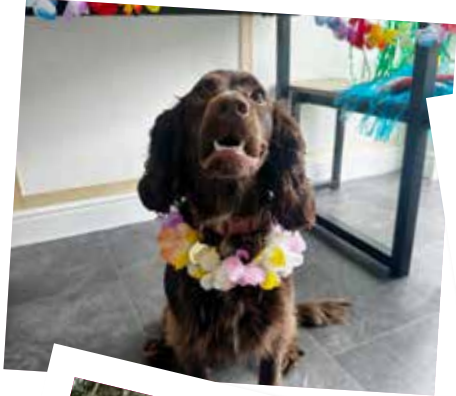
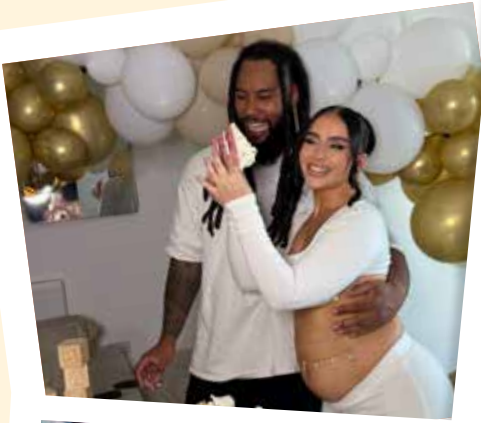


Amber-Louise, Gloucestershire



Carla, Northamptonshire





Want to see even more photos?
Visit sagehomes.co.uk/photo-comp26 or scan the QR code.

Need some support with managing your money?

Managing money can be challenging, especially when household costs are rising. That's why we've got a range of support available to help.

On our website, you'll find a range of tools designed to build your skills and confidence managing your money including:

- A budgeting tool to help you stay on top of your finances
- A benefits calculator to check if you're entitled to extra financial support
- And free access to online money management courses, thanks to our partnership with Barclays.

And if you'd like to speak to someone, our Financial Wellbeing team is here to offer practical advice and support tailored to your situation.



"The best part of my role is seeing customer lives improve. Whether it's helping someone access financial support, clear rent arrears or feel more secure in their home, it's rewarding to know we've made a real difference."

- Michael Hubberstey, Senior Financial Wellbeing Manager

Getting in touch is easy

Use the new 'Help with my finances' button in your My Sage Home online account at: mysagehome.co.uk or give us a call on 020 8168 0500.

More support channels

- Money Helper: 0800 138 7777
- Step Change: 0800 138 1111
- National Debt Line: 0808 808 4000
- Citizens Advice: citizensadvice.org.uk

Last year, we...



Supported more than 2,000 households



Helped customers access £2.44 million in financial support



Secured £199,000 in external grants to help clear rent arrears



Helped customers access a further £387,000 in lump-sum awards



Thinking about a home swap?

Did you know you may be able to move homes through a mutual exchange? This means swapping homes with another social or affordable housing tenant and it's a great way to find a home that better suits your needs without joining a housing waiting list. Find out more at: sagehomes.co.uk/mutual-exchange



Making a difference in local communities

Looking to bring your community together? Our Heart of Sage community funding programme can help with the costs of community events, education programmes and local initiatives. This could be anything from providing refreshments at a community gathering, to helping a local sports team buy new equipment.

To find out more or apply, speak to your Homes and Communities Officer. Make sure you contact us at least six weeks before your planned event or activity to give us time to consider your application.

How to apply: read more at: sagehomes.co.uk/heart-of-sage



Supporting families through Home Start Essex



We know that a safe, secure home can change lives. But a home is just the start. We want to help families enjoy all the benefits that stability can bring, from better wellbeing and confidence to stronger relationships and new opportunities. That's why, through Heart of Sage, we're launching a new partnership with Home Start Essex.

Home Start Essex supports families with young children who are facing challenges such as poor mental health, financial hardship and isolation. Through emotional, practical and volunteer-led support, it helps families build confidence, overcome challenges and create brighter futures.

Customers in Essex can be referred to Home Start Essex by their Homes and Communities Officer. Customers across the country can also access support and information through the Home Start website.

To find out more, contact your Homes and Communities Officer or visit: home-start.org.uk

Happy in your home?

We'd love your feedback. Look out for a call from a company called Acuity in the coming weeks until early October.

They're our independent partner and will be contacting randomly selected customers to ask for 10 minutes of your time to hear how satisfied you are with your home and services. It's a quick survey, and your speedy feedback will help us make improvements. Calls will come from **0203 769 5776**. If you've let us know you prefer not to receive calls, Acuity will be in touch another way.



Speaking your language

If English isn't your first language, or if you find reading difficult, we can help you understand the information we send you.

- We can translate our communications into many languages
- We can provide written translations, verbal translation support, or both.

To tell us what support you need, simply send us a message through **My Sage Home** or call us on **020 8168 0500** Monday to Friday.

Please tell us:

- Which language you'd like us to use
- Whether you need written translations, verbal translation support, or both.

Want a snapshot of our recent work?

Our Customer Annual Report celebrates our highlights from last year, including how we worked more closely with you, the changes we made, and our performance in delivering great services to you.

Take a look, at: sagehomes.co.uk/25-26-customer-annual-reports

or scan the QR code on the right.



Stick and easy: scan to get in touch

The quickest and easiest way to manage your home is with your online account, My Sage Home. To help you get there quickly, we've sent you a handy QR code sticker with this pack to stick on your fridge or boiler, so you can quickly access our services when you need them.

