

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

You said, we did

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

More on [page 3](#)

Own more of your home using Stairpay

We're helping customers make the most of home
ownership through our partnership with Stairpay.

More on [page 6](#)

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**



"Sage ensured the house was finished to the highest standard before we moved in, taking care of details we might have missed if we were buying on our own"

- Kaya, Lincoln

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 help 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* on energy bills compared to the average UK home.**

High levels of insulation, double glazing and efficient heating systems all work together to keep the heat in and your annual energy costs down. Because your home is built to modern energy-efficiency standards, you could spend less on heating and more on the things that matter to you.

All together, by buying a Sage home you could save around £700 a year on energy bills. That's money you can put towards your mortgage, household expenses or future plans, and one less thing to worry about 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...

We did...

You said: You'd like us to do more to explain the opportunity of 'staircasing' (buying a greater share of your property)

We did: We've shared lots of information about staircasing, including our partnership with Stairpay, in our newsletters (read more on page 6) and targeted emails.

You said: You'd like to know who at Sage deals with any shared ownership enquiries

We did: There's now a dedicated Homeowner Services team member who looks after homes in each area of the country. When you make an enquiry, via My Sage Home or on the phone, it's automatically assigned to them.

You said: You weren't sure who your managing agent is, or what they do compared to our team at Sage Homes

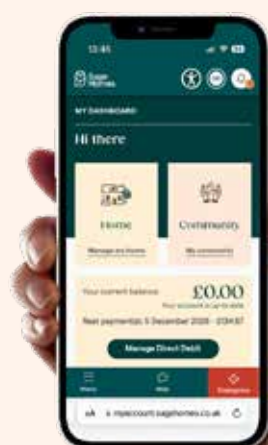
We did: We improved our systems so you can check your online account, My Sage Home, to see who your managing agent is, what they're responsible for, and how to contact them.

You said: You need us to better understand and respond to your individual needs, including reasonable adjustments

We did: We introduced Key Customer Information (KCI) markers so we can clearly record and share any reasonable adjustments you need. We also improved our data quality and updated our policies to better reflect our approach.

You said: Our communal maintenance and repairs need to be quicker and more reliable

We did: We introduced a Repairs Action Plan and improved how we monitor our contractors. This has helped improve how we maintain communal areas in the buildings we own and manage.



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

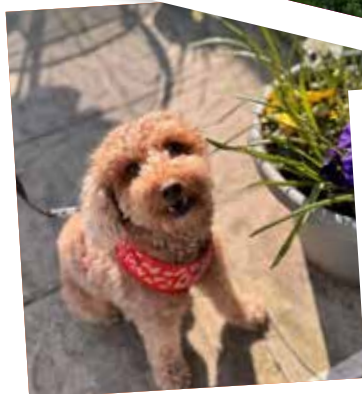
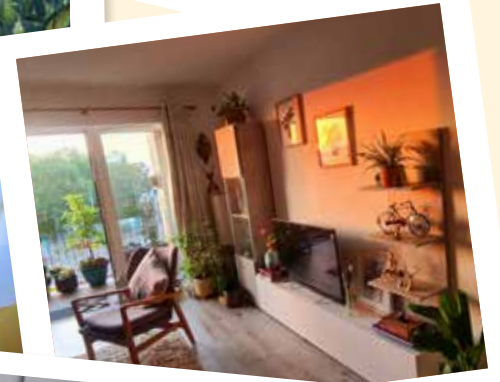
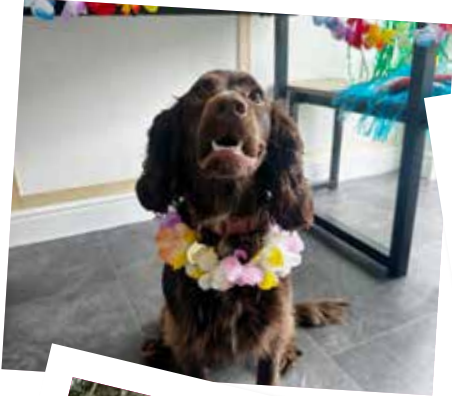
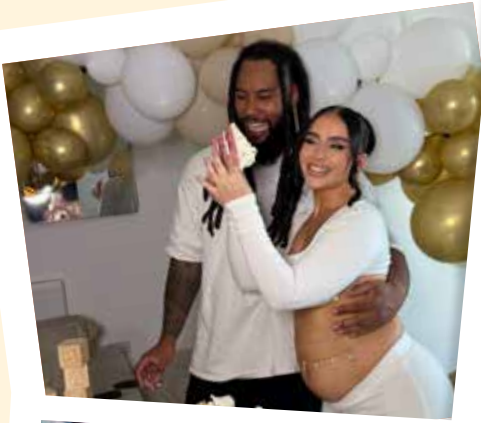


Amber-Louise, Gloucestershire



Carla, Northamptonshire





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

MAKING THE MOST OF SHARED OWNERSHIP

Understanding staircasing

Shared ownership continues to help thousands of individuals and families take their first step onto the property ladder. As your circumstances change, you may be able to buy a bigger share of your home through a process called staircasing.

What is staircasing?

Staircasing means buying additional shares in your home. This can help you:

- Reduce the rent you pay
- Build more equity in your home
- Move closer to full home ownership.



Introducing stairpay

To make exploring your options easier, we've partnered with Stairpay. With their online platform it's quick and easy to:

- See how much more of your home you could buy
- Estimate monthly payments
- Compare different options
- Understand the costs before you decide.

Whether you're ready to staircase now or just planning ahead, Stairpay can help you understand your options.



Explore your options with Stairpay

Ready to see what's possible? Log in to [Stairpay.com](https://www.stairpay.com) to view personalised staircasing illustrations and estimate your future monthly costs.



Did you know?

Every time you staircase, you increase the share of your home that you own and reduce the proportion on which you pay rent.



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.

