

# News from Sage Homes

FEBRUARY 2026

*We'll be in touch soon*  
about your annual  
rent and service  
charge review



Your annual rent and service charge review is coming soon. A letter and information pack is in the post on its way to you. It will outline your new rent and service charge costs, coming into effect at the start of April.



## Why does my rent go up every year?

Your rent is lower than the rent paid in the private rental market, and only goes up in line with the terms of your lease. The increase is based on inflation, using a carefully controlled calculation, and overseen by the Regulator of Social Housing.

[FIND OUT MORE >](#)



## Your service charges explained

The letter you'll soon receive will also provide your estimated service charge costs for the year ahead. If you'd like to see more information, explaining how your service charge breaks down and the kinds of services you're paying for, you can access it on our [website](#), or by using the button below.

[ABOUT SERVICE CHARGES >](#)

## 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**

### Buying more of your own home



You can buy more shares in your home, reducing the amount of rent you pay and bringing you closer to owning your home outright. This is known as staircasing. Find out more [here](#).

You'll get all the information you need in a letter at the end of February. 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 >](#)



### Ground rent: not your problem

Some of you have been asking about ground rent, following the government's announcement that they're being capped at £250. Don't worry about this as we have never charged you ground rent, as it doesn't apply to your home.

[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 scam

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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