

News from Sage Homes

OCTOBER 2025



We're
committed
to listening
to you

We rely on your feedback to help shape our services, tell us what works well and where we need to improve. So we were delighted to welcome a number of you to our Northampton Customer Care Centre on Friday 26 September for our annual Voice of the Customer event.

This day, along with our regular Customer Scrutiny Panel meetings, the surveys we undertake and what you tell us on the phone and on the doorstep, is vital to help us understand what matters to you. Chaired by board member and chair of the Customer Scrutiny Panel, Julia Porter, we shared our latest innovations, heard your views on our services and communications and gathered your feedback to change and improve them. Find out more and how you can take part next year.

[FIND OUT MORE >](#)



Meet Julia, your new Customer Scrutiny Chair

With a background in marketing and technology, and a passion for delivering a customer-focused service, we're delighted to introduce Julia Porter, the new Chair of your Customer Scrutiny Panel. Read about Julia's first impressions (of the recent Voice of the Customer event) and what she sees as the first priorities for the CSP.

[FIND OUT MORE >](#)

Sage service dashboard: September 2025

- **18 seconds:** average wait time for calls to our Customer Care Centre
- **81%** of routine repairs completed **within 20 days**
- **94%** emergency repairs completed **within one day**



Getting your home ready for colder weather

With cooler weather already here, it's a good time to get your home ready before the properly wintry weather arrives. From bleeding radiators to clearing gutters, slowly building up your heating to prepping your garden for spring, take a look at our useful tips for all around your home.

[FIND OUT MORE >](#)

Don't let damp be a downer

Condensation and damp can appear during the colder months, even in Sage's newly built homes. That's why we welcome Awaab's Law, coming into effect this month, as it reinforces our approach of dealing with reports of damp quickly and effectively. Find out more about the law – and how you can help prevent damp in your home.

[FIND OUT MORE >](#)

A better way to pay

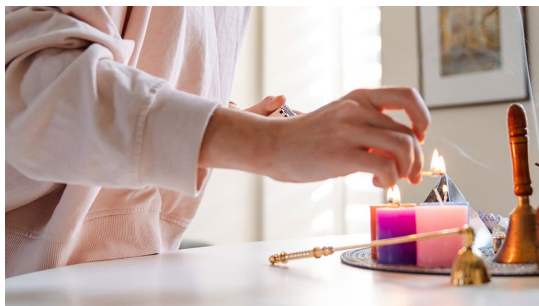
You wanted quicker, easier ways to make payments. We heard you. And that's why we've introduced Pay By Bank. Just log onto your online account, [My Sage Home](#), make your payment – and get on with your day. Why not try it out today?

[MY SAGE HOME >](#)



"I used Pay By Bank to pay my rent and it was very easy. It took me to my bank account and I could choose which account to use. I selected it as 'paying for a service' and got a confirmation email a few moments later. It was quick and efficient."

Yasmin, Sage Homes customer



Staying safe this Autumn

As the evenings get darker you may be turning on the heating and lighting a few candles. Take a look at these fire and electrical safety tips to help make sure your home stays cosy, comfortable and safe over the coming months.

[FIND OUT MORE >](#)



Upskill today

Looking for a new job? Check out our employment and training toolkit, available on [My Sage Home](#) and our [website](#). Get guidance on navigating job boards and LinkedIn, learn about the STAR method for job applications, and access free training courses. You can also find useful information on topics like: how jobs impact your benefits, where to get childcare support and what help is available to disabled people.

[FIND OUT MORE >](#)



Help budgeting for the festive season ahead

With the festive season on the way, as well as the increased cost of heating your home in the colder months, it's a good time to start saving some pennies, if you can. If you want to better understand your income and outgoings, and get ahead of bigger bills and expenses, check out our budgeting tool. It could help you have the celebrations you want later this year.

[FIND OUT MORE >](#)

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 >](#)

[FIND OUT MORE >](#)



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