

Sage at home



YOUR VIEWS CREATE CHANGE

With your regular feedback, we're making constant improvements to the services you receive

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£400 IN YOUR POCKET

You're saving around £430 a year thanks to your home's great design and energy-efficient construction

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OUT IN YOUR AREA

We're in your neighbourhood more often than ever, making sure there's someone to talk to whenever you need

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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. Here's some highlights:



"I moved into this property three and a half years ago and I've noticed things improving. Sage is definitely more customer friendly."

 Brooke, Sage customer



We've completed **84%** routine repairs within our agreed timeframe, compared to **63%** this time in 2024



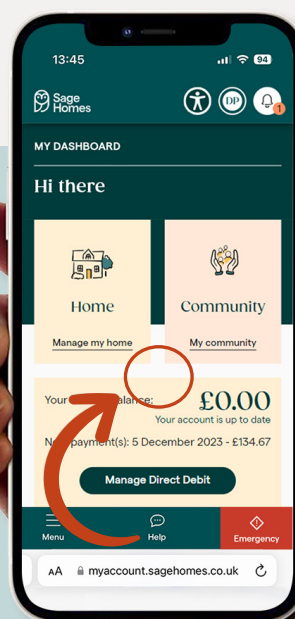
Need to call us? You can now speak to us on average within **15 seconds**



You're loving My Sage Home, your digital service, with **86%** of all our customers now using it



Our automated technology has resolved 15,544 enquiries this year - and counting. Upcoming innovations will make the 'Help' button in My Sage Home even more helpful when you're reporting a repair.



NEED SOME SUPPORT?

Chat to us on My Sage Home, using livechat (via the 'Help' button) or pick up the phone and see how quickly we can help you.

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. Here's a few of the improvements we made this year:

It was hard to report repairs on Clixifix

We made it quick and easy to do on My Sage Home. You can now manage everything you need from one convenient place



Our maintenance people weren't on site enough

Our team has built stronger relationships with local maintenance people, nudging them into action and increasing their visits



You weren't speaking to the right team at Sage

We've improved My Sage Home, so your query goes to the right team so they can get in touch and resolve your issues faster



You needed more financial support

We've increased our Financial Wellbeing support, helping 1,200 customers get help this year so far



"I've noticed improvement with the repairs process. The repairman assured me he would come back with any spare parts if necessary and was very friendly."



Sarah, Sage customer



Customer Annual Report
2024-25 | RENTAL

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.



Read it today by visiting:
sagehomes.co.uk/customer-report-ar
or scan me



Happy snappy

Thank you to everyone who sent in their summer snaps. Our Customer Scrutiny Panel helped choose the winners - and our Editor picked their favourite too. We hope these pictures, and some of the kind words you shared about your homes, get you feeling summery.



Second Place
Samantha, Buckinghamshire



Second Place
Gemma, Essex



Highly commended
Georgie, Buckinghamshire



Highly commended
Kerry, Derbyshire



Editor's pick
Charly, Suffolk



"We do love our new place/area that we can call our home with my little daughter" - Ramune



"After living in a flat for 11 years, we finally got our dream home, all thanks to Sage!! Our kids are so much happier and we feel like we can enjoy life to the fullest now!" - Jasmin



"We have been loving summer in our home" - Carla



Want to see even more photos?
Visit sagehomes.co.uk/photo-competition
or scan the QR code.



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.

Find out more, and contact Sureserve, at: sureserve.co.uk/support-for-residents



Let the sun 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 at: sagehomes.co.uk/damp-and-mould



We're in your neighbourhood

We want to understand your issues more deeply, so we've increased how often we visit your community and drop by to see how you're getting on.

Following a successful series of face-to-face community drop-in sessions, which we've held in neighbourhoods over the last few months, we're now offering online sessions too. Just log in to the session to chat to your local Sage team members and ask anything on your mind.

Want to see us in your neighbourhood or chat to us online? Let us know at: communications@sagehomes.co.uk



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.



Read it today by scanning the QR code or visiting: sagehomes.co.uk/good-neighbours-guide

Help us improve

You may get a call from a company called Acuity in the coming weeks. They're our independent partner and will be contacting randomly selected customers to ask for 10 minutes of your time to hear how satisfied you are with your home and services. It's a quick 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.


Get involved

Your feedback helps us implement new technology, shape our services and drive improvements across everything we do. Our Insight groups, run by our Customer Scrutiny Panel (CSP) members, address specific topics, like community safety and our communications.



Members of the CSP

"As a panel member, I represent Sage customers across the country. I play a part in helping Sage develop long-term sustainability for the new communities they create."

 Sadiqul, CSP member

New opportunities: help needed

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.

We want to improve the accessibility and inclusivity of our services. We'll be contacting customers who have already registered a need for a reasonable adjustment with us. But we're keen to talk to any customers with (or experience of) disabilities, neurodiversities and language barriers.

If you're interested in any of the opportunities above to get involved with Sage, please get in touch at: communications@sagehomes.co.uk.

Shape our support

Do you think we can improve how we support projects and initiatives in your community? Answer five quick questions to let us know, and we'll automatically enter you into our draw to win a £50 voucher.



Scan the QR code to get started.