

16 April 2025

Re: Proposed change to shared ownership services

Dear Customer,

You may remember we wrote to you on 6 January to consult with you about a proposal to transfer the provision of your home's shared ownership services to Sparrow Shared Ownership Limited (Sparrow). Having taken your feedback into account, our Board has decided to go ahead with this transfer.

Our Board believes you'll benefit from this change as we're a specialist shared ownership Registered Provider with only shared ownership customers' best interests at heart. As a result of the change, you'll now have dedicated, expert team members, responsible for your area who will get to know your needs.

We believe this means we can better support you on your home ownership journey and commit to providing you an excellent service, without the need of a third-party manager. You can find out more about us at: www.sparrowsharedownership.co.uk

Listening to your feedback

We've listened carefully to your feedback. Your thoughts were considered by Sparrow's Board on 24 February 2025, who concluded that the proposed change won't have any adverse implications for customers.

In total, 39 responses were received to this consultation. Of those responses, only two objected to the proposals. All customers, who responded, including the two objectors, have been replied to individually. Given the proposal's support by the majority of respondents, the Board has decided to go ahead with the change.

Going ahead with the proposed change

For now, Sage Homes will continue to provide your services, and you can continue to use the My Sage Home customer portal. We expect your home's shared ownership services to be provided by Sparrow in the coming months and we'll write to you nearer the time to explain things in more detail.

What's going to change?

When the change happens, you'll deal directly with Sparrow for anything that is currently dealt with by Sage Homes. This will include service charge and rent payments and queries, communal repairs and any other aspect of the management of your shared ownership home.

You'll have a dedicated team of experts on hand and you'll be able to go online to use our digital services. You'll be able to contact us directly if you need to book a communal repair or make changes to your account.

Paying your monthly charges

Sage Homes wrote to you at the end of February to review and increase your monthly rent and service charge payments in line with your lease. This increase is for the rent year running from 1 April 2025 to 31 March 2026 and remains in place when we take over your shared ownership services. We'll automatically move your Direct Debit to Sparrow when we start providing your services.

There won't be any additional increase in costs because of the change of shared ownership services. Your rights are protected in your lease and any future change in charges would be made in line with your lease. However, if you don't currently pay Sage Homes by Direct Debit you may need to change the way you pay when Sparrow begins managing your shared ownership services. We'll let you know what to do when the time comes.

Any questions?

If you have any questions related to the detail outlined in this letter, please contact us at sparrowsharedownership@sagehomes.co.uk and we'll be able to answer these for you.

Kind regards,

Sparrow Shared Ownership

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.

Please let us know what you need by:

- calling **020 8168 0500**
- or emailing sparrowsharedownership@sagehomes.co.uk

More information

For example, we're happy to provide documents in alternative formats (like braille, large print, translations or audio) or adapt the way we do things for customers who need help to access our services physically, because of a learning difficulty, or a difficult situation at home.

Translating this letter, or accessing it in another format online

The information in this letter is available in many languages, fonts and formats, including audio, online using our ReciteMe tool.



Scan the QR code on the right or visit www.sparrowsharedownership.co.uk/consultation