



Opendoor

The magazine for magna housing customers

Coping with the cost of living this Autumn

Money matters advice
on pages 4-8

Plus...

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competition
winners**

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Welcome

Autumn is here and we've got lots to share with you in this edition of Opendoor.

What a summer we've had! Long periods of hot weather didn't put off the keen gardeners among you! We were delighted to go out in the glorious sunshine and judge 35 brilliant gardens in this year's garden competition. Check out [page 16](#) for the winners.

As we head into Autumn, our focus in this edition is on heating our homes, saving money and providing financial support to those who need it.

On [pages 4 to 6](#) our money matters team shares some tips on how to save money, and on [page 7](#) there's a handy budget sheet you can complete. Please do reach out to our money matters team if you need any help with budgeting, debts or checking benefit entitlements.

Credit Unions are also an option to look into, and we've got lots of information on this on [page 8](#).

We've also seen a lot of heavy rain recently, and as the weather inevitably continues to get colder and wetter, we've got some useful advice on how to prevent flooding on [page 15](#).

Many of us will also be thinking about turning on our heating soon and it's important that our heating systems are safe to use. Read [page 12](#) which highlights the importance of having our gas and electrics tested regularly.

Finally, Christmas isn't that far away now, so we're inviting families to come along to Santa's Grotto and claim your free gift for your children. Places are limited, so book early. See [page 9](#) for details.

Feedback on this edition of Opendoor, along with suggestions for future articles are always welcome. Send an email to the address below - I look forward to hearing from you.



Tanya Churchill

Marketing Manager and
Editor of Opendoor

Get in touch

General enquiries

contactus@magna.org.uk

Postal address

Everdene House, Railway Triangle
Industrial Estate, Poundbury Road
Dorchester DT1 2PJ

Online

magna.org.uk



Can we email you?

We'd like to contact you by email rather than letters in the post. It means we can get information to you quicker and it's better for the environment. Email us with your name and home address to update your contact details:

contactus@magna.org.uk



Come and join #TeamMagna!

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

From administration to plumbing, accounting to gardening, there's lots of different roles at Magna. We offer great benefits, including a comprehensive cashback scheme for things like dental treatments and prescription costs, a generous pension contribution, as well as much more.

You can find out more and apply now on our website on the link below:

www.magna.org.uk/about-us/careers



Want to join #TeamMagna?



Money matters: We're here to help



We know it's a worrying time financially for many people. Our money matters team have put together some useful information which could help you save money.

Phone and broadband costs

With more services going online, you may want to check out if you can save money on your internet connection. Some providers offer cheaper 'social' tariffs if you are on benefits so it's worth asking your supplier. For more info, visit the [Ofcom website](#).

If you're out of contract, then think about switching or asking your current provider for a better deal – they may match one you have already found.

TV licence and streaming services

Some pay-TV and streaming services overlap so you get the same channels with both. If you have a TV package, think about whether you can remove any channels.

You need a TV licence if you watch or stream live programmes on an online service such as ITV Hub, All4, YouTube, Amazon Prime Video, Now TV or Sky Go. However, you don't need a TV licence if you only ever watch on demand or catch-up

programmes on services other than BBC iPlayer and never watch live programmes on any channel or TV service. If you think you shouldn't be paying for a TV licence, speak to TV licensing: www.tvlicensing.co.uk

Help from businesses

There are lots of businesses offering discounts and special offers to help with the cost of living. Check out the latest offers at helpforhouseholds.campaign.gov.uk/discounts-and-offers/

Don't wear it or use it – sell it!

Many communities run community closet schemes on social media such as Facebook, where you can buy and sell lightly worn clothing. There's also Vinted, eBay and Schpock where you can buy and sell household goods and clothing that are no longer needed. It's a great way to sell unwanted items that someone else can find useful.

Food banks

The Trussell Trust reports that food banks provided more than 2.1 million food parcels across the UK in the last year. That's an increase of 14% compared to the same period in 2019/20.

It's not for everyone, but if you fear the worst and are worried about how to feed yourself or your family in the coming months, your local food bank may be able to provide you with a supply of food depending on your needs. To find your nearest one visit www.trusselltrust.org

£150 Energy Bills Rebate Scheme

This year the government announced that all households in the UK, in bands A to D would receive a one off non repayable amount of £150 to help with rising energy costs. For the majority of households, you would have received a letter inviting you to claim it and those that already paid their council tax bill by direct debit should have received it automatically. If you've applied but not heard from your local council, contact them so you don't miss out.

Household Support Fund

The government also announced further

help in the form of the household support fund which offers help with essentials to low-income households. Different local councils have various levels of funding left so if you think you may be entitled, check with your council today:

Dorset: www.dorsetcouncil.gov.uk/household-support-fund

Somerset: www.somerset.gov.uk/social-care-and-health/somerset-household-support-fund/

Energy Bills Support Scheme

All households with a domestic electricity meter will receive £400 towards their electricity bill from October 2022. The payment will be spread over 6 months and be credited to your bill automatically. For pre-payment customers with a top up meter the money is applied to the meter or you'll be sent a voucher.

Grants and support

There are organisations that can help with grants and support:

Turn2Us: www.turn2us.org.uk
Citizens Advice: www.citizensadvice.org.uk/
Charis: charisgrants.com/individuals/

Continues on the next page....

Priority payments and Christmas – making sure you budget well

It's important that you know what your priority payments are – these are the things that you need to pay first as not paying them could have serious consequences. The ones you should pay for first include **rent, council tax, mortgages and any fines including arrears.**

As we're starting to think about the next few months, and Christmas, the pressures to spend more can put an extra strain on your finances. Whether you strive to give the 'perfect' Christmas, want to keep the kids happy or feel you must buy what everyone else is buying, the psychology of overspending at Christmas is real and one that can set you back, often installing a sense of dread and financial recovery as you go into the new year. If you also dip into money set aside for your priority payments, this only adds to your worries.

Budgeting and managing expectations are just a few ways of avoiding the overspend at Christmas. It's only one day and you don't have to spend to make memories. Start by making a list of what is really essential. You'll need presents and food – do you really need everything else? Recycle your old decorations or turn it into an activity with the kids to make new ones.

Try to spread your spending – start shopping now. Thinking ahead to next year, some supermarkets do a savings stamps scheme where you buy stamps throughout the year. Or, if you're a Tesco Clubcard member, they do a Christmas savers club where you opt in to save your

points throughout the year and have them released to you in November. You can triple your points through their rewards scheme and these often make great gifts themselves, such as vouchers for restaurants or days out with the family.

You could also decide as a family to limit the amount you spend on gifts, or to arrange a Secret Santa within the wider family to reduce the amount of gifts to buy.

Comparing yourself to others can also add unnecessary pressure to the Christmas shop. Or, perhaps you feel under pressure to buy certain brands so the kids can feel like they fit in more. What it really boils down to is you can either afford it, or you can't. 'I can deal with it in the new year' will not make your Christmas great and the only memories you'll make will be ones of worry and regret.

We know it's hard, but if you're struggling to know what your options are regarding your debts or budgeting for Christmas, have a look at our budget sheet on the next page to identify all your outgoings, and then see if you can save a little, each week or each month, to put towards Christmas. You could even open an account with the credit union so you know the money is safe. Then you'll have a bit of a buffer when the bills come in.

The money matters team are here to help all of our customers, whether it's with budgeting or claiming benefits. [Click here](#) to complete our form online to ask for help, or call 0800 3586025.

Your budget sheet

Use our handy budget sheet to identify all your outgoings, and then see if you can save a little each week or each month.

Income	Weekly	Monthly
Wages / salary		
Universal Credit		
UC housing costs		
PIP / DLA		
Housing Benefit		
Other		
TOTAL INCOME		

Expenses / Outgoings	Weekly	Monthly
Rent (priority) / mortgage		
Service charges		
Council Tax (priority)		
Gas / oil		
Electricity		
Water		
Food		
Household / cleaning		
Cigarettes / Alcohol / Leisure / Haircuts		
Pets - food & vets		
Insurance		
TV rental / Licence		
Travel costs / fuel		
Mobile phone		
Telephone / Broadband		
Sky TV or other streaming subscriptions		
Clothing		
Catalogues		
Credit cards		
Loans		
Other		
TOTAL EXPENSES		



Open your eyes to a credit union

Credit union loans come with no charges.

We don't charge you to set up the loan, there aren't any ongoing charges and we won't penalise you for paying your loan off early either (that's actually what we like to see as it means members have found their financial feet!).

Join today and do good things with your money:

www.westcountry.org.uk

Ever thought about a Credit Union?

A Credit Union is a financial co-operative which provides savings, loans, and a range of services to its members. It is owned and controlled by the members.

They provide every day banking, savings accounts and loans. Many offer additional products such as junior savings accounts, Christmas savings accounts, prepaid debit cards, insurance products, cash ISAs and, in some cases, even mortgages.

Accessing your savings is easy too - you can withdraw money from your account by BACS transfer, and most Credit Unions offer access through ATMs.

But it's not just about savings, they offer low cost loans and their interest rates are

much lower than payday loans, doorstep lenders, catalogues and buy-to-rent companies.

Credit Unions can be used by anyone, and your money is protected by the Financial Services Compensation Scheme (FSCS).

We have partnered with **West Country Savings and Loans** to offer support for our customers. They not only offer opportunities for savings and support with loans, but they can also offer financial wellbeing support to help manage your finances. They are regulated by the Financial Conduct Authority and offer a more affordable way to borrow money. For more information about them, visit www.westcountry.org.uk.

Come along to Santa's Grotto



Are you worried about the cost of Christmas?

Visit Santa's Grotto - there's a free gift for each child, and it's a **FREE** event for Magna customers!

We've organised two special events to spread some festive cheer.



The Hub,
Minehead

Saturday 26 November
10 am - 1 pm



The Dorford Centre,
Dorchester

Saturday 3 December
10 am - 2 pm

Children 0 - 10 years can have a free visit to Santa in his grotto and receive a small gift from him, and we'll donate an additional gift for children in the family under 18 to open on Christmas Day!

**Spaces are limited and by appointment ONLY,
so make sure you book early!**

**To book your place, email or call as below
by 21 October!**



engage@magna.org.uk



01984 635 134



Playground makeover

In July, the Plottingham playground in Bridport received a makeover thanks to local teenagers volunteering with National Citizen Service (NCS) and our painting and decorating team.

A group of young adults, aged sixteen and seventeen, completed a two-week course with NCS, consisting of a one-week residential trip full of team-building activities, followed by a week of volunteering in the community on a project of their choice, which was to paint the play equipment at Plottingham Fields.

Gabe Allen, one of the young volunteers, lead the decision to improve the playground at Plottingham Fields. He said: "I've lived in Bridport all of my life and I've seen this park deteriorate in recent years. I wanted to do something about it and thought it would be great for us to repaint the equipment and make it feel welcoming again. There are lots of families

in this area and I hope the much-needed improvements encourage more people to use the playground."

Neil Perrins, Painting and Decorating Site Supervisor at Magna, quickly organised paint brushes, tins of paint, and other materials to help the volunteers with the project. He also provided three members of his painting and decorating team, Simon Rigby, Perry Harrison and Darren Pilkington, for two days, providing additional help and support for the group.

Llywelyn Rendall Davies, Assistant Team Leader at NCS, said: "The purpose of this is to promote citizenship and community responsibility among young adults and provide them with transferrable skills. It's their choice what project they do in the community, which gives them a sense of personal empowerment. They are also tasked with raising the money and getting sponsorship for the community project



and it really helps when they can see the difference their actions make. We're really grateful for the support we've received from Magna to make this happen."

Simon Rigby, Painter and Decorator at Magna, said: "It's been great working with these young adults this week. Their energy and enthusiasm to improve the playground is great to see. We've taught them some basic painting skills, including how to prep properly before you start painting, and given some tips on best ways to clean up paint brushes afterwards too. We've seen some great work and there's potential for some promising painters and decorators in the making!"

The team of volunteers received some lovely comments from people passing by as they worked on the playground. Llywelyn said: "Many people have shared their excitement of it being refreshed and have said they're looking forward to bringing their children or grandchildren to the playground next time. It was great to hear and has given the group a real sense of pride in what they've done for the community."



When asked about the volunteering project, Gabe said: "Volunteering is an amazing thing to do to help communities, whether it's the community you live in or not. I've found it really rewarding and encourage everyone to do it. Thank you to NCS, Bridport Town Council and Magna Housing for helping us to achieve this."

For more information about the NCS, visit: <https://wearencs.com/>

For more information about Magna's community involvement, visit: www.magna.org.uk/community



Keeping you safe at home

Your safety is our top priority, and we work hard to make sure you're being kept safe in your home.

We carry out a range of safety checks on all of our homes, to make sure everything is up to standard and working as it should be. We carry out a gas safety check and a fire door survey every year, and an electrical test at least once every five years.

We're required by law to carry out these safety checks, and it's very important that you let us in to complete them to make sure your home is safe.

As well as ensuring your safety, we also check to make sure that things are running efficiently so you're not spending more on your bills than you need to be.

If you aren't in when we attend, this costs us valuable time and money that could be used more efficiently. From April to July around 25% of the appointments we made were not kept, which has cost £70,000 and many hours of time that could have been used for other appointments to carry out repairs to your homes.



We'll always let you know when we plan to come and do these checks, but if you can't keep the appointment, you must let us know so we can rearrange it to a time that suits you.

We've put together a few videos with our expert colleagues who carry out these checks to explain what's involved and why they're so important:

Gas: <https://www.magna.org.uk/your-home/your-safety/gas-safety>

Electric: <https://www.magna.org.uk/your-home/your-safety/electrical-testing>

Fire doors: <https://www.magna.org.uk/your-home/your-safety/fire-safety>

We ask that you don't try to carry out these checks yourself, as they can be dangerous, and you may cause harm to yourself or to your home. These checks should only be done by a qualified professional.



Customer feedback wanted for our repairs service



In the summer edition of Opendoor, we told you about the changes we've been making to our repairs service.

We're now looking for a group of customers to help us make sure our repairs service is working efficiently.

If you've recently used our repairs service and can spare some time to give your views, we'd love to hear what you think of the service you received and what we can do to improve in the future.

We'd like customers of different ages, and living in different types of homes - flats, houses and bungalows - to join the group to make sure there is a good mixture of views and experiences.

We'll be arranging an initial meeting for everyone in October, but you can also give your views by phone, email, WhatsApp and virtual meetings, as well

as our Customer Facebook group. So, the time and commitment you give and the way you want to give feedback can suit your lifestyle.

If you're not a customer Facebook member, sign up today [here](#).

If you would like to be part of this customer group in any way, please contact Neil Bliss, Customer and Community Involvement Officer, on 01984 635134 or email engage@magna.org.uk

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 down-pipe please go to our contact us page on the website and we can arrange for an operative to come out and clear the issue:

magna.org.uk/contact-us

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 on checking your drain covers and clear leaves and dirt that may get 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 the local council. This is their responsibility to clear and the earlier this is picked up the less likely it is that flooding will happen.

Dorset:

www.dorsetcouncil.gov.uk/roads-highways-maintenance/maintenance/drainage-and-manhole-covers

Somerset:

www.somerset.gov.uk/roads-and-transport/report-a-blocked-drain-on-the-road/

Devon:

www.devon.gov.uk/roadsandtransport/maintaining-roads/managing-the-network/flooding-and-drainage/

If you have been hit with a severe flood, please call us on 0800 358 6025 straight away.

Winning gardens

Our customers love their gardens and were keen to show them off in our annual garden competition this year!

A fantastic group of gardeners were happy for our judges to view their gardens in person for the first time in two years, and we were delighted to get out there and see them!

We had over 35 entries across six categories, so our judges had a hard task picking the winners.

Alice Bagg, Head of Customer Experience, was one of the judges and said: 'It was my first year judging the gardening competition and I was blown away by the standard of gardens that we visited, no matter the size these customers were able to make a uniquely beautiful outdoor space.'

Our other two judges were Gavin Barker and Nick Brown from our grounds maintenance team. Gavin said "It was pleasing and amazing to see the passion and energy that everyone has put into their gardens, big or small and across all ages. The competition has been a tough one to judge this year, as we have seen so many fantastic gardens of all varieties, giving me plenty of ideas for my own garden!"

Nick added 'I had the pleasure to help judge the Magna garden competition again this year. As with last year, I was amazed at what we saw, in person this time. The quality and variety of gardens were fantastic. We saw everything from wildlife friendly gardens, gardens that looked good and were family friendly too, and amazing communal gardens on our sheltered sites.

It was great to go to places I don't normally get to see and meet people with such great vision and dedication to their outside space.'

After much difficult deliberation, our judges came to their decisions, and the winners were...

Patios and containers:

1st place: Fred Dale, Alcombe
2nd place: Andrew Hodder, Lyme Regis
3rd place: Janice Ford, Martinstown

Wildlife:

1st place: Helen Chant, Beaminster
2nd place: Simon Beadles, Lyme Regis
3rd place: Terri Payne, Brushford

Small garden:

1st place: Debbie McCarthy, Lyme Regis
2nd place: Jennifer Sheppard, Puddletown
3rd place: Mike Hale, Weymouth

Large garden:

1st place: Tamara Partridge-Bough, Longburton
2nd place: Phyllis Matravers, Bridgetown
3rd place: Linda Sharp, Clatworthy

Childrens':

1st place: Aurelia Pettegree, Shaftsbury
2nd place: Jayden Sparks, Porlock
Joint 3rd place: Isla May Sparks, Porlock

Fruit & Veg:

1st place: Kate Hawker, Holnest
2nd place: Yegor Kramska, Bridport
3rd place: Rebecca Brake, Sherborne

Special Prize:

Best upcycled object (a railway relic):
Shirley Turner, Yetminster

Well done to the lucky winners and thanks to all our entrants for their hard work.



Fruit & Veg
1st place: Kate Hawker



Patios & Containers
1st place: Fred Dale



Large Garden
1st place:
Tamara Partridge-Bough

Special Prize for Best Upcycled Object:
Shirley Turner



Wildlife
1st place: Helen Chant



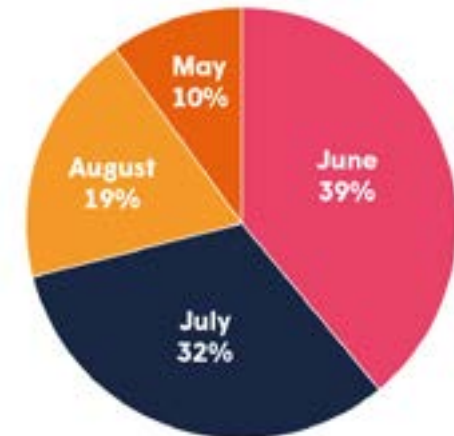
Childrens'
1st place: Aurelia Pettegree



Small Garden
1st place:
Debbie McCarthy

Following the garden competition, we asked everyone who entered to give their views on how we could improve next year's competition.

The deadline for entries is usually in June, with judging in July. We asked what month you think is best for judging and you said:



We'll therefore judge the competition earlier next year, in June.

We asked if the categories we use are the right ones. 97% said yes. We'll also include a communal garden category next year too.

We also asked about the prizes we give and 94% thought they were of the right value. However, you've said the gift cards can't be spent in enough places you'd like to shop in, so next year we'll look for gift cards that can be spent at a wider range of shops.

One great suggestion we received is to get sponsorship from other companies for prizes - we'll be looking into this ready for next year.

Thank you to everyone who provided this feedback - it will help us to continue running the competition and improve it for everyone involved.

Our annual financial statements and how we add value

Adding value and achieving value for money is at the heart of our business and is central to the delivery of our strategic objectives. We consider this all the time: what we need to do to achieve it and to assess all other initiatives against it.

Every year, we publish our official financial statements online, which you can view here: www.magna.org.uk/money-matters/facts-and-figures/latest-annual-report-and-financial-statements

Customer experience is at the heart of our strategy, and it's therefore important to us that what we do adds value for you, our customers. So, we also produce an 'Adding Value' report which shows some examples of how we added value

in 2021/22, through our services, our colleagues and our customer-focused approach.

We've included some of the key highlights on the opposite page, but there's lots more to read online: www.magna.org.uk/money-matters/facts-and-figures/our-adding-value-report for the full report.



2021/22 saw the **largest handover of new homes** since we restarted developing, including our **first three factory-built homes**.

100% customer **satisfaction** with the **quality** of their new home.



We **invested £19.5 million** into our existing homes last year – providing planned and responsive repairs to keep our homes safe and to a high standard.

We helped our customers access **£1.46 million** in welfare benefits, with 547 customers receiving dedicated support from our money matters team.



89% of customers are **satisfied** with the improvements made to their home.



Password safety

Staying safe online

We've all heard in the news about online scams, cyber attacks and accounts being hacked. To help prevent this happening to you, it's important to set passwords and make sure they're as secure as possible.

Here's some tips from our IT team about creating a strong password.

Choose a short sentence using three or more words. For example:

Traffic at London Bridge or Lovely weather today

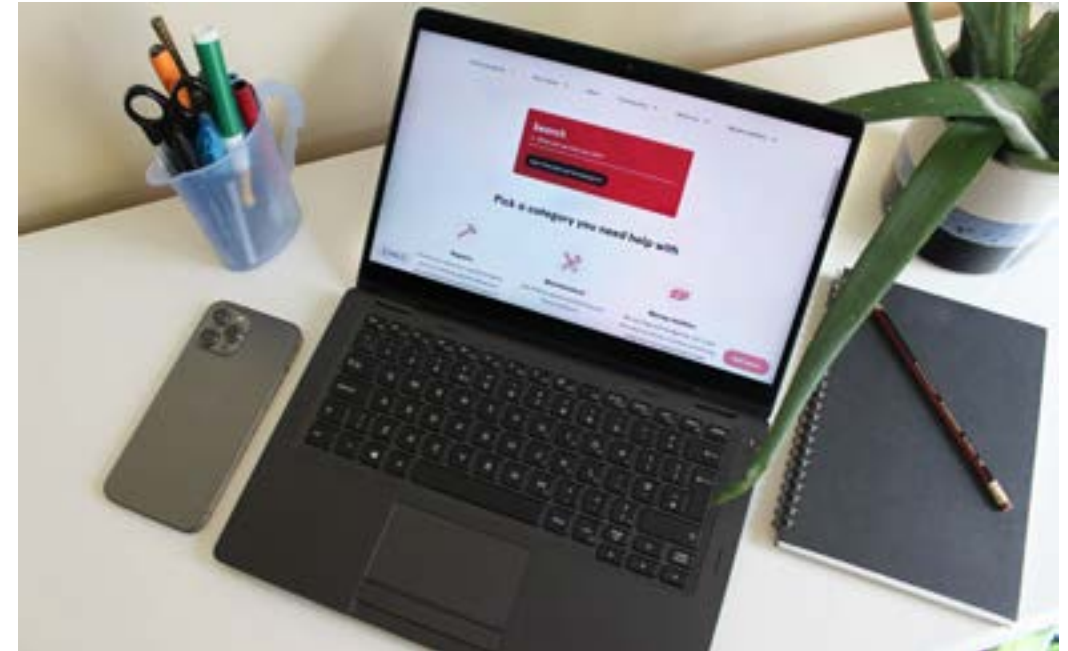
To make the phrase stronger, but still easy to remember, mix in upper and lowercase letters, and combine words using numbers and/or symbols. For example:

7raffic @ London Bridge or !lovely_Weather_Today

If random sentences are still difficult to remember, then secure passphrases can be made from information, such as quotes or references, which are memorable to you but difficult to guess for others. For example, if you were a football fan, a passphrase that may be easy to remember and hard to crack would be:

!England have 1 the world cup!

Caution must be taken to ensure that any references and interests which are used to create passphrases, are not obvious, such as 'my dog is called Bob' - something people would likely know about you.



Check out the help centre on our website



It's now easier than ever to find the information you need on our website, with everything from help with booking a repair, support with your finances, answers to our most frequently asked questions, easy to follow how-to videos, and much more now all in one place.

Plus, we've got a new search box on our help centre page where you can simply type in your question, and we'll try to give you the answer.

There's lots to discover, so take a look around at www.magna.org.uk/help-centre

Looking after our trees

We want you to love where you live, and we know that the trees growing in our communal areas make an important contribution to how a neighbourhood feels.

As well as looking nice, trees play an important part in protecting and improving our environment. It's now scientifically accepted that trees are important to our health and wellbeing, as they filter out harmful or unpleasant substances from the air. They also provided much-needed cool shade in the recent hot weather!

In June, our Board reviewed and agreed an updated [tree management policy](#) and procedure. This sets out how we manage our trees, in line with the guidance produced by the [National Tree Safety Group](#).

Trees on our communal land are inspected regularly. We have several contractors that carry out the surveys and work on our behalf. We're currently surveying our trees in Dorset, and the trees in Somerset were surveyed last year.

Any work required for trees on communal areas is funded from customer service charges, so we make sure that any works carried out are really necessary and provide

good value for money. So, in general, we only carry out essential works to trees. Examples include:

- trees that are part of an ongoing maintenance programme
- trees that are dead, dying, diseased or dangerous
- trees that are causing, or likely to cause damage to property
- trees that are causing an obstruction to the highway, street lighting or signage
- clearing space around cables that may be running through the tree
- improving visibility for CCTV cameras.

Non-essential works will not be carried out. Examples include:

- improving natural light to a property
- improving reception of television, satellite, phone or Wi-Fi
- removing or reducing leaf-fall, fruit-fall, blossom-fall, pollen, sap or bird droppings
- improving a view.

If you have your own garden, you are responsible for any trees within it. We can offer some support - if you have a large mature tree in your garden, we can arrange an inspection of the tree which will identify if there anything you need to consider doing to the tree.



If you're thinking of planting a tree in your garden, please think about the size the tree will grow to and whether it's right for the space you have. There are many species of tree available that are suited to a range of spaces, from open park land to small gardens.

If you would like any guidance on planting, or would like to arrange for a tree to be inspected, then our estate services team can help. You can contact them through our customer contact centre, using the details on the back page of this magazine.

There's a Chinese Proverb that says "The best time to plant a tree was 20 years ago. The second best time is now." Understanding the value and importance trees have to the environment, we will work to make sure that our trees stay healthy. Over time, we will increase the number of trees, to help improve

our neighbourhoods and the environment. Where possible, any trees we have to cut down will be replaced with a suitable replacement in the same place, or if not possible, on other land owned by us. Any planting and selection of species will be decided by the principle "right tree, right place" to make sure we minimise the amount of future work needed and increase the chance of it benefiting future generations.

[Click here](#) for more information on our estates services.

To read our tree management policy [click here](#).



© Hugh Clark/www.bats.org.uk

We're helping to preserve habitats for bats and other wildlife

We understand that the loss of habitat from building works can sometimes have a devastating effect on local wildlife, which is why we're always looking at new ways to help preserve the local ecosystems that surround all of the building works that we do.

We plan to fit bee bricks in the walls of some of our new homes to provide a safe place for solitary bees to live, create their nests, and lay eggs. Along with this, we also plan to plant native species and wildlife-friendly shrubs and plants at these developments in order to provide food for bees and

other wildlife, ensuring our bee bricks are used by bees for years to come.

We also plan to install bat boxes at some of our new developments to provide bats with a safe space to roost in and to help them thrive, as well as moving hedgerows to maintain habitat connectivity for bats and other wildlife where appropriate. This plan also includes bird boxes at some of our developments too.

As well as including these features in our new homes, we also fit them into our existing homes where needed.



Bat entrances in roofs



Bee brick in a wall



We have lots of properties with bat entrances in roofs, as shown in the pictures above.

We've already installed fencing with hedgehog holes at some of our homes, and we plan to continue with this to provide hedgehogs with a safe passage to move around.

We take our environmental responsibility seriously, and we want to make a positive difference to our local environment and to our customers.

We want to ensure that we maximise opportunities to support carbon reduction such as rewilding common areas, improving landscaping and tree management arrangements, and providing safe shelter for the wildlife in our local ecosystems.

You can learn more about our developments on our website [here](#).

Contact us

We have lots of useful information on our website:

magna.org.uk

Email:

contactus@magna.org.uk

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

0800 3586025

Get #social!

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

