

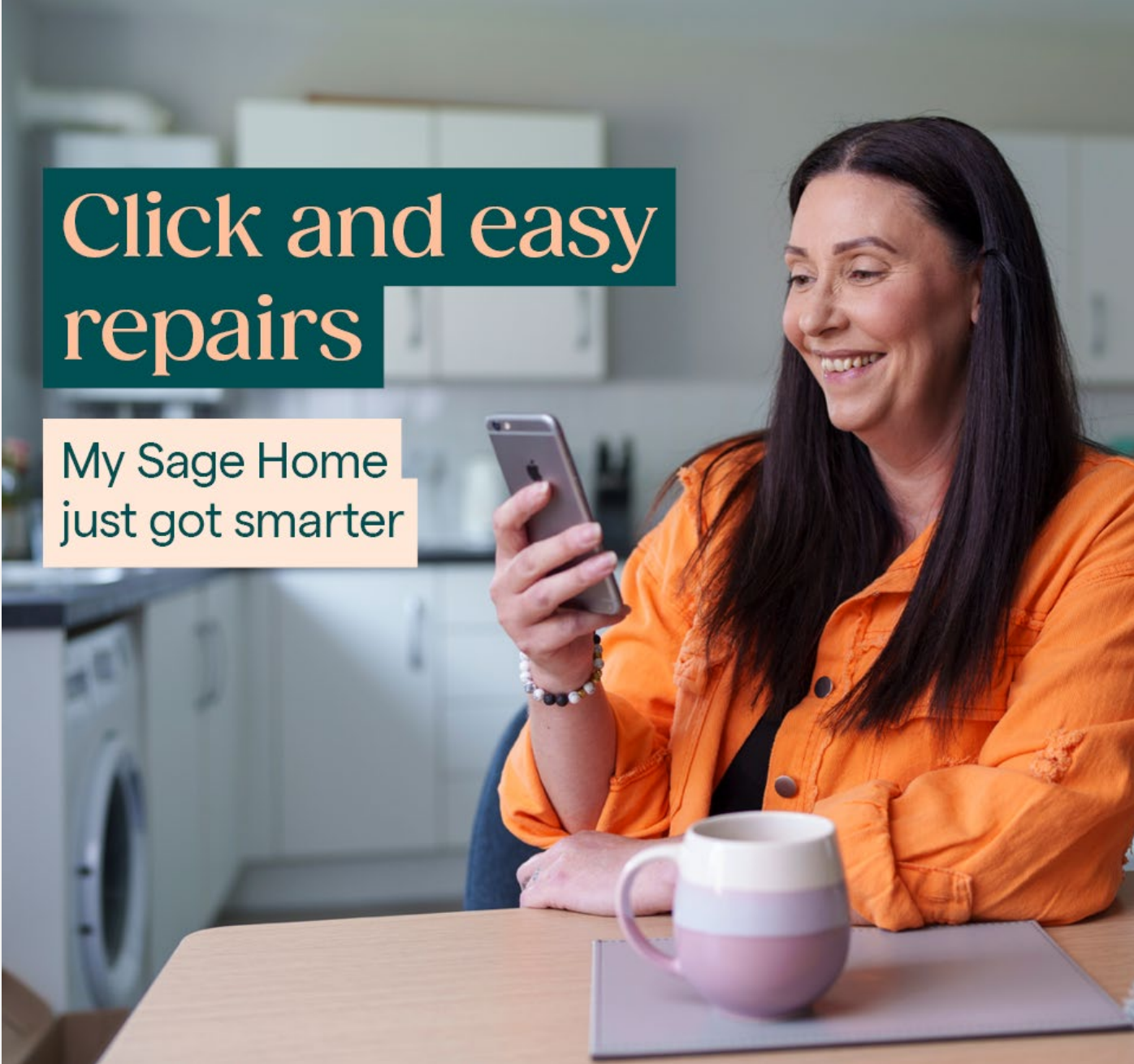
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News from Sage Homes

NOVEMBER 2025



Click and easy repairs

My Sage Home just got smarter

We're always working hard to improve our digital services for you. And our latest update to your online account, [My Sage Home](#), makes it quicker and easier than ever to report a repair or fault in your home, so we can crack on with getting things fixed for you.

[FIND OUT MORE >](#)

Sage service dashboard: October 2025



17 seconds: average wait time for calls to our Customer Care Centre



84% of routine repairs completed **within 20 days**



92% emergency repairs completed **within one day**

Who does what at Sage Homes?

You've asked for it, so we've made it happen for you. You told us it would be helpful to know a bit more about who at Sage looks after your different types of enquiries and who the Sage person is for your neighbourhood.

Check out our new **meet your team** page, which has all the details.

[MEET YOUR TEAM >](#)



Festive pics win prizes

It's (nearly) the most magical time of the year. And you could make it even more magical, by sending us your festive photos, and winning a £25 voucher*. Our judges will select three winners – one for best decorations, one for best family or friends photo and one for best community gathering.

[FIND OUT MORE >](#)



Get planning your festive budget

Christmas is around the corner and we know it can be a tricky time of year for your bank balance. Use our budgeting tool along with these handy hints and make the festive season as worry-free as possible.

[FIND OUT MORE >](#)



Checklist: Get your home winter-ready

Icy weather incoming – it's time to get your home ready for the cold season. Our checklist has lots of helpful suggestions, from wiping away condensation to bleeding your radiators.

[FIND OUT MORE >](#)



Avoiding money down the drain

Flushing foreign objects down the toilet, or putting them down your drains can lead to blockages – and bills. Not pee, poo, or paper? Don't flush it! While we'll always make sure your pipes are cleared, you're liable for any costs caused by dealing with blockages. So, avoid a charge, and get rid of things in the right way.

[MORE INFO >](#)

New and updated policies

We've published a handful of new and updated policies recently. You can see a complete list of all of our 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).

What's new?

NEW: Lettable standard policy, Aftercare policy, Latent Defects policy, Home Improvements policy

UPDATED: Repairs policy, Damp, Condensation and Mould policy.

[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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*Terms and conditions apply for the festive photo competition. Please follow the link with the story for more information.

This email comes from an unmonitored inbox.

If you'd like to get in touch with us, please email: communications@sagehomes.co.uk.