

News from Sage Homes

DECEMBER 2025

Here for you over Christmas

Season's greetings from
your Sage Homes team



The tinsel's up and it's getting chilly outside. But before you finish wrapping your presents, check out the winners of our festive photo competition, and read our top tips ahead of the Christmas break, below.

[FESTIVE HOME PHOTOS >](#)

Need to get in touch during the holidays?

We're open from 8am to 5.30pm, Monday to Friday throughout the holidays, apart from Christmas Eve, Christmas Day, Boxing Day, New Year's Eve and New Year's Day.

If you have an emergency when we're closed, please call **020 8168 0500** and you'll be directed to our emergencies team.



[FESTIVE OPENING HOURS >](#)

Sage service dashboard: November 2025

- **17 seconds:** average wait time for calls to our Customer Care Centre
- **87%** of routine repairs completed **within 20 days**
- **88%** emergency repairs completed **within one day**



A busy time of year for repairs

The next few weeks will be a busy time for our Repairs and Aftercare teams, particularly as many of our contractors will have team members away on holiday.

While we'll always be there to manage emergency repairs, it may take us a little longer than usual to manage smaller routine repairs and faults.

If you've got an emergency repair, please call us on **020 8168 0500**. Thank you for your understanding.



Keeping on top of your rent

Please make sure you prioritise your rent and don't fall behind with payments as we end the year. You can check your current balance and see when rent is due at any time using your online account, [My Sage Home](#).

[LOG IN TO MY SAGE HOME >](#)



Struggling with money?

With rent to pay and presents to buy, it can be an expensive time of year. If you're struggling with money, please reach out to our friendly Financial Wellbeing team for advice and guidance.

Get in touch by using the **Help with my finances** button in your [My Sage Home](#) online account. Or give us a call on **020 8168 0500**.

[GET HELP WITH MONEY >](#)

Celebrating safely

We wish you all a restful and relaxing festive break. Use the link below to check out the **gov.uk** fire-safety tips and ideas for celebrating safely.

We know there's often additional waste like wrapping paper and boxes over the holidays. Please put these items in the correct bins, to avoid additional charges for bulk waste disposal.



[FESTIVE FIRE SAFETY TIPS >](#)

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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