

News from Sage Homes

AUGUST 2025

What a summer!

Check out our photo competition winners



You sent us over 200 photos for our summer photo competition and our Customer Scrutiny Panel helped pick the winners. Take a look at some of the pictures you sent in, celebrating you and your communities this summer.

[FIND OUT MORE >](#)

Help us improve

You may get a call from our independent partner Acuity in the coming weeks. They'll be calling randomly selected customers to ask how satisfied you are with your home and services. It's a quick 10-minute survey and your speedy feedback will help us make improvements.

If you've let us know you prefer not to receive calls, Acuity will be in touch another way.



Better, faster, stronger

We're constantly working hard to make things better for you. In the past year we've made huge changes and improvements - and you're telling us you're happier with our services as a result. Click the link to see a few of the highlights.

[FIND OUT MORE >](#)

You said, we listened (and improved)

Every day at Sage is another chance for us to make your services faster and better. You've shared your feedback through customer group events, thousands of surveys and conversations - and we listened. From increasing Financial Wellbeing support, to building stronger relationships with your contractors, take a look at some of the improvements we made this year.

[FIND OUT MORE >](#)

Take a look at our 2024

Want a snapshot of our work in 2024? Our Customer Annual Report celebrates our highlights from last year, including how we worked more closely with you, the changes we made, and all the key figures and statistics.

[FIND OUT MORE >](#)

Saving you money with energy efficient homes

Our energy efficient homes are saving you £430 a year in energy bills (compared to the national average EPC D home). How? It's all because our homes are newly built and meet the most current regulations.

We're also trialling low-carbon technology at some of our homes, understanding how to use solar energy and heat pumps to bring down costs and help the environment.



Keeping you safe

Your safety is our priority and we need your help. Once a year, our trusted contractor Sureserve Group will be in touch to fix a date for your annual heating check. It's part of your tenancy agreement that you let them in.

Please help us by keeping an eye out for an email, letter or SMS from Sureserve and letting them know if you can't make the proposed appointment.

[MORE ABOUT SURESERVE >](#)



Get involved: two new opportunities

1. We're looking for someone to chair our new Asset Management panel. We need a customer with experience in managing repairs, building safety and strategic asset management. This is a paid role.

2. We also want to improve the accessibility and inclusivity of our services. We're keen to talk to any customers with (or experience of) disabilities, neurodiversities and language barriers.

Could you help with either opportunity?

[GET IN TOUCH >](#)



Good neighbours' guide

If you have a dispute or issue in your neighbourhood that you need a hand resolving, why not check out our Good neighbours' guide? It's got great advice on

how to have useful, positive conversations with the people who live around you.

[FIND OUT MORE >](#)



Let the sunshine in

Opening your windows while we have sunny weather lets fresh air in and reduces the risk of condensation, damp and mould. It's an especially good idea to open your windows when hanging up your washing to dry.

[FIND OUT MORE >](#)



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