

News from Sage Homes

JULY 2025

Have you sent us your prizeworthy summer snaps?

We're giving away hundreds of pounds... and there's still time to enter



It's not too late to enter our summer photo competition and win up to £100! Entering is easy: just send us your best snaps of you in your home and community this summer.

We've received loads already – [take a look](#). Why not join the fun, and show everyone what you think is great about where you live? Whether it's hosting a summer garden party with friends from the community, playing football in the park with your neighbours, or taking your dog for a walk, we'd love to see it – and it might win you a prize.*

[FIND OUT MORE >](#)

Sage service dashboard: June 2025

We'll keep you updated on how we're performing throughout the year. Here's a snapshot of our service levels for the past month.

- **15 seconds:** average wait time for calls to our Customer Care centre
- **85%** of routine repairs completed **within 20 days**
- **94%** emergency repairs completed **within one day**



You said: we listened (and did)

Your feedback is so important to us. We're always listening to what you think about our services and using what you say to enhance the way we serve and support you. Here are some of our recent improvements.

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Pick of the bunch: community events

This Spring, customers used funding from Sage to run their own community events, one of which was a team litterpick to get a neighbourhood looking spick and span. Any Sage customer can apply for vouchers to bring their friends and neighbours together to do good and have some fun.

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School's out: stay quids in, this summer

With kids off school, we know this can be an expensive time of year. Don't worry – we've got some useful tips for you. From summer holiday clubs to free leisure passes, there's lots of support available. You can also get help with school uniforms and free meals over the summer.

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Your financial wellbeing matters

We want to you to feel comfortable and in control of your finances. That's why we offer lots of information on our website, including a useful budgeting tool and tailored advice on managing debt and tackling rising energy bills. If you're really struggling with money, please [let us know](#). We may be able to help you find extra benefits and support to keep you safe in your home.

[FIND OUT MORE >](#)



Let the sunshine in

Don't forget to take advantage of the sunshine this summer. Opening your windows to let fresh air in can help keep the risk of condensation, damp and mould firmly at bay.

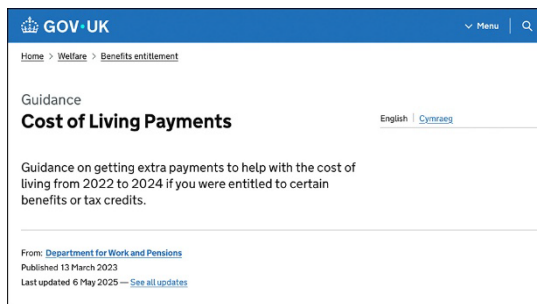
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Grassing up: reporting cannabis use

Smoking cannabis is illegal, and the smell isn't pleasant. If you're affected by somebody smoking cannabis, take a look at our latest advice on how to tackle it. Any incidents of smoking (or the smell of) cannabis, should be reported to the police by calling 101.

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Watch out for Cost of Living scam

In a new scam, people are receiving emails, which look like they're from the Department of Work and Pensions, saying they're giving out Cost of Living payments. There are no Cost of Living payments planned for 2025, so please don't respond to, or click links in any of these messages.

You can find trustworthy information about Cost of Living payments on the [Government's website](#).

[FIND OUT MORE >](#)



Taking extra care in the hot weather

With temperatures getting into the 30s at the end of June and the start of July, and potentially more hot weather on the way, we've put together a few hints and tips to stay safe at home. In particular, if you have a balcony or area in direct sunlight, make sure you remove anything from it that could catch fire.

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Share your views: shape our support

We'd like to hear from you. Could you answer five easy questions? Your answers will help us shape how we support projects and initiatives that make a difference in your local communities.

If you complete the form, we'll automatically enter you into a draw to win a £50 voucher.*

[ANSWER 5 QUICK QUESTIONS >](#)



Our online policy library

Did you know, you can see a list of our customer policies on our website, along with a range of other useful documents.

Using the ReciteMe function, the information is available in many languages, colours and formats (to help readers with challenges like dyslexia, for example).

[SAGE POLICIES >](#)

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 >](#)

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London Office

5th Floor
Orion House
5 Upper St Martin's Lane
London, WC2H 9EA

Northampton Office

2nd Floor
Lancaster House
Nunn Mills Road
Northampton, NN1 5PA