

06 January 2025

Re: Proposed change to Shared Ownership services

Dear Customer

We're writing to seek your opinion about a change we would like to make to the provision of services to you and your Sparrow Shared Ownership (Sparrow) home. We are committed to providing excellent customer services, and as such, we'd like to consult with you about the services you receive. Please read on to see how you can share your thoughts and feedback.

Sparrow is a dedicated shared ownership housing provider and our mission is to provide high quality homes and excellent customer service. As you know, we took over the ownership of the unbought share of your home from Sage Homes in August 2024. Since then, Sage has continued to look after your Shared Owner services.

Key benefits

We are proposing that, as your landlord, Sparrow now takes over the delivery of these services. We believe that you'd benefit from the change as we're a Registered Provider with only shared ownership customers and their best interests at heart. You'd have dedicated team members, responsible for your area who'd get to know your needs, meaning we could commit to providing you an excellent service, without the need of a third-party manager.

What would change?

If, after we've received your feedback, the Sparrow board decides to go ahead:

- You would deal directly with Sparrow for anything you currently deal with Sage Homes for
- For example, this would include service charge and rent payments and queries, communal repairs and any other aspect of the management of your shared ownership home
- There would be changes to how you communicate with us, including a new online service, phone number and email addresses.

There would be no increase in costs as a result of this proposed change. Your rights are protected in your lease and any change in charges would be made in line with your lease.

You can find out more about the proposal at:

www.sparrowsharedownership.co.uk/consultation or by scanning the QR code.



A little more about Sparrow

In case you haven't had a chance to get to know Sparrow, we're a new dedicated shared ownership Registered Provider, supporting people on the journey to owning their home. We're driven by the needs of our customers and registered with the Regulator of Social Housing.

We believe in Shared Ownership and want you to share in making decisions about your home. You can find out more about who we are and our values online at: www.sparrowsharedownership.co.uk.

Like your previous landlord (Sage Homes), Sparrow already has its own Customer Scrutiny Panel, made up exclusively of Shared Owners, who will represent your views and contribute to the shaping of the services and communications we provide.

We want to hear your thoughts

Please send us your thoughts and feedback on the proposed change outlined above. This consultation will last six weeks, and you have until midnight on Monday 17 February 2025 to let us know your thoughts. You can do so by:

- Emailing us at: sparrowsharedownership@sagehomes.co.uk (using the subject line: 'Consultation feedback: services for my home')
- Calling our team on: 0208 168 0500
- Or writing to us at: Sparrow Shared Ownership, 5th Floor, Orion House, 5 Upper St Martin's Lane, London WC2H 9EA

You can contact us the same way, if you have any questions about the proposed changes.

What happens next?

Once the consultation closes, we will take your feedback to our Board, who will consider it carefully, in accordance with our policies, procedures and values, before deciding whether to go ahead or not.

We will keep you informed about our decision and, if we decide to go ahead, you'll receive further details separately about the timeline for any change. This will be at the end of March.

Kind regards,

Sparrow Shared Ownership

To receive this information in a different language or format,
call 0208 168 0500 or email
sparrowsharedownership@sagehomes.co.uk.

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

Scan the QR code below or visit
www.sparrowsharedownership.co.uk/consultation to access it there.

