

Magna Housing Environmental, Social and Governance Report 2025/26



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Introduction



Ailsa Willis

Safeguarding the environment, social impact and good governance are at the heart of Magna's vision and our Better Futures strategy. Guided by our principles of ethics, sustainability and value for money, we set out to make balanced choices today so we can make a longer-lasting difference for people, places and the planet into the future.

During 2025/26, we've continued to embed this approach across everything we do. This report demonstrates how we've moved forward in delivering the Better Futures outcomes we've set out to achieve for our customers, communities, colleagues and partners.

It shows what sustainability, doing the right thing, and being responsibly run mean in practice. During the year, we retrofitted 1,159 homes with energy efficiency improvements, with 75% of our homes now achieving an EPC rating of C or above. We supported customers struggling to heat their homes and pay their fuel bills with more than £20,000 in energy vouchers. And we invested £65,000 in activities and groups to help our communities to thrive and feel more connected.

And at the centre are our customers, in homes that are warmer and more economical to run and with support with the cost of living, and communities growing stronger. There's more to do, but these are important steps towards creating a more impactful and secure future together.

This, our fourth ESG report also provides a full and transparent account of our performance against Version 2 of the Sustainability Reporting Standard for Social Housing. Our full responses are set out in Appendix 1.

Ailsa

Ailsa Willis

Head of Asset Strategy, Regeneration and Place

Aligning ourselves with the UN Sustainable Development Goals

The Sustainability Reporting Standard for Social Housing includes seven of the UN Sustainable Development Goals (SDGs) aligned to the standard's themes (see Appendix 1):



At Magna, our Better Futures strategy and sustainability plans also include contributions towards key targets in a further four of the UN SDGs:



Our commitments through our Better Futures strategy

In 2025/26, we have continued to make progress on integrating sustainability, social impact and governance across the organisation. Since April 2024, ESG principles have been embedded in our Better Futures strategy.

It's based around our five better futures, which describe what the outcomes we want to achieve will look and feel like for our customers, communities and colleagues by 2029:

Our impactful future	We're driven by our mission to make a bigger, better, long-lasting impact on people and places. We lead with our strengths and build partnerships to make a greater difference for the communities we serve.
Our ethical future	We do the right thing, taking responsibility for our impact on people, places and the planet. We're guided by our values and principles to make good decisions that balance ethics, sustainability and value-for-money.
Our customers' future	We work together with our customers to shape quality homes, easy-to-use services and connected communities that help them thrive.
Our working future	We're building a high-performing, inclusive Magna, fit for the future. We attract, develop and keep talented people inspired by our mission and values. We're developing the skills and culture to thrive, grow and create more impact into the future.
Our secure future	We're a financially strong, well-run organisation, able to take calculated risks to grow our impact while providing value for money. We're always learning and working together to create new ways to do things better.

Our vision is **creating great homes together.** Because we believe everyone deserves a great home – a place where they can build a better future.

Our mission drives us to make a positive impact for our customers, communities, colleagues, partners and our planet. Looking after our environment, creating positive social impact and good governance run throughout Better Futures.

Our **guiding principles** of ethics, sustainability and value for money anchor our strategy to our **vision**, ensuring we make balanced decisions that are **not at any cost.**





These principles align closely with the UN Sustainable Development Goals (UN SDGs), which we continue to use as key reference points in delivering **our vision** our Better Futures strategy.

The guiding principles underpin our approach to balanced, ethical decision-making, ensuring that we:

- Integrate sustainability into every aspect of our operations.
- Uphold strong ethical standards in how we conduct business.
- And maintain an economically viable future by defining what good value for money truly means for Magna and our customers.

Key highlights for 2025/26

75%
of homes EPC C or better

100%
of new homes EPC B

1,159
homes retrofitted

£20,286
of fuel vouchers delivered directly to customers

£65,000
of community investment funding

63.2%
of customers satisfied with overall service

Average rent
27%
below Local Housing Allowance

99.9%
Decent Homes compliance

G1
governance rating

92%
Non-Executive Directors on our Board

Environmental

Energy efficiency of homes

We remain committed to improving the energy efficiency of our homes. This will not only lower environmental impact but also improve affordability and comfort, enabling our customers to live in warm, healthy homes that are more economical to run.

Our goal is to achieve net zero by 2050, ensuring that our homes meet an EPC/SAP rating C or better by 2030. To get us there, we are creating a plan for every home as part of our Better Futures strategy. Our asset strategy uses space heating demand (SHD) as a key performance measure and we are in the process of developing a roadmap to improve the SHD of our homes.

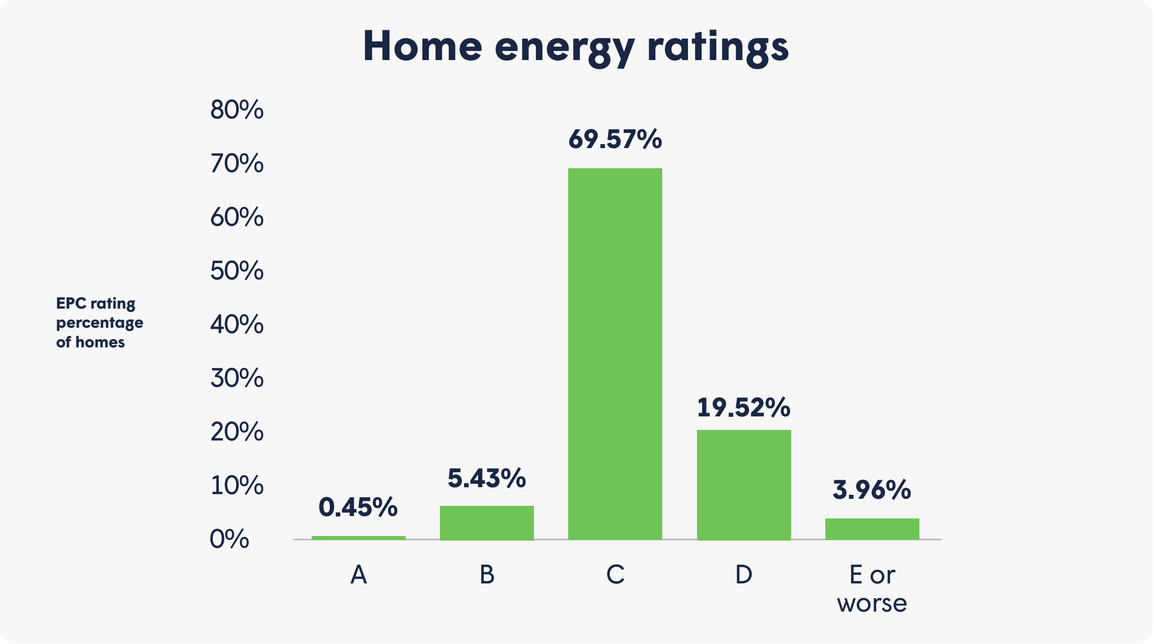
We are continuing to deliver an ambitious retrofit programme supported by government funding. In 2025/26, we carried out deep retrofit to 57 of our worst performing homes, achieving at least a high SAP B rating. Through other planned works, we improved the energy efficiency of a further 1,102 homes with measures including more efficient heating systems, new windows, solar panels and better insulation.

We have a dedicated retrofit team in place, alongside a grants officer to support funding in this area. Our housing officers have been trained on fuel poverty. We're also undertaking work to better understand fuel poverty and work towards a longer-term strategy to reduce it.

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In 2025/26, we worked with HACT to provide over £20,000 of energy vouchers for customers on PAYG meters. A similar energy related fund also helped five customers write-off £3,250 of additional energy debt between them.

From our oil heating hardship fund, match-funded internally, we purchased 6,000 litres of heating oil to support 12 households across Dorset and Somerset. We worked with suppliers in our region, who gave discounts and prioritised delivery to customers where possible.



Environmental

Supporting our green spaces

We are developing plans to increase biodiversity across our communities through a range of initiatives. These include:

- Creating new wildflower areas and meadow planting.
- Establishing a community green space that incorporates biodiversity features.
- Developing a community orchard.
- And installing wildflower matting in suitable locations.

We are also exploring opportunities to increase native tree and shrub planting, create habitats for pollinators and wildlife, and enhance existing open spaces through more sustainable grounds maintenance practices.

Reducing environmental risks

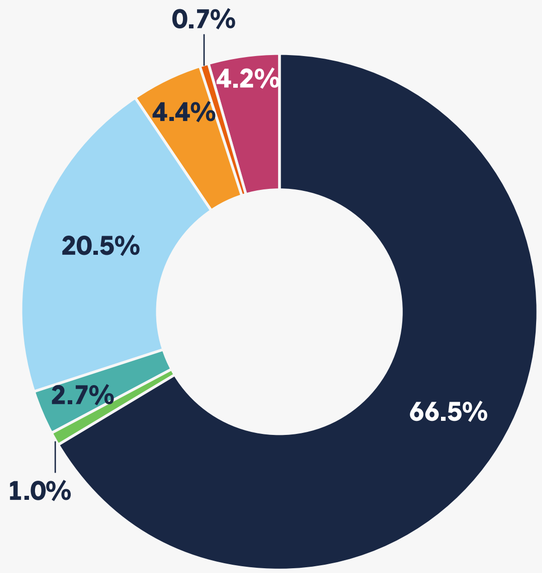
While we do not currently have a standalone pollution management strategy, we identify and manage environmental risks through our health, safety and environmental management processes. This includes controls for waste management, hazardous substances, contractor activities, vehicle emissions, dust, noise and other potential pollutants. We are committed to reducing environmental impacts and are considering opportunities to further formalise our approach as part of our wider sustainability and ESG objectives.



Social

We continue to strive for great outcomes for our customers and communities. We offer a range of housing tenures, including sheltered, supported and general needs housing across both rural and urban areas in Dorset, Somerset and parts of Devon. Our rent levels average 27% below Local Housing Allowance, reflecting our long-term commitment to providing affordable, high-quality housing and to supporting the social wellbeing of the communities we serve.

Tenure mix



General needs (social rent)	66.5%
Intermediate rent	0.0%
Affordable rent	1.0%
Supported housing	2.7%
Housing for older people	20.5%
Low-cost home ownership	4.4%
Private rented	0.7%
Other	4.2%

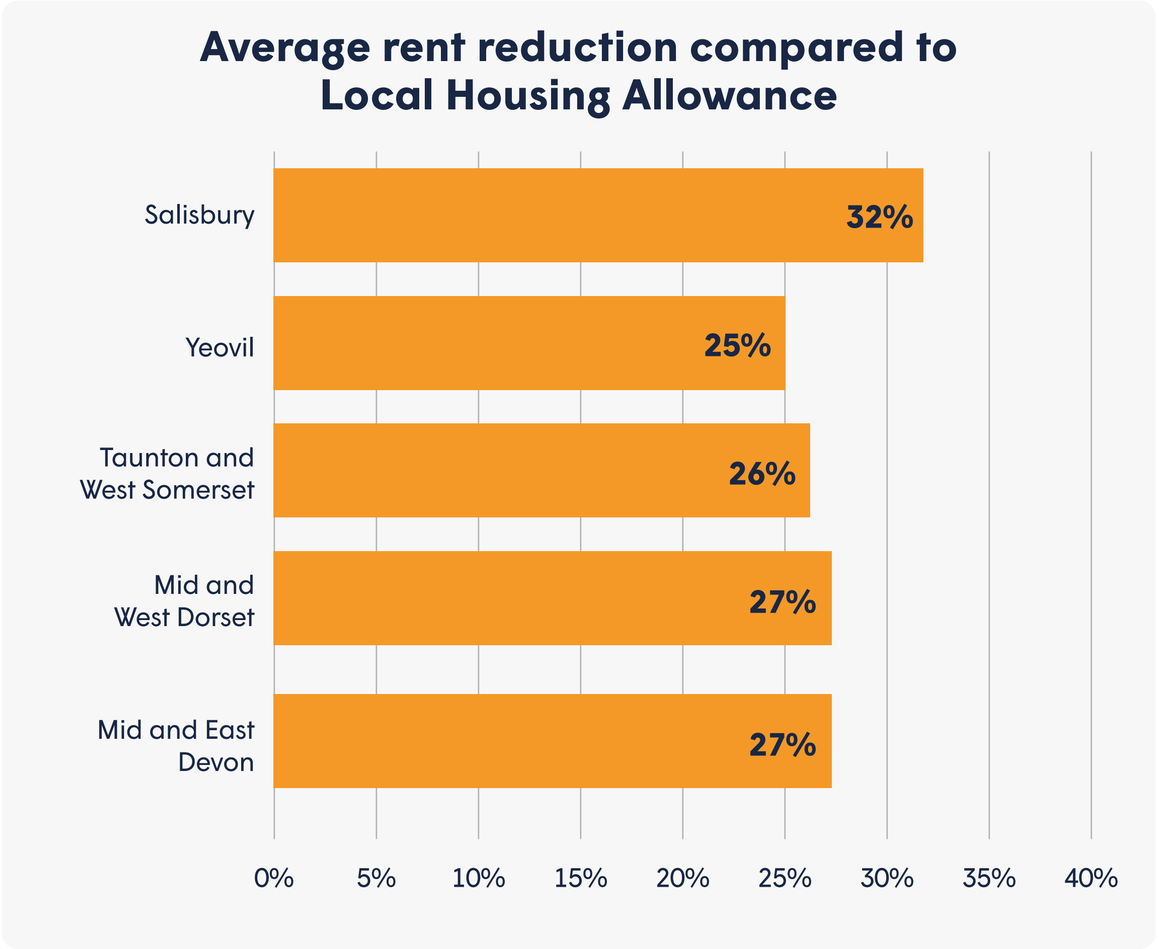


Social

Rent compared to relevant Local Housing Allowance (LHA)

LHA is set using broad rental market areas (BRMA), which do not correspond to local authority areas. Magna has properties that are subject to rent regulation in six of these areas. The figures are for median rent compared to LHA for 2025/26.

- For Mid and West Dorset BRMA, median rent for Magna properties is 20% below for one-bed properties, 30% below for two-bed properties, 34% below for three-bed, properties and 43% below for four-plus bed properties.
- For Taunton and West Somerset BRMA, median rent for Magna properties is 19% below for one-bed properties, 28% below for two-bed properties, 32% below for three-bed properties and 30% below for four-plus bed properties.
- For Yeovil BRMA, median rent for Magna properties is 10% below for one-bed properties, 25% below for two-bed properties, 30% below for three-bed properties and 48% below for four-plus bed properties.
- For Salisbury BRMA, median rent for Magna properties is 13% below LHA for one-bed properties, 34% below for two-bed properties, 36% below for three-bed properties and 45% below for four-plus bed properties.
- For Mid and East Devon BRMA, median rent for Magna properties is 27% below LHA for one-bed properties.
- For Weston Super Mare BRMA, median rent for Magna properties is 31% below LHA for three-bed properties.



Social

As well as providing secure and affordable tenancies for our customers, we also prioritise providing safe homes:



100%
of homes had a valid landlord gas safety record



100%
of homes had a valid fire risk assessment



100%
of homes had a valid legionella risk assessment



100%
of homes had an asbestos survey completed



100%
of homes had a valid electrical safety inspection



100%
of homes had a valid communal passenger lift safety check



99.9%
of homes met the Decent Homes Standard

Supporting customers and communities

Alongside providing homes, we also work hard to support our customers and communities in other ways. We deliver a wide range of additional services to customers, from advice and signposting, to helping customers access extra income and essential grants.

For example, in 2025/26, we provided:

£2.69m	**in additional income for customers through our money matters team, including £856,000 in rent-related benefits.**
£65,000	**invested in community projects.**
459	**energy vouchers worth £22,491.**
88	**food boxes for customers experiencing financial hardship.**

Our Winter Warmer community events created welcoming, warm and safe spaces where customers and members of the wider community could enjoy refreshments, meet and interact with others, access advice and signposting, or spend quiet time in a calm and comfortable environment.

We supported a range of community events throughout the year, helping bring people together and strengthen communities. During December 2025, our Santa's Grotto events in Minehead and Dorchester welcomed 99 children and supported 72 families.

Overall, our community engagement activities directly involved more than 700 residents, children and family members through meetings, events and neighbourhood activities, while community investment projects delivered lasting social and environmental benefits across the communities where customers live.

Governance

We work hard to ensure strong financial viability, transparent governance, sustainable procurement and ethical leadership.



G1/V2 regulatory grade



Adhere to the National Housing Federation's Code of Governance (2020)



Not-for-profit housing provider



17% Board and 33% senior management turnover in the last two years

As part of our ambition to be an 'employer of choice' in our region, we are proud to be a Real Living Wage employer. We have a transparent process for determining pay to ensure fairness and consistency.

Real Living Wage employer	**£13.28 per hour**
Mean gender pay gap	**2.29%**
CEO to median-worker pay ratio	**5.1:1**

Managing risk

We consider ESG matters during reviews of strategic risks. Those risks are considered monthly by Executive Board and reported to Committee and Strategic Board quarterly.

Procurement

We have integrated sustainability into our procurement process more formally, with ESG accounting for 10% of the scoring in our tenders. This may be higher depending upon the nature of the procurement.

Governance

Equality, diversity and inclusion (EDI)

We ensure equality, diversity and inclusion are promoted in a variety of ways, from mandatory learning units through to sharing customer stories. We also have an EDI steering group who work together on relevant topics and agree an annual action plan, which is reported to our Strategic Board.

We've continued to invest in the physical and mental health of colleagues through enhanced safety initiatives, wellbeing support, training and occupational health provision. Mandatory health and safety training compliance increased to 98.3%.

Listening to our customers

Our customer involvement framework includes a range of engagement activities through which we gather input, including our customer groups, complaints, Tenant Satisfaction Measures (TSMs), policy reviews, service consultations and our Magna Voice online community, launched in January 2026. Customer views and outcomes are reported through governance structures and used to inform policy development, service improvements and strategic decision-making

The Strategic Board receives regular reporting on customer satisfaction, complaints, Housing Ombudsman determinations, TSM performance and customer feedback, providing direct insight into resident experiences. The Board has also agreed customer engagement principles and a new customer participation framework to strengthen the customer voice in governance and decision-making. This will include implementing recommendations on engaging younger customers in our decision-making, following a pilot project in 2025/26.



Looking ahead

Our ESG journey continues to be a key part of our Better Futures strategy, and as part of this we have a series of priorities for 2026/27 that will support us as an ethical, sustainable, and financially secure business that can deliver improved outcomes for our customers, colleagues, and communities.

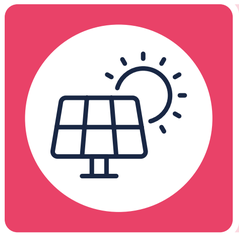
Our 2026/27 ESG priorities:



Finalise and implement our business-wide Sustainability Strategy.



Begin Wave 3 deep retrofit works on 338 more homes.



Fit solar PV to 750 homes through ECO4.



Deliver 256 new affordable homes on our way to 300 per year.



Provide over £50k in grants to our customers and communities.



Introduce a social value reporting tool to support our impact assessment.

Appendix 1: SRS Reporting Criteria and Full Responses

Our ESG journey continues to be a key part of our Better Futures strategy, and as part of this we have a series of priorities for 2026/27 that will support us as an ethical, sustainable, and financially secure business that can deliver improved outcomes for our customers, colleagues, and communities.

<table>
<tr><th>ESG area</th><th>Theme</th><th colspan="2">Criteria</th><th>Response</th><th>Enhanced reporting option(s)</th><th>Response to enhanced options</th></tr>
<tr><td rowspan="5">Environmental</td><td rowspan="5">T1 – Climate
Prevents and mitigates the risk of climate change.</td><td rowspan="2">C1</td><td rowspan="2">Distribution of EPC ratings of the housing provider's existing homes (those completed before the last financial year).</td><td rowspan="2"><table><tr><th>EPC ratings</th><th>% of homes</th></tr><tr><td>A</td><td>0.45%</td></tr><tr><td>B</td><td>5.43%</td></tr><tr><td>C</td><td>69.57%</td></tr><tr><td>D</td><td>19.52%</td></tr><tr><td>E or worse</td><td>3.96%</td></tr><tr><td>No EPC rating (unknown)</td><td>0.00%</td></tr></table></td><td>Average SAP rating of existing homes (those completed before the last financial year).</td><td>Average rating: 71</td></tr>
<tr><td>Energy use intensity of existing homes (those completed before the last financial year).</td><td>92 kWh/m²/yr</td></tr>
<tr><td>C2</td><td>Distribution of EPC ratings of the housing provider's new homes (those completed in the last financial year).</td><td><table><tr><th>EPC ratings</th><th>% of homes</th></tr><tr><td>A</td><td>0.45%</td></tr><tr><td>B</td><td>5.43%</td></tr><tr><td>C</td><td>69.57%</td></tr><tr><td>D</td><td>19.52%</td></tr><tr><td>E or worse</td><td>3.96%</td></tr><tr><td>No EPC rating (unknown)</td><td>0.00%</td></tr></table></td><td>Average SAP rating of new homes (those completed in the last financial year).</td><td></td></tr>
<tr><td>C3</td><td>Does the housing provider have a Net Zero target and strategy?
If so, what is it and when does the housing provider intend to be Net Zero by?</td><td>Yes. In line with the work done by LETI and the GLA, our target is to reach an average Space Heat Demand of 50kWh/m2/yr across our stock. We intend to reach this by 2050.</td><td>Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative?</td><td>No</td></tr>
<tr><td>C4</td><td>What progress has the housing provider achieved in the last 12 months towards its Net Zero targets and strategy?
What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock?</td><td>We carried out deep retrofit to 57 of our worst performing homes, achieving at least a high SAP B rating. Through other planned works, we improved the energy efficiency of a further 1102 homes with measures including more efficient heating systems, new windows, solar photovoltaics and better insulation.</td><td>Does the housing provider have a costed net zero transition plan?</td><td>No</td></tr>
</table>

Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Environmental	**T1 – Climate** Prevents and mitigates the risk of climate change.	**C5**	Scope 1, Scope 2 and Scope 3 Green House Gas emissions Scope 1, Scope 2 and Scope 3 Green House Gas emissions per home If unable to report emissions data, please state when the housing provider is expected to be able to do so.	Scope 3: 17948 tonnes CO2 [Category 3 – Fuel- and energy-related activities] Scope 3: tonnes CO2 [Category 5 – Waste generated in operations] Data not currently available. The organisation monitors operational waste volumes and disposal routes but does not currently calculate Scope 3 Category 5 greenhouse gas emissions. **Scope 3: tonnes CO2 [Category 10 – Processing of sold products]** Not applicable. Magna does not sell products that are subsequently processed or transformed by third parties. Therefore, no material greenhouse gas emissions arise from the processing of sold products. **Scope 3: tonnes CO2 [Category 11 – Use of sold products]** Not applicable. Magna does not manufacture or sell products that generate material greenhouse gas emissions during customer use. Accordingly, no significant emissions arise from the use of sold products. We focus on reducing emissions associated with our housing stock, operations, vehicle fleet and supply chain. **Scope 3: tonnes CO2 [Category 12 – End-of-life treatment of sold products]** Not applicable. Magna does not manufacture or sell products that result in material end-of-life treatment emissions. Waste and disposal activities associated with repairs, maintenance and development projects are managed and reported through operational waste management processes rather than under the Scope 3 category of end-of-life treatment of sold products.	Number of homes that have been retrofitted in the last financial year.	1,159
		C6	Has the housing provider mapped and assessed the increased flood risks to its homes caused by climate change in the last 2 years? How is the housing provider mitigating these risks?	Yes. We map flood risk to our portfolio through GIS mapping.	Homes that have been retrofitted in the last financial year as a percentage of the total homes the housing provider needs to retrofit to meet its net zero commitments.	1%
		C7	Has the housing provider mapped and assessed the increased water stress risks to its homes caused by climate change in the last 2 years? How is the housing provider mitigating these risks?	No.	Does the housing provider qualify for SECR reporting?	No

Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Environmental	**T1 – Climate** Prevents and mitigates the risk of climate change.	**C8**	Has the housing provider mapped and assessed the increased overheating risks to its homes caused by climate change in the last 2 years? How is the housing provider mitigating these risks?	No. While we have not specifically mapped and assessed risks, we are building a picture of homes that are at risk of overheating and intend to create an overheating plan when this work is complete.	SECR Intensity Ratio for Total Emissions (Scope 1-3)	
	T2 – Nature Promotes ecological sustainability.	**C9**	Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes? If yes, please describe, with reference to targets in this area. If no, is the housing provider planning on producing one in the next 12 months?	No, but we are planning to develop one. However, we are developing plans to increase biodiversity across our communities through a range of initiatives. These include creating new wildflower areas and meadow planting, establishing a community green space that incorporates biodiversity features, developing a community orchard, and installing wildflower matting in suitable locations. We are also exploring opportunities to increase native tree and shrub planting, create habitats for pollinators and wildlife, and enhance existing open spaces through more sustainable grounds maintenance practices.	Average Biodiversity Net Gain (BNG) per development, of developments that have gained planning permission in the past year. Does the housing provider have a Biodiversity Net Gain target for new homes?	
					Does this exceed minimum requirements?	
		C10	Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm? If so, how does the housing provider target and measure performance? If planning to develop one, when does the housing provider expect it to be established?	**Pollution** While we do not currently have a standalone pollution management strategy, we identify and manage environmental risks through our health, safety and environmental management processes. This includes controls for waste management, hazardous substances, contractor activities, vehicle emissions, dust, noise and other potential pollutants. We are committed to reducing environmental impacts and are considering opportunities to further formalise our approach as part of our wider sustainability and ESG objectives. **Asbestos** We have an asbestos management plan in place to manage asbestos in situ. Every home with asbestos has its condition reviewed every five years in line with our stock condition surveying programme. Every communal area with asbestos present is inspected every year. When a property is refurbished or becomes vacant we do try and remove as much asbestos is as reasonably practical. **Damp and mould** We have a damp and mould policy and procedure and share information with customers on our website about how to reduce the risk. We respond to reports of damp and mould promptly and in some cases use environmental monitoring technology to monitor conditions within the home which also prompts customers on actions they can take to reduce the risk. Performance is tracked monthly through the Leadership Team and reported through a suite of KPIs and on a compliance dashboard which is reviewed by the Executive and Strategic Boards.		

Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Environmental	**T3 – Resource management** Sustainable management of natural resources and responsible procurement.	**C11**	Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works? If so, how does the housing provider target and measure performance? If planning to develop one, when does the housing provider expect it to be established?	No, but we are planning to develop one by the end of 2027/28. We target and measure performance through centralised specification management, tender specifications and contract management. This is currently not drawn together but work is underway to enable this.	% of materials from responsible sources.	
		C12	Does the housing provider have a strategy for waste management incorporating building materials? If so, how does the housing provider target and measure performance? If planning to develop one, when does the housing provider expect it to be established?	Yes. Data is collected from the recycling centres.	% of materials that are recycled, reused and/or diverted from landfill.	
		C13	Does the housing provider have a strategy for water management? If so, how does the housing provider target and measure performance? If planning to develop one, when does the housing provider expect it to be established?		Average internal water efficiency of completed homes in past year.	
					Consumption of metered mains water on sites and site offices.	

Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Environmental	**T3 – Resource management** Sustainable management of natural resources and responsible procurement.	**C14**	How is sustainability considered when procuring goods and services? What measures are in place to monitor the sustainability of the supply chain when procuring goods and services?	This is given a proportion of the 10% minimum weighting to ESG. Depending upon the nature of the procurement this may be higher than this. Where we have required a standard we would expect and require a supplier to evidence compliance/achievement and monitor at a contractual level.	What is the relative weighting of environmental impact considerations in procurement policies?	10%
					How does the housing provider monitor supply chain risks, and what initiatives has the housing provider taken to drive higher sustainability performance across its supply chain?	Risks are reported monthly and broken down into strategic & operational suppliers as well as market condition risks. We have begun a centralised contract management project which will unify reporting into a single location including ESG.
Social	**T4 – Affordability** Provides affordable and secure housing.	**C15**	For properties that are subject to the rent regulation regime, report against ONE OR BOTH of the following Affordability metrics: • Rent compared to average private rental sector (PRS) rent across the relevant Local Authority • Rent compared to the relevant Local Housing Allowance (LHA)	27% below LHA	OPTIONAL: Explanation of response	
		C16	Number of existing homes (owned and/or managed) completed before the last financial year allocated to: • General needs (social rent) • Intermediate rent • Affordable rent • Supported Housing (excluding Housing for Older people) • Housing for older people • Low-cost home ownership • Care homes • Private Rented Sector • Private Market Sale • Other	General needs (social rent) . . . . . 6,055 Intermediate rent. . . . . 1 Affordable rent. . . . . 88 Supported housing . . . . . 246 Housing for older people units . . . . . 1,869 Low-cost home ownership. . . . . 399 Care home . . . . . 0 Private rented sector. . . . . 62 Private market sale . . . . . 0 Other 386	OPTIONAL: Explanation of response	The 386 in 'other' are the leaseholders we have.

Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Social	**T4 – Affordability** Provides affordable and secure housing.	**C17**	Number of new homes (owned and/ or managed) completed before the last financial year allocated to: • General needs (social rent) • Intermediate rent • Affordable rent • Supported Housing (excluding Housing for Older people) • Housing for older people • Low-cost home ownership • Care homes • Private Rented Sector • Private Market Sale • Other	General needs (social rent) . . . 19 Intermediate rent . . . 0 Affordable rent . . . 0 Supported housing . . . 0 Housing for older people . . . 0 Low-cost home ownership . . . 32 Care home . . . 0 Private rented sector . . . 0 Private market sale . . . 0 Other . . . 0	Number homes disposed of in the last 12 months, by tenure type	Nine disposals (one general needs and eight shared ownership final staircasing)
					Number of homes acquired in the last 12 months, by tenure type	0
		C18	How is the housing provider trying to reduce the effect of high energy costs on its residents?	We have a 2030 SAP C Target and 2050 Net Zero target with a plan for every home providing the trajectory. Our asset strategy includes the use of Space Heating Demand as a key asset performance metric, and we are in the process of developing a roadmap to improve the SHD of our homes. We have a dedicated retrofit team in place, alongside grants officer to support funding in this area. Our housing officers have been trained on fuel poverty. We are also undertaking work to better understand fuel poverty and work towards a longer-term strategy to reduce fuel poverty. In 2025/26, we worked with HACT to provide over £20K of energy vouchers for customers on PAYG meters. A similar energy related fund also helped 5 customers write-off £3,250 of additional energy debt between them. From our oil heating hardship fund, match funded internally, we provided support to 12 households, purchasing 6,000 litres of heating oil to customers across Dorset and Somerset. Working with suppliers in our Dorset and Somerset geographies, suppliers gave discounts and prioritised delivery to customers where possible.		

Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Social	**T5 – Building safety and quality** Resident safety and building quality are well managed.	**C19**	Describe the condition of the housing provider's portfolio, with reference to: • % of homes for which all required gas safety checks have been carried out. • % of homes that meet national fire safety regulations (varies by nation – see guidance document). • % of homes for which all required electrical safety checks have been carried out. • % of homes for which all required asbestos management surveys or re-inspections have been carried out. • % of homes for which all required legionella risk assessments have been carried out. • % of homes for which all required communal passenger lift safety checks have been carried out.	% of homes with gas safety checks . . . . . 100.0% % of homes meeting fire safety regulations. . . . . 100.0% % of homes with electrical safetychecks . . . . . 100.0% % of homes with asbestos checks . . . . . 100.0% % of homes with legionella assessments . . . . . 100.0% % of homes with lift safety checks 100.0%		
		C20	What % of homes meet the national housing quality standard?	100%		
			Of those which fail, what is the housing provider doing to address these failings?	One property is currently failing the decent homes standard this is due to overcrowding our Housing team are working with the customer and monitoring this situation.		
		C21	How do you manage and mitigate the risk of emergency hazards, including damp and mould? How do you reduce the likelihood of damp and mould hazards occurring?	We have a Damp and Mould Policy in place, and a damp and mould process to triage, fix and report on response times. We publish damp and mould guidance and prevention on webpages. Our Money Matters team is trained in fuel poverty, as this can be a contributing factor in damp and mould risk. Our Energy and Retrofit team undertake programme of works to reduce damp and mould risk. Humidity sensors have been installed to a number of homes at higher risk of damp and mould to monitor potential issues. Our damp and mould dashboard provides housing officers and surveyors with real-time call information and status. We have implemented new processes to comply with the requirements of Awaab's Law.		

Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Social	**T6 – Residents and community** Listens to and supports residents and local communities.	**C22**		63.2% Customer feedback plays a key role in shaping our services and driving continuous improvement. Through our Tenant Satisfaction Measures (TSMs), surveys, complaints and customer engagement activities, we identify areas where customers want us to do better and take action accordingly. During 2025/26, key improvements included: Recruiting six additional operatives and trialling new ways of working to improve repairs services. Launching Magna Voice, our customer engagement platform, to strengthen customer influence and involvement in decision-making. Appointing a dedicated Complaints Lead and updating complaints policies to improve fairness, consistency and customer experience. Strengthening our approach to anti-social behaviour and tenancy management. Improving customer access to services through enhanced digital channels and reduced contact centre waiting times. Introducing a new estate management survey to better understand and respond to concerns about communal areas. Continuing stock condition surveys, EPC assessments and communication with customers about planned home improvements. We remain committed to listening to customers, learning from feedback and delivering service improvements that enhance customer satisfaction and community wellbeing.		
		C23	What arrangements are in place to enable residents to hold management to account for the provision of services?	Via our Magna Voice online customer community: www.magna.org.uk		
		C24	% of Stage 1 and Stage 2 complaints responded to within target timeframes (varies by nation).	100%	Ombudsman maladministration rate	58.0%

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ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Social		C24	Average time in working days to respond to Stage 1 and Stage 2 complaints	14	Ombudsman severe maladministration rate	5.0%
			How have reported complaints resulted in change of practice within the housing provider?	Reported complaints are a key source of insight and have directly influenced service improvements, policy changes and investment decisions across Magna. Complaint feedback highlighted recurring concerns about repairs delays, communication, anti-social behaviour (ASB) case management and follow-through on agreed actions. In response, in 2026/27 we have invested an additional £1.8 million in repairs, increased operational and customer care capacity, strengthened oversight of complex repairs, introduced clearer customer communications, and improved coordination between teams. Complaint themes and customer feedback also informed the launch of our Better Services transformation programme, which uses complaints, performance data and customer insight to redesign services around customer needs. Complaints have also driven wider organisational change. They showed that customers wanted greater confidence that neighbourhood and anti-social behaviour concerns were being assessed consistently and acted upon quickly. In response, we introduced a new Anti-Social Behaviour Policy, developed a Living Well Together Policy (Good Neighbourhood Management Policy) and increased community safety capacity. Together, these changes are intended to support earlier identification of risk, clearer case ownership and more consistent intervention where customers are affected by nuisance or anti-social behaviour. We will monitor progress through complaint trends, escalations and case review outcomes.		
		C25	In the last 12 months, what additional support have you provided to your tenants? Please include support across any of the following areas, as well as any other relevant services: • Employment & skills • Wellbeing & mental health • Vulnerable tenants	Between August 2025 and August 2026, Magna delivered resident and community engagement across Dorset and Somerset, including Sherborne Town Council meetings on 1 October 2025 and 4 June 2026 with 8 Magna colleagues, 12 councillors and 3 residents; Sherborne resident meetings on 13 April 2026 and 6 July 2026 involving 18 residents; and a Hallett Court, Lyme Regis meeting on 11 February 2026 attended by 20 residents and 2 Magna staff. Community events included Santa's Grottos in Minehead and Dorchester with 99 children and 72 families supported by 3 staff, the Abril Christmas Event Lent Grotto with 73 children, 29 families and 1 staff member, Chard Together with 30 quiz entries and around 130 families, Yeovil Community Event with around 300 attendees including 120 children and 180 adults, the Garden Competition with 68 entries and 4 staff each day, the Big Door Knock in Maiden Newton with 18 resident conversations, 43 calling cards, 3 online feedback forms and 13 staff, plus community afternoons in Bridport and Weymouth engaging 23 customers with support from 40 staff. Through the Community Improvement Fund, Magna supported 2 benches, 2 replacement planters, 2 heaters, 2 water boilers, pergola works, a water butt, planting, flower beds, community sheds, recreation ground improvements, hub furniture, kitchen improvements and biodiversity work, delivering social, environmental and neighbourhood benefits for more than 700 residents, children and family members.		

Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Social		C26	In the last 12 months, what interventions has the housing provider made to foster stronger communities and places, considering both: • Physical changes to shared spaces or public realm • Events, activities, and signposting	During 2025/26, the team secured £2.69m in additional income for customers, including £856k in rent-related benefits, through 1,110 successful benefit awards. Additional support included 459 energy vouchers worth £22,491 and 88 food boxes for customers experiencing financial hardship, helping to improve financial resilience and sustain tenancies. Our Winter Warmer community events created welcoming, warm and safe spaces where customers and members of the wider community could enjoy refreshments, meet and interact with others, access advice and signposting, or spend quiet time in a calm and comfortable environment.		
		C27	How is social value creation considered when procuring goods and services? What measures are in place to monitor the delivery of this Social Value?	This is given a proportion of the 10% minimum weighting to ESG. Depending upon the nature of the procurement this may be higher than this. Where we have required a standard we would expect and require a supplier to evidence compliance/achievement and monitor at a contractual level.	What is the relative weighting of Social Value considerations in procurement policies?	10%
					How much Social Value has been delivered from the housing provider's supply chain in the last 12 months?	£45,000

Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Governance	**T7 – Structure and Board** High-quality organisational leadership, accountability and oversight.	**C28**	What is the housing provider's most recent regulatory grading/status?	**G1, V2**		
		C29	Explain how the housing provider's board manages ESG risks. Are ESG risks incorporated into the housing provider's risk register?	Magna considers ESG matters during reviews of strategic risks. Those risks are considered monthly by Executive Board and reported to Committee and Strategic Board quarterly. Yes		
		C30	Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc.) that resulted in enforcement or other equivalent action?	No		
		C31	How does the housing provider ensure it gets input from a diverse range of people into the governance processes?	Magna gathers input from customers through a range of engagement activities, including Magna Voice, customer feedback, complaints, Tenant Satisfaction Measures (TSMs), policy reviews and service consultation. Customer views and outcomes are reported through governance structures and used to inform policy development, service improvements and strategic decision-making. The Strategic Board receives regular reporting on customer satisfaction, complaints, Ombudsman determinations, TSM performance and customer feedback, providing direct insight into resident experiences. The Board has also agreed customer engagement principles and approved a Customer Involvement Framework to strengthen the role of customer voice in governance and decision-making. In addition, Magna uses a Board Capabilities Framework, succession planning and recruitment processes to support an appropriate mix of skills, experience and diversity on the Board, helping to ensure a broad range of perspectives contribute to governance.		

Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Governance		C32	Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management? How do they do this?	Yes. Magna's Board recruitment and succession planning arrangements incorporate diversity and inclusion considerations through its Board Capabilities Framework, recruitment processes and succession planning activities. The framework assesses skills, behaviours, experience and diversity collectively and is used to inform Board recruitment, development and succession planning. It is intended to support more inclusive, evidence-based recruitment and help ensure Board composition reflects Magna's communities, stakeholders and future strategic needs. The Board Capability and Diversity Assessment identifies diversity gaps and states that future recruitment should strengthen diversity of perspective, lived experience, age, ethnicity and disability representation. These findings are used to shape recruitment briefs, selection criteria and outreach activity.		
		C33	What % of the housing provider's Board have turned over in the last two years? What % of the housing provider's Senior Management Team have turned over in the last two years?	17% of board 33% of management team		
		C34	Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.	Magna's Risk and Audit Committee consists of five members, three of whom have recent and relevant financial experience.		
		C35	What % of the housing provider's board are non-executive directors?	92%		
		C36	For how many years has the housing provider's current external audit firm partner been responsible for auditing the accounts?	One		
		C37	When was the housing provider's last independently-run board-effectiveness review?	1 July 2024		
		C38	How does the housing provider handle conflicts of interest at the board?	Magna has a robust Conflicts of Interest Policy and a Code of Conduct, which apply to all Board members. Potential conflicts are a standing declaration item at the beginning of every Board and Committee meeting. A register of interests is maintained by the Company Secretary and is reviewed annually. Where a potential or actual conflict is declared, the Board, advised by the Company Secretary, determines the appropriate course of action. This may include the member not receiving papers on the subject, recusing themselves from the discussion and decision, or, in significant cases, resigning from the Board.		

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ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Governance	**T8 – Employees** Supports employees.	**C39**	Does the housing provider pay the Real Living Wage?	Yes		
		C40	What is the housing provider's median gender pay gap?	Gender pay gap data for Magna Housing Limited | Magna		
		C41	What is the housing provider's CEO: median-worker pay ratio?	5.1:1		
		C42	How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?	Magna do this in a variety of ways - through mandatory learning units through to sharing customer stories. We also have an EDI steering group who will work together on relevant topics and agree an annual action plan which is reported to our Strategic Board		
		C43	What activity has the housing provider undertaken over the last 12 months to support the physical and mental health of its staff? What impact has this had on staff and the wider organisation?	Over the last 12 months, Magna has continued to invest in the skills, knowledge and professional development of colleagues, providing a combination of ongoing professional development, practical workplace learning, technical training and opportunities to achieve industry-recognised qualifications. During 2025/26, 221 colleagues participated in professional development activity or toolbox talks, equivalent to approximately 40% of the current workforce. This included 49 colleagues completing recorded professional development activity and 172 colleagues participating in toolbox talks, helping colleagues maintain and develop the knowledge, skills and practical competence required within their roles. Alongside ongoing professional development, Magna has continued to invest in more formal training and qualifications. 89 colleagues completed recorded qualifications during 2025/26, with a further 273 colleagues completing formally recorded training, demonstrating significant investment in colleague capability and the continued professionailsation of the workforce. Learning has been targeted towards both colleague safety and the technical capabilities required		

Appendix 1: SRS Reporting Criteria and Full Responses

ESG area	Theme	Criteria		Response	Enhanced reporting option(s)	Response to enhanced options
Governance		C44	What activity has the housing provider undertaken over the last 12 months to support the professional development of its staff? What impact has this had on staff and the wider organisation?	Over the last 12 months, Magna has continued to invest in the skills, knowledge and professional development of colleagues, providing a combination of ongoing professional development, practical workplace learning, technical training and opportunities to achieve industry-recognised qualifications. During 2025/26, 221 colleagues participated in professional development activity or toolbox talks, equivalent to approximately 40% of the current workforce. This included 49 colleagues completing recorded professional development activity and 172 colleagues participating in toolbox talks, helping colleagues maintain and develop the knowledge, skills and practical competence required within their roles. Alongside ongoing professional development, Magna has continued to invest in more formal training and qualifications. 89 colleagues completed recorded qualifications during 2025/26, with a further 273 colleagues completing formally recorded training, demonstrating significant investment in colleague capability and the continued professionailsation of the workforce. Learning has been targeted towards both colleague safety and the technical capabilities required to deliver services effectively. This included Personal Safety and De-escalation training, supporting colleagues to feel safer and more confident when working in the community. Magna has also supported colleagues to complete industry-standard technical training and qualifications, including PASMA Tower Scaffold and Cable Avoidance training, strengthening competence and safe working practices within operational teams. Training has also supported Magna's approach to sustainability and future workforce requirements. The introduction of remote-controlled mower training, for example, is helping colleagues develop the skills needed to safely use new technology while supporting more sustainable and efficient ways of working. Overall, the activity demonstrates Magna's continued commitment to developing a skilled, competent and future-ready workforce, combining professional development with formal training and industry-recognised qualifications to improve colleague capability, safety and the quality of services delivered to customers.		

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