



Here when you need us

"A month into our new service, my team and I are thrilled to be part of your shared ownership journey. Having got off to a flying start, we're here for you when you need us."



ANITA KHAN
Managing Director,
Sparrow

Have you thought about logging on?



We're delighted to see that hundreds of customers have already signed up for the Sparrow customer portal to manage their home from their phone. Why not join them?

With nearly a third of customer queries coming to us through the portal in the first few weeks, it's already proved to be the quickest and easiest way to get your query to the right person at Sparrow.

If you want to check your balance, contact us or find useful information, sign up and log in today.

[SIGN UP & LOG IN >](#)

Taking pride in delivering for you



"It's been great to start delivering your services ourselves, and working with you in the past few weeks. From the team and I: thank you for your patience as we've launched our new service."

"We're already hearing happy customers saying they're getting through to us faster than ever before. Now that you're part of a smaller, more focused organisation, our Customer Service team can speak to you directly. So, if you have any questions or concerns about your home, please don't hesitate to get in touch with us – you can book a call through the [Sparrow customer portal](#)."

JAMIE FLINTOFF
Head of Customer Services, Sparrow

Improving your services, in your patch



Our teams work on a patch basis, meaning they look after the area which is geographically close to you.

Why does this matter? It means we're building great relationships with local contractors and are well placed to make sure your services are as efficient and effective as possible. We aim to constantly improve how we deliver your services, so please let us know what's working and what isn't.

You can contact us through your customer portal, or even raise a topic for discussion with your [Customer Scrutiny Panel](#).

Getting the most from your garden



Getting your garden summer-ready might feel like a mission. But don't worry, we've got some great [hints, tips and big ideas](#), even for small gardens (and windowboxes), which could help you get your outdoor space in great shape all summer-long.

[GARDEN GUIDE >](#)

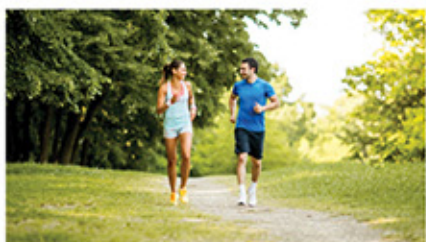
Safe and sound in your neighbourhood



Your safety is our top priority. We've put together some information to help you stay [safe in your home and neighbourhood](#), including practical tips and building great links in your community.

[SAFETY GUIDE >](#)

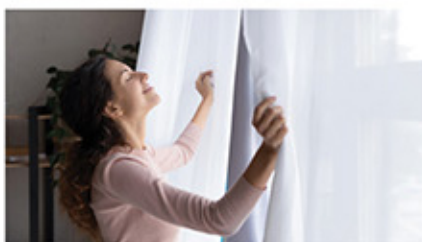
Health and wellbeing at home



Now the sun's out, it's a great time to get active, and you don't need an expensive gym membership to do it. Check out these quick tips for getting moving and improving your health and wellbeing – all from your doorstep, and using ordinary objects from home.

[HEALTH & WELLBEING GUIDE >](#)

Let the sunshine in



It's always a good idea to reduce condensation (which can lead to damp), by keeping your home ventilated. So, particularly while the weather's warm, open your windows to let fresh air in, and keep damp and mould at bay.

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 >](#)



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