magna

Opendoor

The magazine for Magna Housing customers

Supporting our schools and communities with funding

Plus...

Book now to see Santa in his grotto for free!

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Do you have contents insurance?

Page 26

Our garden competition winners

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Autumn 2026 Edition

Welcome

to the autumn edition of Opendoor.

As the seasons begin to change, we're pleased to bring you another edition of Opendoor, packed with stories, updates and opportunities from across our communities.

In this issue, we're shining a spotlight on the difference that community funding is making to local schools and communities. Find out how our support is helping equip children with valuable money management skills, that can benefit them for years to come, on pages 6 and 7. We've also supported local organisations through our community improvement fund (pages 4 and 5) and attended a great community event in Wellington recently (page 34).

We also celebrate the winners of our garden competition, showcasing the creativity, hard work and pride that you put into making your outdoor spaces flourish. Long periods of hot weather didn't put off the keen gardeners among you and we were delighted to go out in the glorious sunshine and judge 35 brilliant gardens. Check out pages 8 to 14 for the winners.

As we head into autumn, it's important to start thinking about preparing our homes for the change in weather - see pages 38 and 41 for info about damp and mould, flooding, heating, power cuts and more.

We're also sharing practical advice on contents insurance and fire safety to keep you and your home safe. It's really important to have insurance, so take a look at pages 26 and 27 for advice.

Finally, Christmas will be here before we know it, so make sure you book to see Santa in his Grotto and get a free gift for your children. It's a free event and the spaces get booked up really quickly, so check out the following page and book now.

We hope you enjoy reading this edition. As always, we'd love to hear your feedback and suggestions for future editions.

Tanya Churchill
Marketing Communications Manager and Editor of Opendoor

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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 21 November
10:30am - 4:30pm

The Dorford Centre
Dorchester
Saturday 28 November
10am - 4:30pm

Spaces are limited and by appointment only so book early and before 23 October.

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

Our community improvement fund

Supporting local groups and community projects.

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.

We've received a lot of applications recently, so we're not currently accepting any more until we've worked through them all. We'll provide an update in the next edition.

Our recent donations:

£1,000 to Chesil Bank Parish Council

This donation will go towards revamping the Chesil recreation ground to provide valuable recreational opportunities for local residents. We hope it will help to strengthen community wellbeing.

£500 to Sedgemoor Community Connector Hub

A donation to help buy essential furniture for a new Bridgwater Community Hub in Angel Place. The hub will provide a welcoming space where local people and our customers can connect, access support, and take part in community activities. We're pleased to contribute to a project that has been shaped by local residents and will have a positive impact on the wellbeing of the wider community.

£304 to Underdogs Wellbeing and Den Café in Dorchester

We donated the cost of new heaters and water boilers to help Underdogs Wellbeing and The Den Café provide a warm, welcoming, and supportive space for local people accessing wellbeing services, activities, and community support.

Click here for more info about our Community Improvement Fund

Helping our local communities with grants and funding

We're delighted to have supported a great project to improve financial awareness among young people in schools in Dorset this year.

Community Safety Education are a non-profit organisation specialising in financial awareness education for young people, working in communities experiencing deprivation, in order to combat rising debt, poverty and gambling levels in the UK, issues which all have a huge impact on people's mental health and wellbeing.

In partnership with Community Safety Education and the South West Procurement Alliance, we helped to fund a Money Wise project in several schools in Dorset. The schools that took part in this project were Thomas Hardye School, All Saints CE Academy, St Osmund's Middle School, Wey Valley Academy and Budmouth Academy.

This project has helped more than 2,500 young people across Dorset build confidence with money, increasing their ability to discuss and manage their money, and creating resilience and awareness.

If you have a grassroots or community organisation in Dorset or Somerset that needs funding for a community project, please get in touch with Kate Legg, Grants Manager, by emailing kate.legg@magna.org.uk

We're so pleased to have awarded Community Safety Education CIC £10,000 for their project, delivering the Money Wise Financial Literacy Programme to our Dorset school communities.

By supporting financial education in Dorset schools, we're helping young people build confidence and develop vital money management skills that will stay with them for life.

These students are tomorrow's decision makers and potentially our future customers, so it's essential they feel informed, empowered and in control of their financial futures.

2,500 young people reached, hundreds of sessions delivered across Dorset schools and life long financial skills developed: this project is building a confident and financially resilient generation for tomorrow.

Kate Legg
Grants Manager

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.

1

Large garden category

First prize: Nichola Noyce, Beaminster
Second prize: Virginia Evans, Cerne Abbas
Third prize: Alison Waterman, Bridport

2

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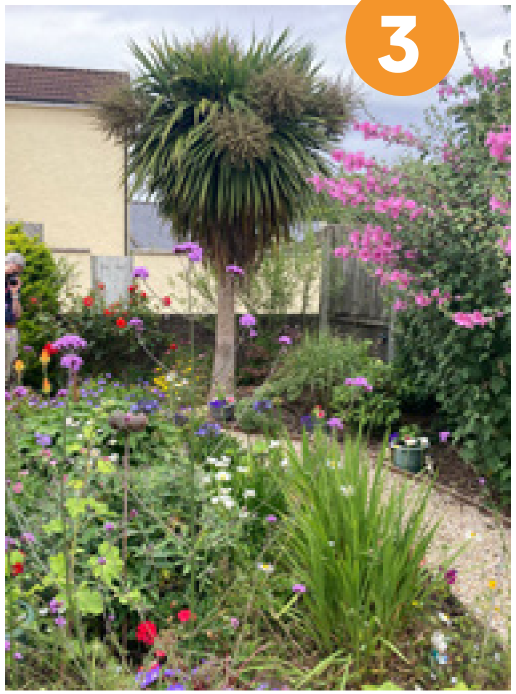
Small garden category

First prize: Frances Hayes, Portland
Second prize: Christine Bishop, Chickerell
Third prize: Gillian Hurley, Alcombe



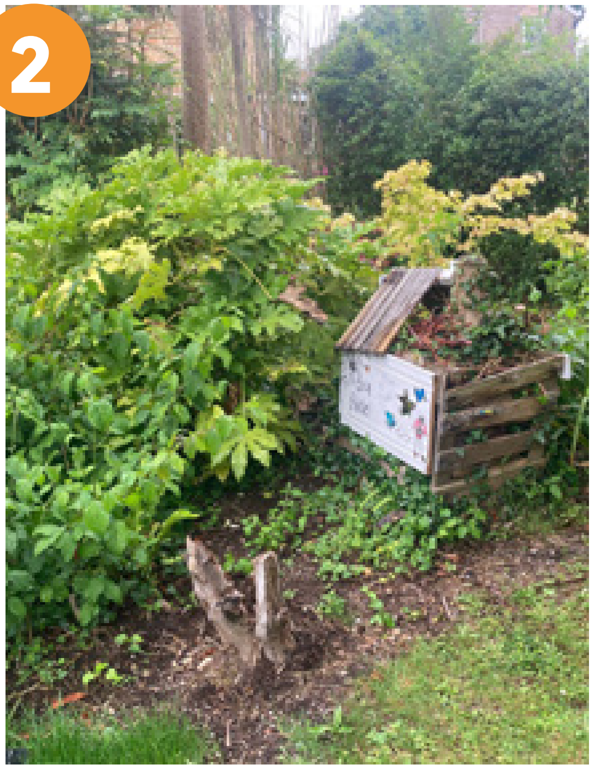
Patios, containers, windows, hanging baskets and pots!

First prize: Alyson Mead, Dorchester
Second prize: Janice Ford, Martinstown
Third prize: Natalie Thomas, Morecombelake

Sustainable garden

First prize: Helen Chant, Beaminster
Second prize: James McDonald, Dorchester
Third prize: Simon Beadles, Lyme Regis

1



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Fruit & veg garden

First prize: Ian Mullins, Chickerell
Second prize: Lisa Boyland, Lyme Regis

1

2

Children's category

First prize: Bailey Lucas, Chideock
Second prize: Anna Drahos, Minehead
Third prize: Aurelia Pettegree, Shaftesbury

1

2

3

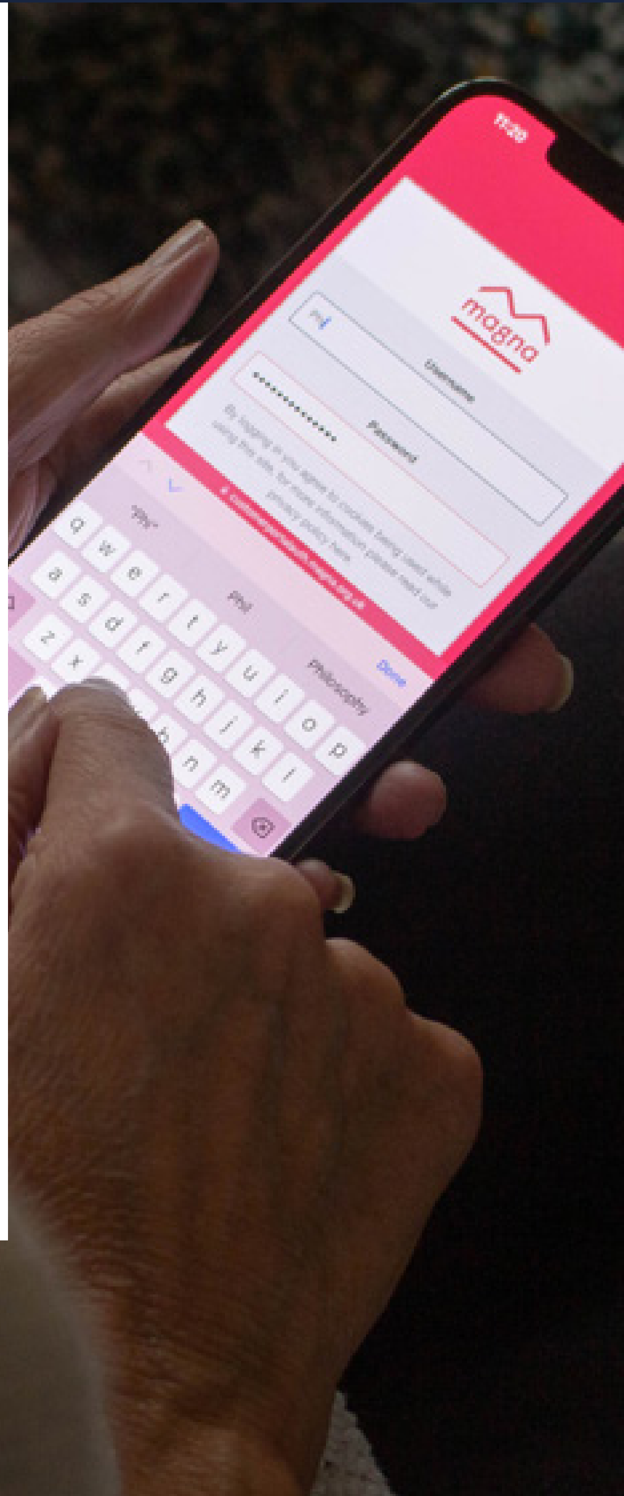
Have you registered to use our customer portal?

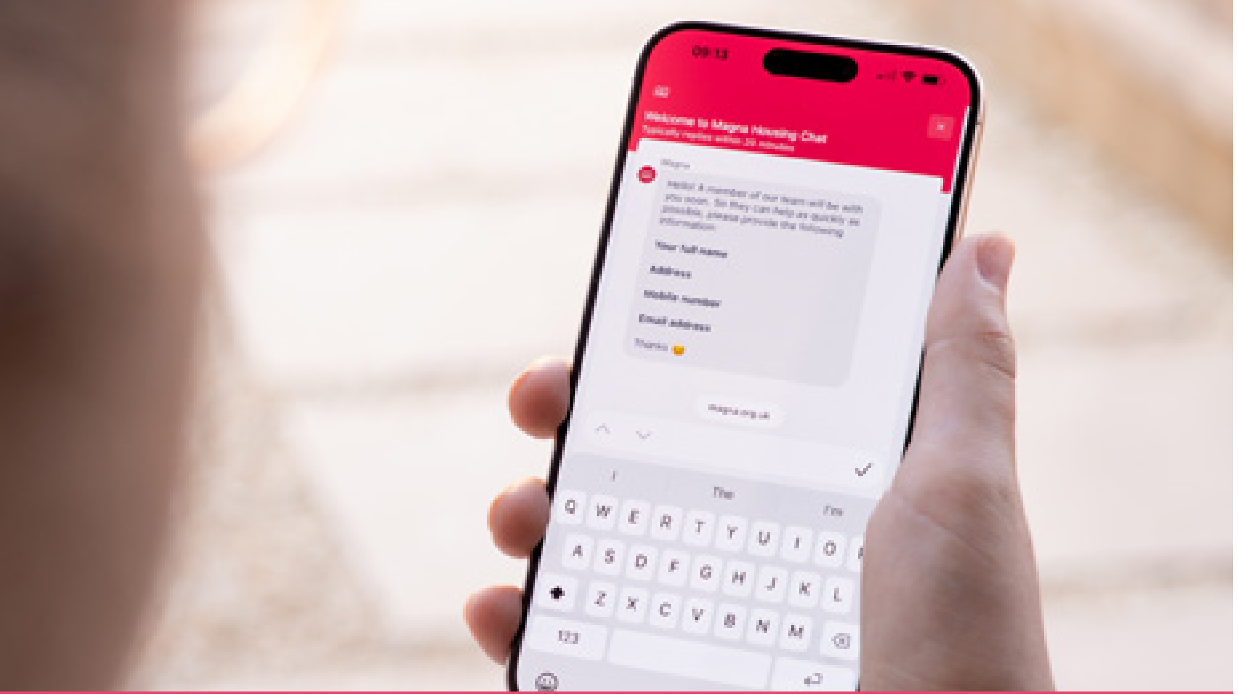
There are lots of things you can do on our customer portal, such as:

- View your rent balance.
- Make a payment.
- Request repairs or see your repair history.
- Update your own details.
- Report ASB.
- Request permission to keep a pet.

Best of all, once you're registered for a customer portal account and logged in, we know who you are so you don't need to enter any of your details like address, tenancy reference number or your contact details every time, making it quicker and easier for you to do the things you want to.

Click here to register for your customer portal account.





Live chat

Monday to Friday, 9am to 4pm

Have you used live chat on our website? It’s a quick and easy way to speak to someone in our contact team.

You can find live chat on our website, www.magna.org.uk Look for the pink icon in the bottom right of the screen which says Live chat.

It’s generally available Monday to Friday, 9am to 4pm. When the icon is visible, our team are ready to chat. Simply click on the icon and the chat box will pop up so you can start your conversation. It will ask for your details first, so our team know who they’re chatting to.

Will I be speaking to a bot or a real person?

When you start a live chat, an automated service will ask a few questions to verify your details. Once this has been completed, you’ll be connected to a real Customer Care Advisor who will help you with your query.

Will I get an instant answer?

We aim to resolve your query during the live chat session. However, some enquiries may need to be referred to another team for investigation.

If your query is particularly complex, we may convert the chat into an email and contact you once we have the information needed to provide a full response.

How long will I wait for a response?

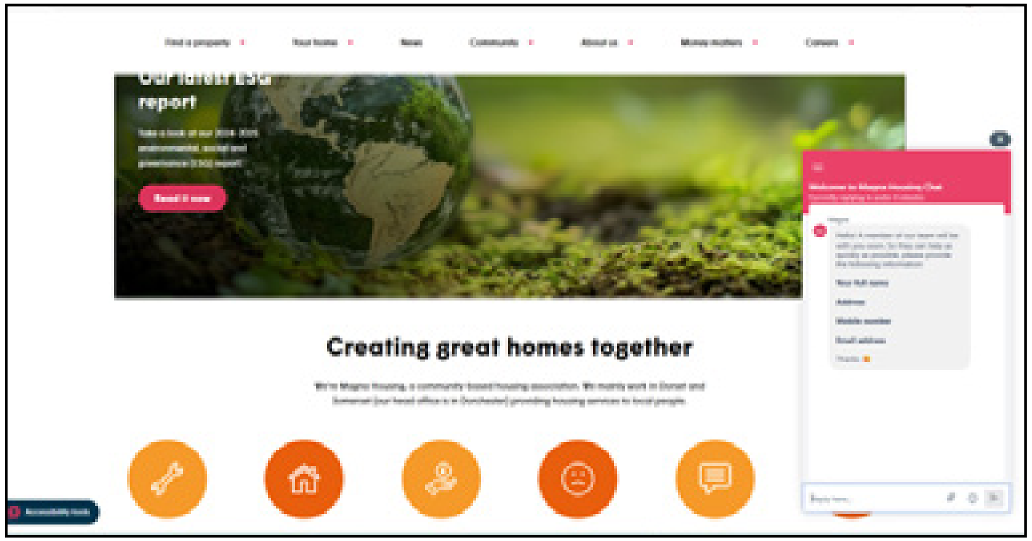
Most chats are answered within around a minute of joining the queue, although this can vary during busy times.

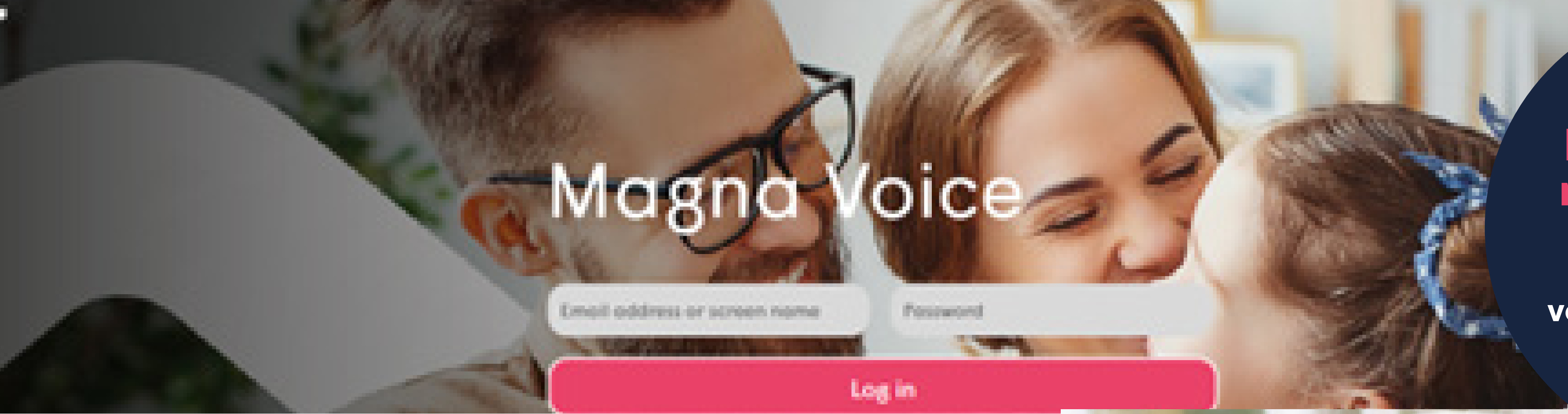
How long does a live chat usually take?

The average live chat takes around 10 minutes to resolve, depending on the nature and complexity of the enquiry.

What happens if my query can’t be resolved during the chat?

If further investigation is required, we’ll refer the enquiry to the appropriate team to get the answer. We’ll then contact you by email when we have an update.





Monthly prize draw for new members!

Five £20 Amazon vouchers up for grabs each month!

Magna Voice

Your online community

Our online community is continuing to grow!

We have nearly 200 customers now taking part in conversations, surveys, polls and activities that help shape our services and strengthen our customer community.

> Thanks to everyone who has got involved so far. Whether you've shared your views on a policy, joined a discussion or taken part in a poll, your feedback is helping us better understand what matters most to you, and how we can improve services together.
>
> Tiffany Richards,
> Online Community Manager

Building a community online

Magna Voice is about more than just feedback. It's becoming a place where you can connect, share experiences and learn from one another.

Members have been contributing to our community scrapbook by sharing photos of their pets and other everyday moments.

We've also exchanged seasonal tips and ideas, including advice on saving money and keeping cool during the hot weather.

As the community continues to grow, we'll be creating more opportunities for you to share stories, celebrate seasonal events and connect with others across our communities.

In this activity, Magna Voice members were asked to choose up to three priority areas from an interactive wheel and share their thoughts using digital sticky notes. This helped us understand what customers feel should be prioritised if funding becomes available for local projects and community initiatives.

Magna Voice (continued)

What we've learned this summer

Members have shared their views on a range of topics, including complaints and compensation, health and wellbeing, tenancy management, community priorities and the use of artificial intelligence.

In these conversations, a number of themes have come through:

- Being listened to matters just as much as the outcome.
- Clear communication and honest updates help build trust.
- Safe, warm and well-maintained homes remain a top priority.
- Reliable repairs and good maintenance make a real difference to day-to-day life.
- You value fairness, transparency and understanding how decisions are made.
- Seeing action taken as a result of feedback is important.

These insights are helping us shape future decisions and improvements across our services.

> "Anti-social behaviour is a good example of how customer feedback has shaped our approach. By listening to customers, we've gained a better understanding of the challenges people face when reporting anti-social behaviour, from understanding what it is, to knowing what evidence can help, to feeling confident in the process. These insights are helping us improve our communication, develop practical resources and review our policy, so we can provide a service that better meets customers' needs."
>
> Kerry Starling
> Head of Contact and Customer Support

> "**I enjoy all of it. I think if I can take part in this, it may change things in the future for others.**"
>
> Customer and member of Magna Voice

Coming up on Magna Voice

One of our biggest conversations this autumn will focus on repairs. We'll be sharing our repairs policy and asking customers about their experiences of reporting and receiving repairs. We want to understand whether customer experiences reflect the commitments set out in our policy, where we're getting things right and where improvements may be needed.

Rewarding involvement

Between January and September this year, we've awarded more than £1,000 in prizes and vouchers to members who have taken part in activities and shared their views!

If you haven't joined yet, now is a great time to get involved. The more voices we hear, the better we can understand the needs and experiences of our customers.

Everyone who joins and takes part is entered into our monthly draw to win a £20 Amazon voucher, with additional rewards and prizes available when you take part in activities.

Join Magna Voice!

Magna Voice is a space where you can:

- Share your thoughts and ideas.
- Take part in surveys and discussions.
- Tell us what's working well and what could be better.

Why join Magna Voice?

Because your voice matters. By getting involved, you'll help us:

- Improve services based on what you need and value.
- Make decisions that reflect your experience.
- Build stronger, more responsive communities.

Ready to join?

Click here to join Magna Voice

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

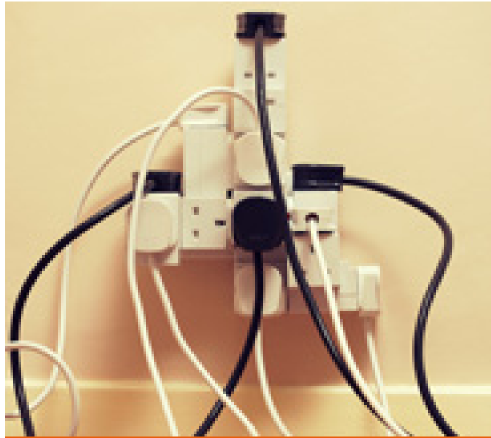
Store matches and lighters in a secure place where children can't get to them.

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.

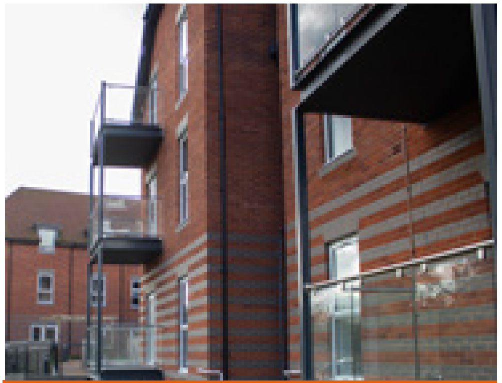


Don't overload your electrical sockets

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.

Do you live in a block of flats?

Find out why fire doors are so important

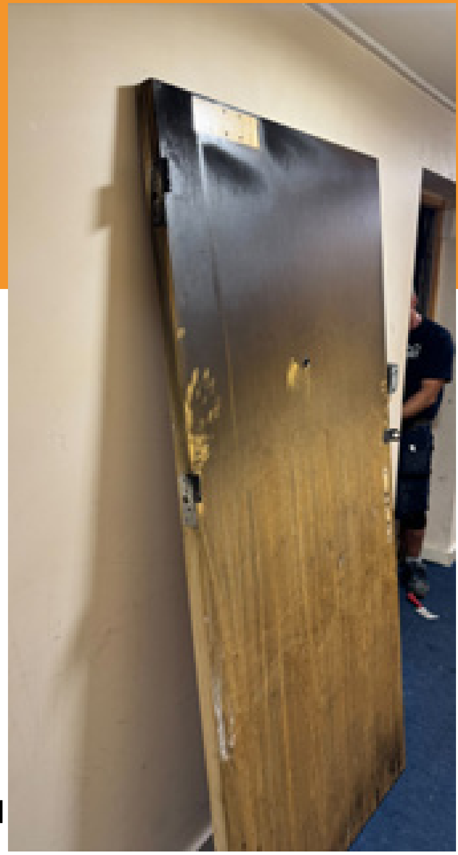
We want you to enjoy your home safely, which is why we install fire doors in all of our blocks of flats.

Not only is it to keep you safe, it's also a legal requirement under the Fire Safety Order for fire doors to be installed. These are vital in keeping you and everyone else in the building safe in the event of a fire as they help to stop fires from spreading rapidly around the building.

Sadly, we've recently had a significant fire where a customer's home was destroyed. However, the fire door to the flat protected the escape route and the building, preventing other customers' homes from being destroyed too.

In the photos, you can see how much heat and smoke damage was applied to the fire door internally, yet the external side of

the door and the corridor outside the flat remained smoke, fire and damage free.



Fire doors do an incredible job at keeping you safe.

If you live in a block of flats, there will be a fire door poster displayed on your noticeboard, which highlights what you can and can't do to a fire door.

It's very important that you follow these guidelines to make sure you and everyone else in your building stays safe. Any changes to your fire door could affect its ability to stop a fire from spreading.

We also send out a contractor from Savills to inspect your fire doors every year. It's important to let them in for a quick ten minute check. These checks help capture any issues very early on so we can fix them before they become a fire risk, so we can keep you safe in your home.

If you have any issues with your fire door, report them to us immediately by calling 0800 3586025.

Click here for more information about fire safety.

Do you have **contents insurance** to protect your belongings?

Did you know?
The average claim for loss of household items caused by water damage is £8,000!
For losses caused by fire this can range anywhere between £11,000 to £52,000!

We insure the building you live in, but not your belongings. It's your responsibility to arrange contents insurance to protect your personal possessions such as furniture, electronics and clothing, against risks like theft, fire, water damage, and other household incidents.

Contents insurance is designed to safeguard everything you own inside your home. A helpful way to think about it is: if you turned your home upside down, anything that falls out would typically be considered contents.

If you've made improvements to your home at your own expense, such as installing a new kitchen, conservatory, or wooden flooring, you should also ensure these are covered by an insurance policy.

Even if you're careful, accidents and unexpected events can happen. Many policies also include cover for accidental damage to items like mobile phones.

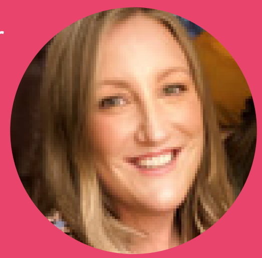
To make things easier, we've partnered with Thistle Tenant Risks and Great Lakes Insurance Limited to offer the My Home Contents Insurance Scheme, a policy specifically designed for people living in social housing.

This scheme provides cover for household contents including furniture, carpets, curtains, clothing, bedding, electrical items, jewellery, pictures, and ornaments.

You can now conveniently purchase your policy online and pay monthly via Direct Debit.

Get covered today:
Call Thistle Tenant Risks:
0345 450 7288
Visit their website:
www.thistlemyhome.co.uk

> **Unfortunately, there's been several incidents this year where our customers' homes have been destroyed by fire and subsequent water damage putting out the fire.**
>
> **These customers didn't have contents insurance and have told us that they really wished they had, as they have sadly lost everything.**
>
> **Contents insurance is so important to budget for and get. The cost of replacing everything is much higher.**
>
> Chloe Gallagher
> Lead Building
> Safety Manager



Money matters: We're here to help

Budgeting advice

Why you need to budget

Making a budget is the first step towards taking control of your finances. It's a list of all the money you have coming in and going out each month, to help you stay or get back on track.

Budgeting helps you to:

- See where your money is going
- Make sure everything you need is covered
- Spot where you can spend less.

[Step Change has a great video which explains more about budgeting.]

How to create a budget

Write a list of what your usual expenses are every month.

This could include things like:

- Your priority payments: Rent, Council Tax, TV licence etc.
- Utility bills
- Food shopping
- Insurance
- Travel costs (eg fuel)
- TV subscriptions
- Phone and broadband plans
- Leisure activities (the fun stuff!)

[Money Helper has a useful budget planner that you can use.]

What should I pay first?

It's important to pay your priority bills or debts first. If you're not sure what these are, [take a look at the list on Step Change's website].

Changes to free school meals

From the start of the 2026/27 school year, all children in households receiving Universal Credit are entitled to free school meals, regardless of household earnings. This replaces the previous £7,400 earnings threshold.

Parents/carers usually still need to apply or register with their local council or school so eligibility can be confirmed.

Children in Reception, Year 1 and Year 2 continue to receive universal infant free school meals regardless of benefits status.

> "This is quite a significant change to the current rules, which means lots of working families receiving UC can apply for free school meals."
>
> Zoe Marshall
> Money Matters Team Lead

Money matters: We're here to help

Get help with savings if you're on a low income

Help to Save is a type of savings account. You can open a Help to Save account if you're receiving Universal Credit and you (with your partner if it's a joint claim) are working and had take-home pay of £1 or more in your last monthly assessment period.

Help to Save is backed by the government so all savings in the scheme are secure.

How payments work

You can save between £1 and £50 every month. But, you don't have to pay money in every month.

You can pay money into your Help to Save account by debit card, standing order or bank transfer.

You can only withdraw money from your Help to Save account to your bank account.

How bonuses work

You can earn two tax-free bonuses over four years. You'll get any bonuses you've earned even if you withdraw money.

After your first two years, you'll get a first bonus if you've been using your account to save. This bonus will be 50% of the highest balance you've saved.

After 4 years, you'll get a final bonus if you continued to save. This bonus will be 50% of the difference between two amounts:

- the highest balance saved in the first two years
- the highest balance saved in the last two years

If your highest balance doesn't increase, you won't earn a final bonus.

The most you can pay into your account each month is £50, which is £2,400 over 4 years. The most you can earn from your savings in 4 years is £1,200 in bonus money.

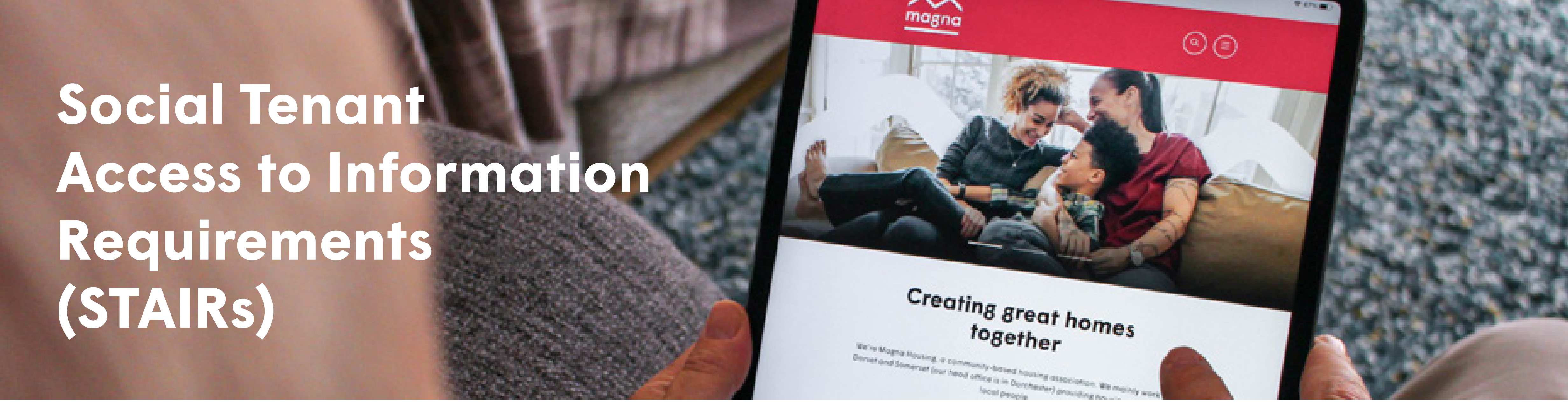
Your bonus is paid into your bank account, not your Help to Save account.

What happens after 4 years

Your Help to Save account will close 4 years after you open it. You will not be able to reopen it or open another Help to Save account. You'll be able to keep the money from your account. You can close your account at any time. If you close your account early you'll miss your next bonus and you will not be able to open another one.

Need help from our money matters team?

Click here to complete the online form so our money matters team can help you.



Social Tenant Access to Information Requirements (STAIRs)

In October, new Social Tenant Access to Information Requirements (STAIRs) will come into effect across the social housing sector.

The aim is to make it easier for customers to find information about their landlord, their homes and the services they receive.

At Magna, we already share a lot of information, but STAIRs gives us an opportunity to bring it together in one place, making it easier for you to find.

What this means for you

A dedicated STAIRs page on our website will bring together key information about how we work, the services we provide and how decisions are made.

It's important to note that STAIRs doesn't apply to customer's personal information, or to confidential and commercially sensitive information, which we will continue to protect.

Looking ahead

The first phase of STAIRs focuses on publishing information online, which we have to do by October.

From April 2027, you'll also be able to request additional information from us through a dedicated form. This means that if there's information you'd like to know more about, you'll have a clear route to ask for it and receive a response within a defined timescale.

We'll share more information about how this process works and how to make a request over the coming months.

Helping us get it right

This isn't just about creating a new web page.

Earlier this year, we worked with customers on Magna Voice to understand what matters most when it comes to accessing information.

Customers told us they want information that is easy to find, easy to understand and supported by clear communication.

They also highlighted the importance of transparency and understanding why some information may not be available.

We've used this feedback when considering what information we publish and make available.

We'll also continue to use customer feedback to help shape our STAIRs page and make sure the information we provide is useful, accessible and relevant.

You can view the new STAIRs page here.

Wacky Wednesday in Wellington

We were delighted to attend a 'Wacky Wednesday' event in Wellington on 5 August, where more than 220 children and family members came along to enjoy a fun-filled day of activities.

We love getting out and about in our communities and for this event, Neil Bliss, our Customer and Community Involvement Officer, took along our Spot the Difference boards for people to take part in.

The competition received 22 entries and the first three drawn out at random won Amazon vouchers (£50, £30 and £20).

The competition provided a great opportunity to connect with local families and raise awareness of our commitment to supporting communities and providing great homes together.

Events like Wacky Wednesday help bring people together, and we're proud to play a part in creating positive community experiences.

Our online help centre

Find the answers you need

Our online help centre has the answers to over 140 of your most frequently asked questions.

We also have 25 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 our online help centre

Come and join #TeamMagna!

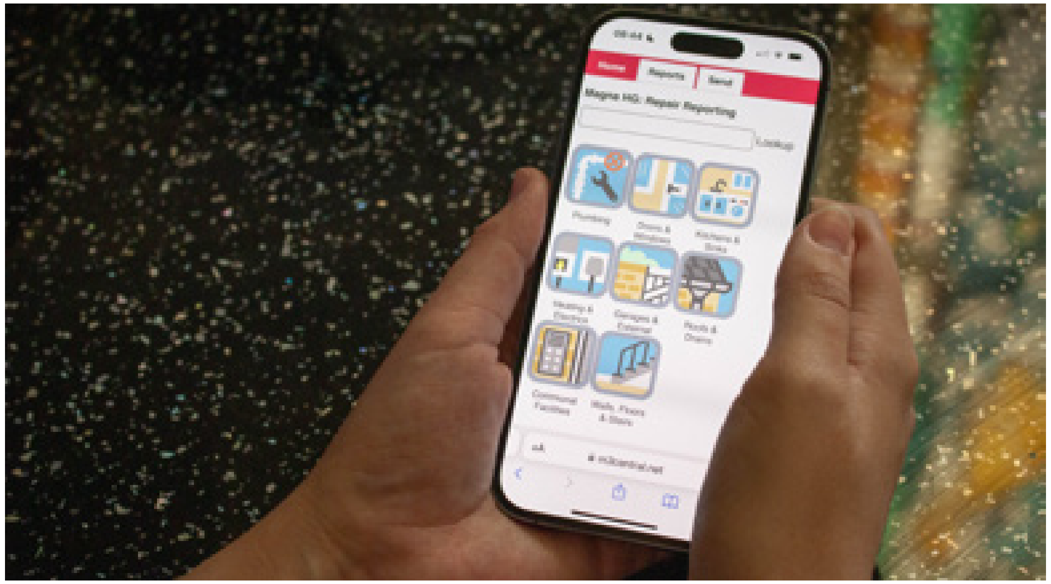
Ever thought about working at Magna? We've got lots of great opportunities for you to join our team.

Administrators Plumbers HR IT

Surveyors Housing officers Comms Legal

Carpenters Schedulers Electricians Finance

Would you like to work at Magna?
Click here to find out more about working at Magna and to look at our current vacancies.



Did you know you can report a repair on our website?

Report online and save time!

Reporting your repair online means you can report it at a time that suits you and get on with your day.

By using the website to report your repair, you're also helping to reduce the wait time for people calling us who have an emergency or don't have access to the internet.

It's easy to do; choose the repair you need using the picture guides shown and give us as much information about the repair as you can.

If you let us know what days are best for you, we can look for the most suitable appointment and confirm it by email.

Do you need to report a repair?

Click here to report your repair online.

If it's an emergency, call us on 0800 358 6025.

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.

Click here to find out more about fencing repairs.

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.

Do you need to report a repair?

Click here to report your repair online.

If it's an emergency, call us on 0800 358 6025.

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 clicking on the link on this page. If you'd like a printed copy, email contactus@magna.org.uk or call 0800 3586025.

If you have damp and mould in your home, please report it to us. We'll arrange an inspection to identify the cause 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.

Click here for advice on how to prevent damp and mould in your home, and how to report it.

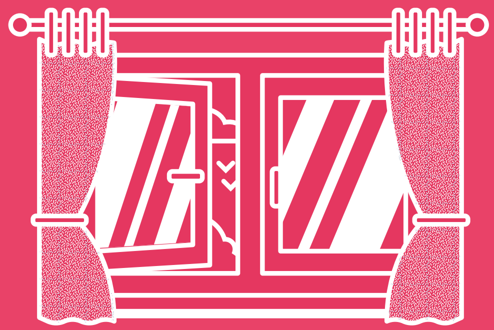
Click here to read our Healthy Homes Handbook.

Click here to find out more about our repairs service.

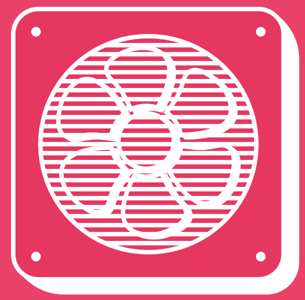
If you need an emergency repair, please call us on 0800 3586025.

Healthy Home Top Tips

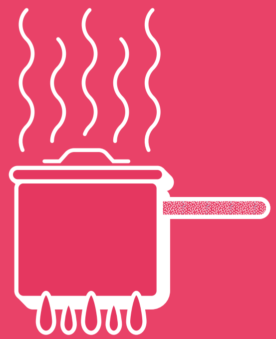
The best way to prevent condensation is to reduce the amount of moisture produced in your home and keep it as warm and ventilated as possible. Here are some Healthy Home Top Tips to help you do this.



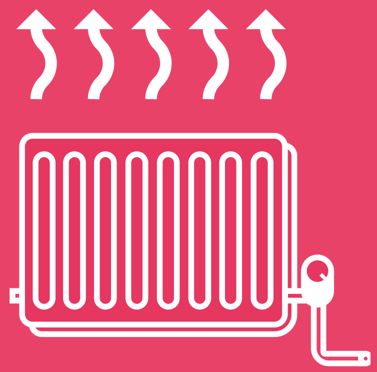
1. Opening windows when cooking, showering, bathing and drying clothes helps moist air to escape.



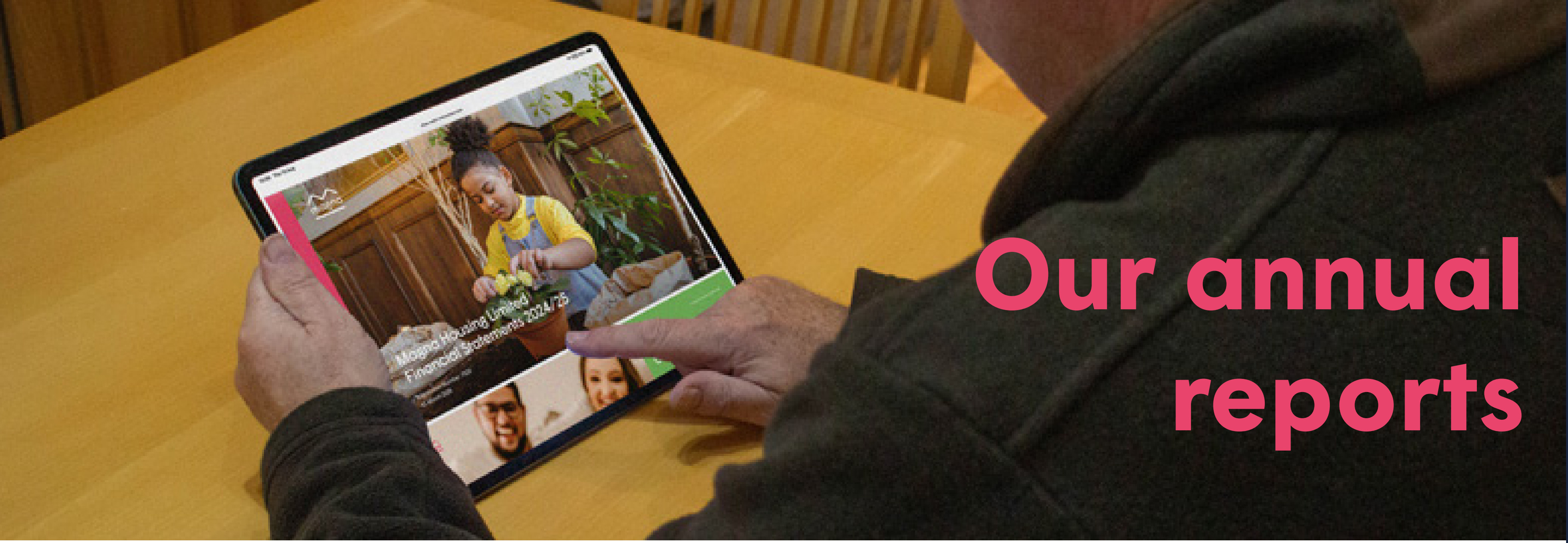
2. Turning your extractor fan on when cooking, showering and bathing removes excess moisture from the air.



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.



Our annual reports

Click the links below to read the reports:

Financial Statements

Complaints Annual Report

Customer Annual Report

ESG report

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 will all be available to read on our website by the end of September.

If you 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, by 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.

Our latest complaints report, along with our self-assessment, include 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've 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.

Getting in touch

magna

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

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 customer.complaints@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!