

News from Sage Homes

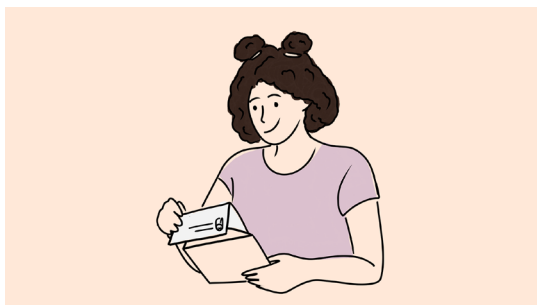
FEBRUARY 2025



You said,
we did

Thanks to your feedback, we made improvements to several of our services in 2024. You asked us to improve how you can report community safety issues, and we listened. We made it easier to report issues using your online account, [My Sage Home](#), so you can get help faster. We've grown our field team too, so there are more Sage colleagues in your area, as well as making improvements to our complaints process.

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Your rent review is coming up soon

At the end of February you'll receive all the information you need about your annual rent review in the post. We're here to help. So, if you think you're going to struggle to pay the new amount, please get in touch as soon as possible.



Introducing Sureserve Compliance

Our partners Aaron Services and KT Heating have rebranded, and are now known jointly as Sureserve Compliance. They'll continue to help us check your heating is safe and carry out repairs. You may spot their new logo on their ID cards, vans and more.

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Get together with a neighbourhood swap shop

Would you like to bring your neighbours together for some fun, but not sure how to? We've put together a pack of minimum-cost, maximum-fun ideas to get you started, from a neighbourhood clothes swap to a community fun day. Tell us your ideas, and you may qualify for vouchers to help you run your event.

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Contents insurance: are you covered?

A number of customers have asked us about home insurance. We provide your building insurance to keep your home safe, but this doesn't cover your belongings. We recommend you take out contents insurance to protect the things you own.

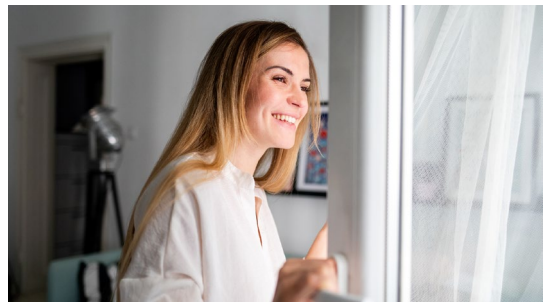
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(Don't) stash in the attic

We'd like to remind you not to store items or furniture in your loft space. Keeping your loft clear is important for safety and also helps keep your home ventilated (and avoid the build up of damp and mould).

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Avoiding condensation in the cold weather

During periods of colder weather, it's a good idea wipe away condensation from your windows in the morning, open them to allow fresh air to circulate in the daytime, and keep your home at a steady temperature. See our webpage for more hints and tips for keeping damp and mould away.

FIND OUT MORE >



These stories are accessible

Did you know that the stories from this newsletter are on our website, which has the **Recite Me** function? You can use this tool to translate the content into different languages, increase the font size and even have it read aloud. More and more of our communications (including our policies) are available online, in this way. Why not try it today?

TRY RECITE ME >



Keeping your community waste-free

Every year we spend time and money dealing with fly-tipped rubbish (including items left on the floor of binstores, rather than in the correct bins). So, if you've got bulky waste you don't know how to get rid of – we've got the answers for you!

FIND OUT MORE >



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