

News from Sage Homes

FEBRUARY 2026

Please let us in
Our checks and surveys help keep you safe in your home



When you signed your tenancy agreement, you agreed to let us in to carry out checks to your home. This is to make sure everything is safe and secure. You can find out everything you need to do and know about our property checks (including a short explainer video) on our new webpage.

[PROPERTY SAFETY CHECKS >](#)

Sage service dashboard: January 2026

-  **90%** of calls to our Customer Care Centre answered within 60 seconds
-  **82%** of routine repairs completed **within 20 days**
-  **94%** emergency repairs completed **within one day**



Your rent review is coming up soon

You'll get all the information you need in a letter which is on its way to you now. If you think you're going to struggle to pay the new amount, please get in touch as soon as possible. We're here to help.

[FIND OUT MORE >](#)



Protecting your belongings

We provide building insurance to keep your home safe, but this doesn't cover the things you own. Please make sure you take out contents insurance and keep your things safe.

[FIND OUT MORE >](#)



Staying safe in extreme weather

There's been ice, rain and wind – and this kind of extreme weather can lead to accidents. Use our top tips to prevent any slips, trips and falls as you go out and about your neighbourhood.

[FIND OUT MORE >](#)



Wipe away worries about condensation

Wiping condensation from your windows in the morning, and then opening them (even for a few minutes) to let in fresh air, will help prevent damp and mould in your home.

[MORE HINTS AND TIPS >](#)



Watch out for TV license scams

There are currently scam emails being sent pretending to be from TV Licensing. These are actually from scammers trying to get your personal or bank details. Use Stop – Check – Ask to stay safe.

[FIND OUT MORE >](#)

Struggling with money?

This time of year can be hard, after the festive period. Please don't struggle in silence, but get in touch as our Financial Wellbeing team can offer advice, guidance and support for finding grants and funding.

[GET HELP WITH MONEY >](#)

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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