



Open door

The magazine for Magna Housing customers



Out and about in your communities

We've been visiting your neighbourhoods and taking part in local events. Find out more on [pages 30-33](#)

Plus...

**Our annual
performance
reports**

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competition
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home for winter
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Welcome

In this edition, we have lots of great community news to share with you including the winners of our garden competition, our recent neighbourhood visits, and community events that took place through summer.

We were delighted to get out and visit the amazing garden competition entries we received across Dorset and Somerset. As always, our judges had a difficult task to choose the winners for each category as there are so many talented gardeners and beautiful gardens out there! Thank you and well done to everyone who took part this year. The winners are announced on [pages 4 to 10](#).

We were also out and about on our neighbourhood visits again this summer, and we were really pleased to see improvements in many areas. [Page 30](#) gives more detail about where we were and what we found.

With Autumn now here, the weather has started to change, which can cause

issues for our homes. Storms, floods and snow are all possible in the coming months and bring with them repairs and maintenance issues. Take a look at [pages 22 and 23](#) for some top tips to keep your home safe through the seasons.

Every year we publish our financial statements, along with other annual reports. These reports will be available to read on our website at the end of September. [Pages 34 and 35](#) has more information.

Finally, we're really proud of the work we do in our local communities, supporting projects and groups through grants, donations and our community improvement fund. We've shared some of the things we've supported in the last few months on [pages 14 to 19](#), along with how you can apply for funding too.



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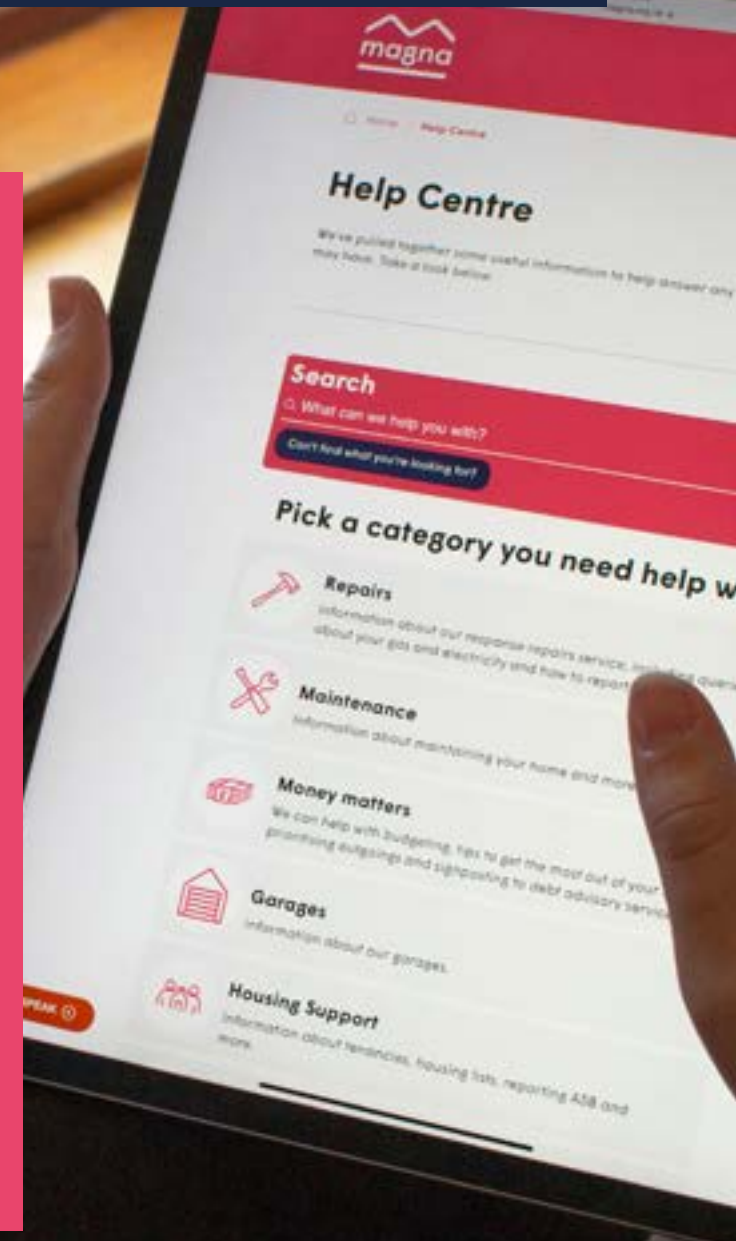


Have you tried our online help centre?

Our online help centre has the answers to over 130 of your most frequently asked questions.

We also have 26 useful how-to videos to watch, showing you how to bleed your radiators, perform a trip test, isolate your water supply and much more.

[Click here to visit the online help centre.](#)



Winning gardens!

Thank you to everyone who entered this year's gardening competition. We had lots of entries from across Dorset and Somerset.

Our judges visited the gardens of everyone who entered and were really impressed by the colourful displays and the hard work everyone clearly put in to them.

The standard was very high and our judges had a very difficult job picking the winners. After careful consideration, they decided on the best of each category.

Well done to the winners and thanks to everyone who entered. First prize in each category received £100, second prize £50, third £25 and all non-winning entries received a £10 voucher for entering. The prizes were all gardening vouchers so you can continue to add to, and enjoy, your beautiful gardens.



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Large garden category

First prize: Rita Cox, Bradford Abbas
Second prize: Alanda Vere, Lyme Regis
Third prize: Honor Potter, Sherborne



4



3

5

Small garden category

First prize: Andrew Willis, Martinstown
Second prize: William Rose, Dorchester
Third prize: Christine Bishop, Chickerell



Patios, containers, windows, hanging baskets and pots!

First prize: Janice Ford, Martinstown
Second prize: Andrew Hodder, Lyme Regis
Third prize: Hetty Lindley-Cox, Dorchester



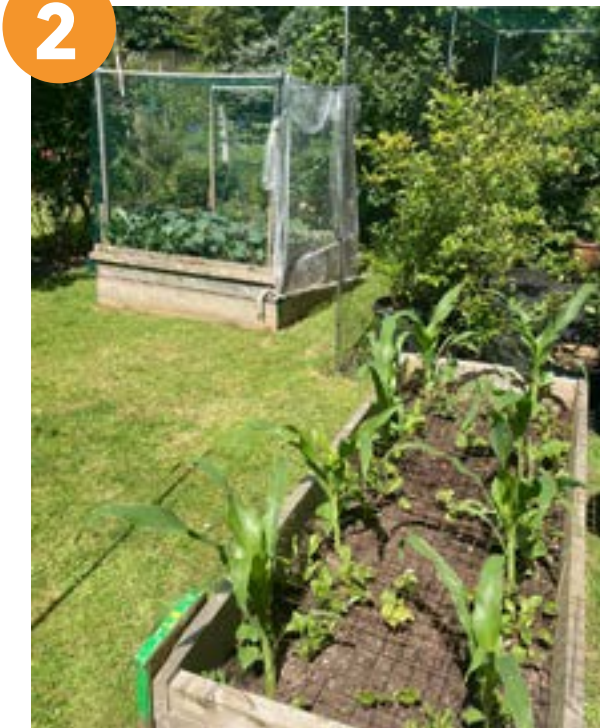
Sustainable garden

First prize: Helen Chant, Beaminster
Second prize: Michelle Taylor, Sherborne
Third prize: Cath Wells, Lower Bockhampton



Fruit & veg garden

First prize: Rosemary Cieciora, Beaminster
Second prize: Lisa Boyland, Lyme Regis
Third prize: Peter Gent, Sherborne



Children's category

First prize: Aurelia Pettegree, Shaftesbury
Second prize: Anna Drahos, Minehead
Third prize: Arya & Edyson Boyland, Lyme Regis

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2



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Come and join #TeamMagna!

Ever thought about working at Magna? We've got lots of great opportunities for you to join our team.

Administrators

Plumbers

HR

IT

Surveyors

Housing officers

Caretakers

Legal

Carpenters

Schedulers

Electricians

Finance



[Click here to find out more and apply now](#)



WIN £50

Get involved and you could be a winner!



We want to give you the opportunity to influence how our services are delivered.

We've got lots of different groups for you to get involved in - online, in person or by phone:

- Building safety group
- Repairs panel
- Focus groups
- Editorial group
- Scrutiny group.

After every meeting or task, everyone involved is entered into a prize draw for a chance to win £50 in Amazon vouchers.

If you'd like to be part of any of our customer groups, [take a look at the options available.](#)

Click here to apply to join a group.



panel have been involved in a variety of tasks over the last few months, which are listed below, along with the winners for each piece of work:

- Reviewing the images used for reporting a repair on the website - Louise Herring, Bridport.
- Proofreading this edition of Opendoor - Victoria Collyer, Shaftsbury.
- Reviewing the repairs policy - Pamela Ritchie, Dorchester.
- Customer research and insight poll - Brian Bloomfield in Dorchester, Louise Herring in Bridport and Anna Burvill in Bridport.
- Survey on completed energy efficiency works - Allan Horrocks, Stephen & Rita Thorne and Helen Sawyer, all in Lower Bockhampton where the work was carried out.

Thank you to everyone who provided valuable feedback.

Ho-Ho-Hop on down to Santa's Grotto!

We've organised two **FREE EVENTS** for your children to visit Santa in his Grotto, get a free gift and enjoy some free refreshments too!

Children 0-10 years can have a free visit to Santa in his grotto and receive a small gift from him! We'll also be giving an additional gift for children in the family under 18 to take away and open on Christmas Day! Come along for a festive treat.

**The Hub
Minehead
Saturday 22 November
10:30am - 1:30pm**

**The Dorford Centre
Dorchester
Saturday 29 November
10am - 4pm**

Spaces are limited and by appointment only so book early and before 17 October.

To book your place, click here to fill in the form on our website.



Supporting our local communities through grants and funding

We are delighted to have awarded £40,000 of grant funding to various projects in Dorset and Somerset, in partnership with the South West Procurement Alliance and LHC in association with Locality.

Grants come in all shapes and sizes, from small community funding pots of a few hundred pounds to multi-million-pound opportunities, depending on the industry and outcomes hoped to achieve. They are usually designed with a specific purpose or project in mind, with measurable outcomes and positive impacts at the end of it.

The groups who applied for funding had to meet one or more criteria from a set of core social values including individual wellbeing, social mobility and planet and environment.

Following on from the spring edition of Opendoor, we've caught up with more successful grantees from the community benefit fund: The Windrose Rural Media Trust and ASCape.



The Windrose Rural Media Trust – Born & Bred, Broadwindsor

The Windrose Rural Media Trust is a registered charity, with the purpose of using the media to undertake educational, archival and creative work in rural communities.

We awarded £1,700 to complete a project which collected face-to-face interviews, stories and photographs of the history of Broadwindsor in Dorset. Other funders included Dorset Council's Community and Culture Fund and The British Association for Local History.

Some of these sessions were held in our communal room at Fuller's and will culminate in a film and book filled with memories and stories, to be launched at The White Lion Community Pub in Broadwindsor on 18 October.

As part of the project, artist Jemma Thompson, who curated the wonderful exhibition about artist and pub sign creator George Biles in Bridport last year, will be inscribing some of Dr Thomas Fuller's inspiring sayings as can be seen in the photos.

Supporting our local communities through grants and funding



We believe in a world where every child can freely socialise.

ASCape, Bridport

The charity ASCape in Bridport, Dorset, dedicates itself to improving the lives of autistic and socially anxious children and young adults, as well as their families.

Started by two mums in 2018, ASCape provides autism and anxiety-friendly activities, bringing children and their families and carers together

in a safe, supported and understanding space.

Now helping over 600 people and continuing to be contacted by new families every week, they continue to grow from strength to strength demonstrating the unmet needs of autistic children and their families.

We were only too happy to nominate them for an award of £5,000 to fund a paid

community engagement service for families with SENco needs. The service will go to schools in the area ensuring younger people are more represented across networks with face-to-face support. The funding will also deliver activities such as hired out swim sessions where whole families can go, and children can be themselves in a space where they feel safe and supported.

[Visit their website to see more of their amazing work.](#)

Involving you with grants and funding

We hope to be doing much more in our communities in the future and would really like to have customers involved in shaping that.

If you'd like to know more, please get in touch with Kate. Email kate.legg@magna.org.uk or call 0800 3586025.



LHC

Trusted procurement for better buildings and homes

in association with
locality

SWPA SOUTH WEST
PROCUREMENT
ALLIANCE

Our community improvement fund

We work with people in our communities to create great places to live and we know that sometimes local groups or communities need a little extra support.

Every year we have a pot of money to improve the areas where you live, developing our local communities through funding, donations or sponsorship for a variety of local events, projects, groups, organisations, charities and services.

Anyone in the community can apply for funding, but the application must meet some specific criteria.

[Click here to take a look at the criteria for funding and to complete the application form.](#)



We've helped to buy materials to set up a new art class at Healeys sheltered scheme in Porlock.

We have a lot of homes in Bridport, so we've donated £1,000 towards the 2026 Bridport Food Festival, which is a popular community event.



We paid for six volunteers at the Hope Centre in Minehead to carry out their first aid training. The Hope Centre supports members of the Minehead community who are homeless, have problems associated with drugs and alcohol, or are lonely or vulnerable in any way.



We donated towards the Dorchester Anonymous Festival which took place in August. This is an event we have proudly supported for several years. (Photo credit: JDMK Photography)

Money matters: We're here to help

Our money matters team help lots of customers to claim additional income every year.

They can also help you to create a budget plan, save money on your bills and support you with getting help with any debts.

If you'd like to talk to our money matters team, get in touch by scanning the QR code at the bottom of this page.

If you don't have access to the internet, please call 0800 3586025.



Need help from
our money
matters team?

Click here to get in touch
with the money matters
team.



Could you or someone
you know be missing out
on Pension Credit?

It's worth, on average, over
£4,200 a year.

Eligibility criteria apply



Preparing for winter

Cold, wet and windy weather can cause problems for your home. Here's some handy info to help look after your home through autumn and winter.



Heating

Test your heating system before you need it!

It's a good idea to turn your heating on and run it for a short time - just enough to let the radiators warm up - so you know it's working as it should before you need it.

We've got [how-to videos on our website](#) if the radiators aren't warming up enough, and if you're still stuck get in touch with us and we'll send someone out to look at it for you.

Fencing

When we have strong winds and heavy rain, it can often cause fences to be blown over.

If your fence gets blown over or damaged, report it to us straight away, particularly if it's gone onto a public right of way.

[Find out more about fencing repairs here.](#)

Power cuts

If you have a power cut, get in touch with your supplier by calling 105.

Flooding

Top tips to help prevent your home from flooding

High rainfall, especially over a short period of time, can cause flooding. We can never predict what weather we're going to have. However, you can help reduce the impact the weather has on your home.

Here are a few simple checks which you can do to prevent flooding in your home, especially if you live in an area that is susceptible to flooding:

Check your gutters.

If you have a blocked gutter or downpipe let us know and we can come and clear it for you.

Check your drains and gullies.

Check if they are blocked or covered with leaves or dirt. If you live near trees, or have lots of vegetation in your garden, please keep checking your drain covers and clear leaves and dirt that may get in there.

Check the road drains or gullies.

If you notice that the road drain is blocked or starting to get blocked, please report this to your local council. This is their responsibility to clear and the earlier this is picked up the less likely it is that flooding will happen.

Roofing

You may get issues with your roof, like a tile which has blown off or dropped, following strong winds. If you start to see water coming through your roof then please let us know straight away. Before we attend, there are a few things you can do to help:

- Put a bucket or container under the leak to catch the water. This will reduce damage to your home.
- If you're able, move any furniture or contents away from where the leak is. This will help keep your belongings undamaged and allow us to easily access the affected areas.
- Have a look outside at the roof to see what has caused the issue. Is there anything that looks out of place? This info will help us when you report the repair.

Click here to report your repair online.



Damp and mould

All homes are at risk of condensation, particularly through the winter months. Excess condensation in your home can lead to problems such as mould growth, which can affect your health and the health of your home.

Small amounts of condensation aren't usually a problem, and there are some everyday things we can all do to help prevent it.

As your landlord, it's our responsibility to provide you with a safe and healthy home. That's why we've worked with the Energy Saving Trust to create a Healthy Homes Handbook containing practical advice to help you manage condensation and maintain a healthy home. We've included a few of the tips on the next page, but you can view the full handbook online by scanning the QR code below. If you'd like a printed copy, email contactus@magna.org.uk or call 0800 3586025.

[Click here to read our Healthy Homes Handbook](#)



If you have damp and mould in your home, please report it to us. We'll arrange an inspection to identify the cause of any issues you're experiencing and work together to ensure any risks, hazards or problems are resolved as a priority.

The best way to report damp and mould to us is by completing the form online. You can do this by scanning the QR code below. If you don't have access to the internet you can call us on 0800 3586025.

[Click here to report damp and mould in your home](#)



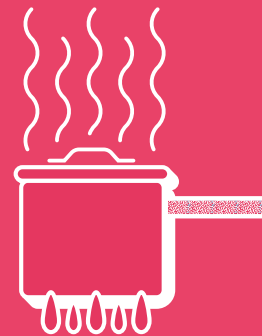
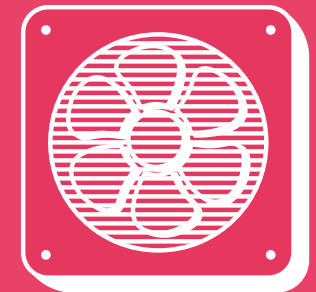
Healthy Home Top Tips

The best way to prevent condensation is to reduce the amount of moisture produced in your home and keep it as warm and ventilated as possible. Here are some Healthy Home Top Tips to help you do this.



1. Opening windows when cooking, showering, bathing and drying clothes helps moist air to escape.

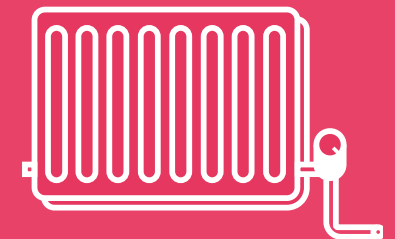
2. Turning your extractor fan on when cooking, showering and bathing removes excess moisture from the air.



3. Putting lids on pans when cooking prevents excess moisture in the air (and helps save on your energy bill!).



4. Keeping your home heated helps to prevent condensation from forming on surfaces.



Tips for getting the most out of your energy

With the increased energy prices, using energy more efficiently is a must. We understand that rising costs can be worrying, so we've put together some tips which can help you stay warmer and save money too.

There are some small things you can do every day to help save on your bills, as well as some things you can invest in which will pay themselves back over time with the savings they provide - we've outlined these below:



Understand your heating controls

Setting your heating system to only come on when you need it can make a big saving. If you're not sure how to use your heating system, read the manual to see how to set it up correctly – if you can't find your manual, you can usually find them online on the manufacturer's website.

If you can turn down your thermostat by 1°C, you could save up to 10% on your bill!

If you have a heat pump, try to keep it at an even temperature so that it remains most efficient.

Turn off things you aren't using!

It sounds simple, but lots of people often forget to turn off things that they aren't using, and the cost can add up. Even things like your oven are still using electricity to power the clock when you're not using them to cook, so switch it off at the wall to save yourself some pennies.



Radiator tips

If you have a radiator with a valve, remember to turn off the ones that you're not using. In the rooms where you are using your radiators, try to keep the door shut so that the heat stays in the room for longer.

If you have a radiator under a window with long curtains, don't hang the curtains over the radiator while you're using it as the heat can escape through the window more easily rather than heating the room.

If you've got any furniture in front of your radiators, try to move it somewhere else as it can absorb the heat and reduce what is able to spread around the room. By moving it out of the way, your radiator will be more efficient, and your home will warm up faster.

Have you switched to LED lightbulbs?

Replacing traditional lightbulbs with LED bulbs will cost you up front, but we estimate that these will pay themselves back within a year as they use around 90% less energy than traditional bulbs.



Wash your clothes at a lower temperature

By reducing the temperature of your wash, you could be saving lots every year – if you wash your clothes at 60°C, try reducing this to 30°C as it could save you up to 40% on your bill!

Fire safety at home

Keeping your home safe from fire is crucial for protecting your loved ones and your belongings.

Simple precautions like checking your smoke detectors are working, keeping flammable materials away from heat sources, and having a fire extinguisher handy can make a big difference. Regularly checking electrical appliances and being mindful of open flames, such as candles and cookers, can prevent accidents.

We've put together some tips to help you keep your home and your family safe from fire.

Have an escape route planned just in case

If a fire does start, you want to be prepared. Make sure you and your family know the quickest way out of your home. It's also a good idea to agree on a meeting spot outside too.

If you're having lots of guests, for a party for example, let them know too.



Keep electric heaters away from flammable furniture

Fabric sofas, cushions, curtains and blankets could all catch fire. You also shouldn't use them to dry your clothes.

Keep matches and lighters out of reach

Store matches and lighters in a secure place where children can't get to them.



Test your smoke alarms

It's important to regularly test your smoke alarms to make sure they're working. If yours are battery-operated, make sure the batteries haven't run out.



Never leave your cooking unattended

Most fires start in the kitchen. Never leave a cooker unattended while in use, particularly gas hobs. Be cautious when cooking with oil, and turn your pan handles inwards to avoid hitting them.



Don't overload your electrical sockets

Don't plug too many things into the same extension lead, or connect multiple extension leads.

Make sure any cigarettes are put out properly

These can easily start fires on their own if you don't put them out properly, so double check that they're fully extinguished.



Balconies

Balconies have been identified as ignition points in several national fire incidents. This is a concern, as the fire could spread much faster than an internal fire.

If you have a balcony at home, it's really important that the below guidelines are followed.

Permitted items:

- Small number of plants
- A modest selection of patio furniture.

Non-permitted items:

- Barbeques, fire pits or heaters
- Flammable items such as paints or gas canisters
- Garden screening (reeds etc)
- Storage sheds or boxes
- Electrical items such as fridges or tumble driers.

More fire safety

Click here for more information about fire safety.





Neighbourhood visits

We were delighted to visit your neighbourhoods again this summer.

In Dorset, we visited Dorchester, Bridport, Sherborne, Beaminster, Shaftesbury and Weymouth.

In Somerset, we visited Wellington, Taunton, Bridgwater and Yeovil.

We were joined by some of our housing and repairs specialists, members of our leadership team, local Police Community Support Officers and councillors.

On these visits, we identified some areas that needed further work, including some repairs and grounds maintenance issues which have now been booked in to fix. There were also some untidy gardens spotted that we will work with the customers to improve.

We were really pleased to see an improvement in some of the areas we

visited when compared to our visits to the same areas last year, in particular in Bridgwater, North Petherton, Yeovil, Taunton and Wellington.

In Dorchester, we dealt with an active leak while visiting Acland Court.

In Sherborne, we noticed the drying areas could do with updating and have ordered some replacement ropes. We also identified items on communal landings which were a fire safety risk and spoke to customers to resolve this.

In Shaftesbury, a fallen fence in a communal carpark has been added to our fence repairs list.

We'd like to say a big thank you to everyone who came along and joined us on the neighbourhood visits. It was great to meet you in person and hear from you about any improvements that are needed where you live.



Community events

There have been lots of great community events taking place throughout Dorset and Somerset this summer. Here are just a few that we have taken part in.



Priorswood summer youth activity day - 5 August

Priorswood community centre arranges four community events every year. We attended the summer event in August, with our spot the difference quiz. We had 29 entries and the first three correct entries drawn from a hat won Amazon vouchers worth £40, £30 and £20.



Bridgwater play day event - 30 July

This was a free event for children with lots of activities on offer. Run by Bridgwater Playday Committee, over 400 people attended, providing a great day out for the local community.

We took part in the event hosting a spot the difference quiz. We had 70 entries and the first three correct entries drawn from a hat won Amazon vouchers worth £40, £30 and £20.



Sunset House community day

In August, we held an event for customers living in Seaton, Devon, providing an opportunity for us to meet customers and hear from them.

Here's some of what we got up to:

- Dug up an old washing line pole and repaired broken slabs on the day, breathing some new life into the grounds.
- Carried out repairs and improvements to communal areas.
- Noted down several repair jobs that will be booked in.
- Provided a skip and helped customers dispose of old mattresses, a sofa, and other rubbish.
- Inspected and cleaned the area of litter.
- Held a quiz for customers with prize vouchers to be won.

Following the success of this event, we will be looking at other areas that could benefit from a community day.



Our annual reports

Find out how we've performed, what we've delivered and how we've added value to our communities.

Every year we produce several reports to tell you how we are performing as a business. The latest reports for April 2024 to March 2025 will be available to read on our website by the end of September.

If you don't have access to the internet and would like a printed copy of any of these reports, you can request this through our customer care team by calling 0800 3586025.

Financial Statements

Every year, at the end of September, we publish our financial statements to show how we've performed.

Complaints Annual Report

When someone makes a complaint, what they really want is to be heard, understood, and treated fairly.

In June 2025, we published our latest complaints report, along with our self-assessment. This includes information on the amount and type of complaints we received

and dealt with, along with service improvements made as a result of lessons learnt and a response to the report from our governing body.

Customer Annual Report

This report focuses on the services we provide, how we've performed for our customers, and the value we have added to our communities.

Environmental, Social and Governance (ESG) report

Our ESG report is part of our commitment to being a sustainable housing association. The report measures how we are meeting our responsibilities towards our environment, people and as a business.



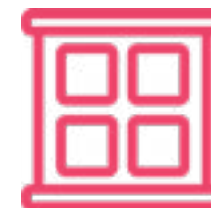
68
new homes built



26,095
repairs
carried out



63.5%
satisfied with our
repairs service



£13.9m spent on
home improvements
including 91 new roofs and 188
homes with new windows



63
stage one
complaints
received



74.5%
satisfied
with the
quality of their home



4.3 / 5
Trustpilot score
placing us in the 'Excellent'
bracket



40,000
contacts received
through our customer
care team

Click the links
below to read
the reports:

[Financial
Statements](#)

[Complaints
Annual Report](#)

[Customer
Annual Report](#)

[ESG Report](#)

Getting in touch



There are lots of ways to contact us



Live chat on our website

Click on the icon in the bottom right corner of any page on our website www.magna.org.uk to talk to our customer care team. They're available 9am to 4pm, Monday to Friday.



Email

[**contactus@magna.org.uk**](mailto:contactus@magna.org.uk)



Call us if you have an emergency or no internet access

Our phone lines are open Monday to Thursday, 8:30am to 5pm and 8:30am to 4:00pm on Friday.

0800 358 6025



Got a question?

[Visit our help centre](#) to find the answer, and watch some of our how-to videos and learn something new while you're there!



Need to make a complaint?

Email customercomplaints@magna.org.uk or [complete our form online here](#).



Housing Ombudsman Service

If you're dissatisfied with our response to your complaint, you can contact the Housing Ombudsman Service on the following details:

Post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Phone: 0300 111 3000

Email: info@housing-ombudsman.org.uk



Social media

You can also get in touch and keep up to date with the latest news through our social channels!