



Opendoor

The magazine for Magna Housing customers

Creating great homes and services together

Plus...

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Better Services
programme**

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on our online
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Welcome

Summer is here and we have lots to share with you in this edition.

The first thing to share is that we've launched a big programme to review and improve the services we provide to you, and we want you to get involved and help us do this. You can find out all about the Better Services programme on [pages 4 and 5](#).

Our Board are also keen to see you get involved more and were recently discussing this at their spring conference. You can read more about this on [pages 16 and 17](#).

We have our latest tenant satisfaction results, which we've shared on [pages 12 to 14](#). We're pleased to see satisfaction has increased, but we know there's still more to do. Thanks to everyone who responded to the Tenant Satisfaction Measures survey - your feedback helps us to understand what we're doing well, and what we need to improve.

We're also pleased to announce that we're investing £150m into new homes over the next five years. You can find

out more about this on [pages 38 and 39](#), along with where we're currently building.

We continue to support our local communities as much as possible. On [pages 26 to 28](#) we have a story about a community group we've supported through funding, and a community event we supported in Chard on [page 11](#).

Talking of communities, we're thrilled to see many more of you joining Magna Voice, our online community. We now have over 150 members on there, all actively sharing views and helping us to improve our services. Take a look at [pages 6 to 9](#) for more details and how to join.

Finally, thank you to everyone who entered this year's garden competition. We've had 58 entries and our judges are all set to go out and visit during June.

Have a great summer.



Tanya Churchill

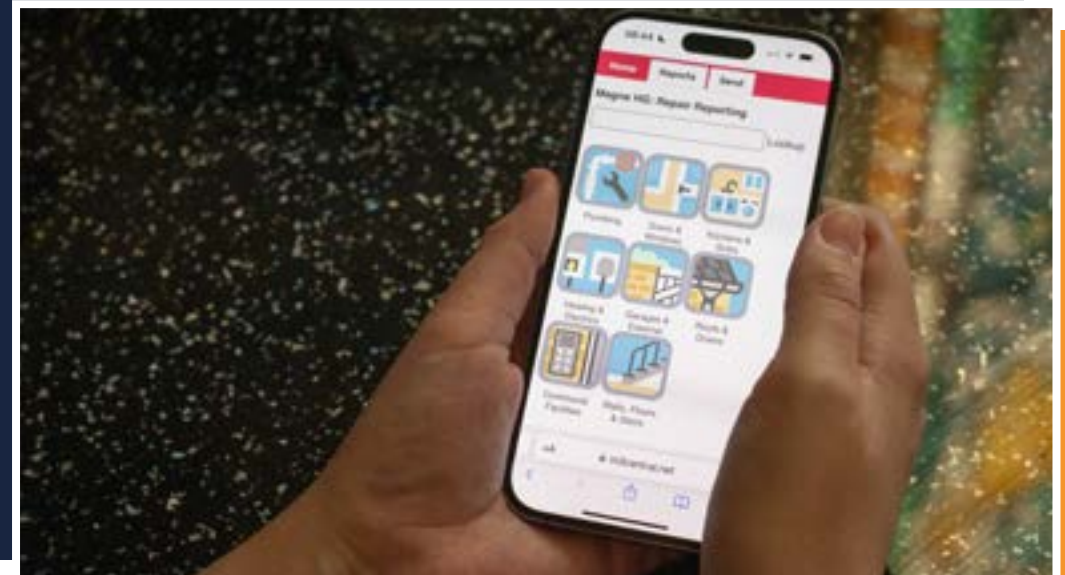
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Did you know you can report a repair on our website?

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.



Creating better services together

We've launched a big programme to improve our services. And it starts with you.

It's called **Better Services**. Over the next three years and beyond, we'll be taking a fresh look at the key services you use and how we can make them work better for you.

When we talk about services, we mean all the ways you use our help – like paying your rent, telling us something needs fixing, or having work done in your home.

Putting customers at the heart of what we do

To do this right, we need to better understand what matters most

to you. Most importantly, we need to listen properly. We'll be asking for your views, feedback and ideas in different ways – including our new [Magna Voice](#) online community – to help shape better services.

We're taking an approach to designing services that puts the people who use them at the heart. This means looking at services through your eyes and using what you tell us to make things work better for you, your needs and your life.

Investing in our people

Great services are about people – the people who use them and the people who provide them. That's why we're investing in training for all our teams to make sure everyone has the

skills and support to make your experience easier, quicker and more satisfying when you need to ask us for help.

Making services easier and quicker

We'll also be improving the systems and tools we use, so we can sort your problems more quickly and make sure you know what's happening. This includes:

- Improving how we communicate with you.
- Making it easier to access our services, whatever your needs.
- Delivering quicker and more efficient responses.

How to get involved

To make better services, we need to do it with you, not to you.

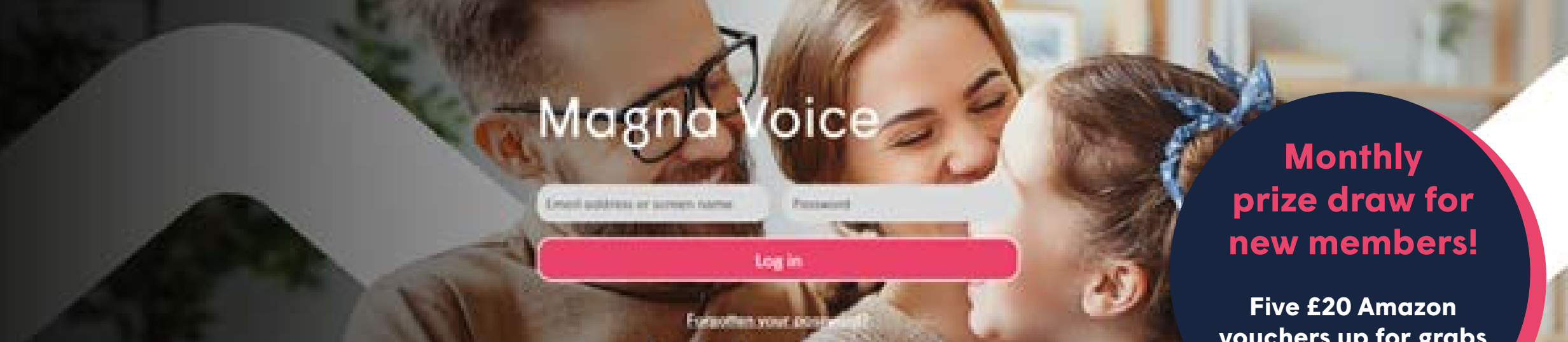
Over the coming months, there will be opportunities for you to get involved and help shape the services you need and want. Whether it's sharing feedback online, taking part in workshops, or helping us test new ideas, your voice will make a real difference.

We'll be sharing more about how you can get involved on our website, social media and future editions of *OpenDoor*.

Together, we can create better services that work for everyone.



Alice Bagg, Head of Service Transformation



Monthly prize draw for new members!

Five £20 Amazon vouchers up for grabs each month!

Magna Voice

Your online community

We're delighted to now have over 150 customers taking part on Magna Voice, our online community!

They've been sharing their views on lots of topics to help us improve our services. Here's what's been happening recently...

Reviewing Opendoor magazine

We asked what you thought of the Spring edition of Opendoor before it was published.

The feedback was that the magazine felt positive, helpful and easy to read. You told us that practical information

matters most - updates on repairs, what we're doing and advice about looking after your home, alongside more real community stories. We've included some of this in this edition and will share more in future editions too.

What 'local' feels like to you

When we asked what makes a service feel truly local, your feedback focused less on location and more on lived experience.

You told us that trust grows when it's clear who to contact, responses are timely and actions are followed through.

Seeing our colleagues out in communities can help too, but only when visits feel purposeful.

Many of you also shared the pride you take in your local areas and shared spaces, and how important it is that this care is recognised and reflected in what we do.

We're using this feedback to focus on clear communication, quicker responses and visible support that adds real value.

You helped decide bathroom colours

You shared your views on bathroom panel colours, helping us choose a new option after one of the existing colours was discontinued. Lighter, neutral shades such as Sandstone and Soft Cement were the most

popular, particularly for making smaller or windowless bathrooms feel brighter and cleaner.

Based on your feedback, Sandstone has been chosen and will be introduced as a new colour choice.

By sharing your feedback, you've been supporting us to review policies, shape services and help us to better understand what matters most to you.



Tiffany Richards,
Online Community Manager

Magna Voice (continued)

Anti-social behaviour

Whilst helping us to review our anti-social behaviour (ASB) policy, many shared how stressful ASB can be, especially when it's unclear what counts, how quickly things should progress or what evidence is needed.

We're using this feedback to create clearer guidance and simple tools that explain what to do and how we can support you.

Shared ownership

We opened up a conversation with shared owners on their homeownership journey.

We were told shared owners were uncertain about responsibilities, service charges and repairs. We're improving guidance and signposting on our website to make things clearer following your feedback.

Ways to get involved

In a recent poll on Magna Voice, we asked where you would most

like to see improvements. Your top three priorities were:

- Repairs and maintenance – 68%
- Reviewing how our services work – 42%
- Communication – 34%.

We're now starting to review how you can give your views to us and the ways to get involved, and we'd really like your ideas.

We'd like to know how you would prefer to give your feedback:

- Face to face at a central location?
- Face-to-face at a local location?
- In a Virtual online meeting?
- By phone call?
- By email?
- Or something else?

We also know that many of you feel that we don't always listen when you raise issues. We want to change that by making it easier for you to share your views and by showing how we act on them.



If you have ideas or suggestions, please get in touch by emailing engage@magna.org.uk or call Neil Bliss, Customer & Community Involvement Officer, on 07977 175087.

Together, we can create better services that work for everyone.

Take part for a chance to win prizes

Everyone who signs up to Magna Voice each month is entered into a draw to win a £20 Amazon voucher. You can also earn points for taking part, which may link to future prize draws.

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](#)





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 apply for our Community Improvement Fund](#)



Chard Together Multi-Cultural Event

Residents and local organisations came together on Saturday 21 March to celebrate all things multi-cultural in Chard.

We were proud to sponsor the event from the Community Improvement Fund.

This free event at the Guildhall was a day filled with entertainment and activities for all ages, making it a great opportunity to connect with the local community.

We had two activities to take part in: 'Spot the Difference' and 'Flags of the World'. We had 30 entries and three lucky winners in each activity won Amazon vouchers!





Tenant Satisfaction Measures (TSMs)

Perception Survey results for 2025/2026

What are TSMs?

The Government asks all housing providers to collect 22 measures known as TSMs. They include 12 satisfaction questions, across five main themes, that matter most to you: complaints, anti-social behaviour, maintenance, safety, and communication.

How is the survey carried out?

The government has rules for carrying out the TSM survey. Here's how it works:

- **Picking people:** People are chosen randomly from different age groups, places, and types of homes. This means everyone is represented.
- **Survey rules:** There are specific rules on how to do the survey, like what questions to ask and how to keep people's information safe.
- **Fair results:** We make sure the survey results show what all customers think, not just a few.
- **Sharing results:** Every year, we must share the results with everyone, including the government.

Who did we ask?

We had responses from 600 customers, either over the phone, online or by post.

Not all customers were contacted, but we asked enough to get the sample needed to be representative of everyone.

We worked with HouseMark and Service Insights to carry out the survey so you could remain anonymous if you wanted.

What are our results?

The following pages show our scores, with the percentage of how many customers were satisfied. They're colour coded so you can see where they've improved (in green), stayed the same (orange) or reduced in satisfaction (red).

What's going well?

This year's results show encouraging progress, with satisfaction improving in nine out of 12 measures compared to last year.

What are we doing to improve?

Your views are important to us and hearing what you think helps us to know where we should improve. We know there's still more to do, and we remain focused on the areas that matter most to you, including listening to feedback, improving the repairs experience and responding effectively to anti-social behaviour.

63.2%

Customer satisfaction with the overall service from Magna. That's up by 3.2% from last year.



66.6%

Satisfaction with the overall repairs service from Magna over the last 12 months



54.8%

Satisfaction with the time taken to complete most recent repair after reporting it



70.6%

Satisfaction Magna provides a home that is well maintained



81.9%

Satisfaction Magna provides a home that is safe



66.5%

Satisfaction with Magna keeping customers informed about things that matter to them

We know the speed we complete repairs really matters and we've been working hard to improve this. Last year we employed more trade operatives and this year we're investing an additional £1.8 million to improve how quickly we complete repairs.

Stephanie Lloyd-Foxe,
Head of Building Safety,
Compliance and
Home Services





78.4%

Agreement with the statement: "Magna treats me fairly and with respect"



52.2%

Satisfaction Magna listens to views and acts upon them



69.2%

Satisfaction Magna keeps communal areas clean and well maintained



32.1%

Satisfaction with Magna's approach to complaints handling



55.5%

Satisfaction with Magna's approach to handling anti-social behaviour



64.2%

Satisfaction Magna make a positive contribution to neighbourhood

Click here for more information about our TSM scores and how they compare with last year.

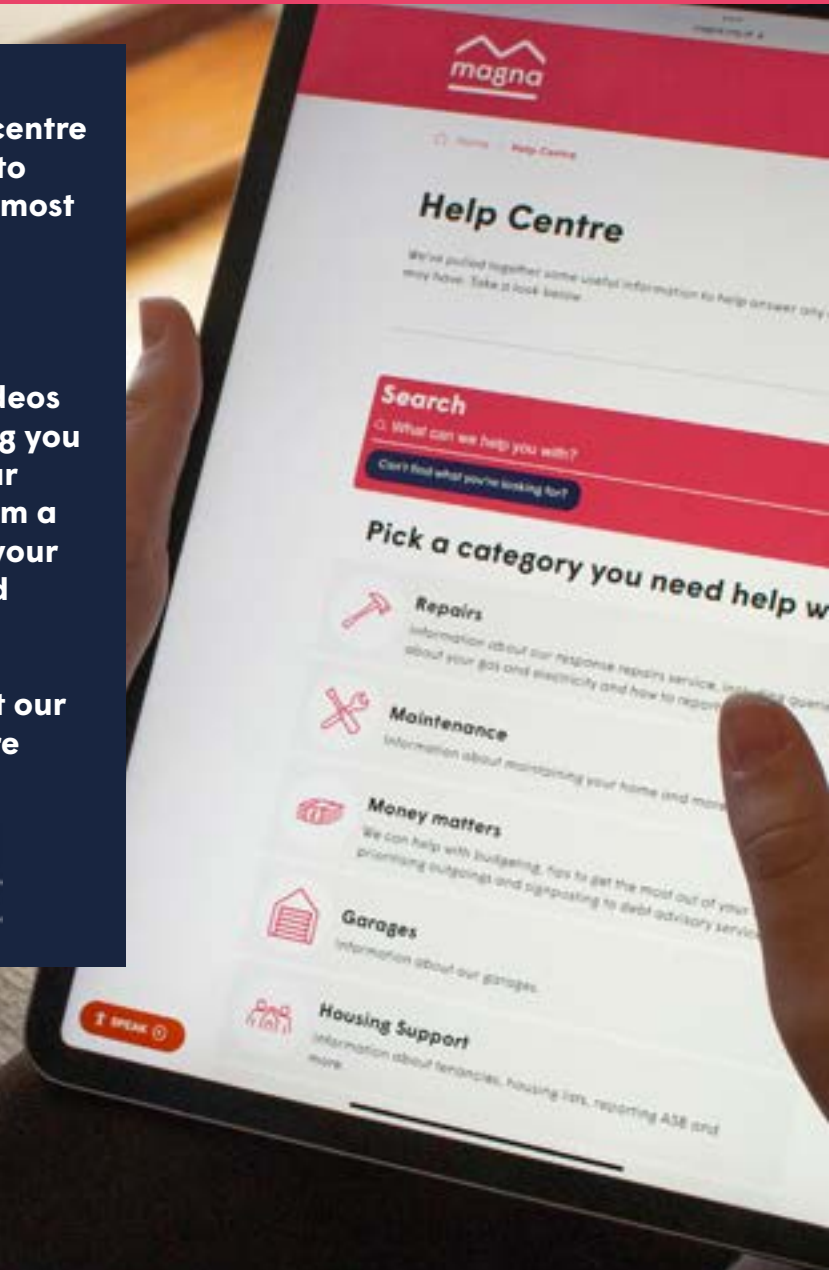


Our online help centre

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





Our Board discusses how we build better customer participation

Our Strategic Board came together for its spring conference at the beginning of March to discuss how you can get involved and shape what we do at Magna.

During the two-day event in Somerset, they talked about

how we can develop meaningful participation with you. This means that you'll have more opportunities to play an active part in making decisions about the things that affect you.

Our Board also learned about how our new online customer community, Magna Voice, is enabling us to gather more of

your views and ideas about how we can improve our homes and services.

Watch the video below to hear the reflections of our Strategic and Executive Board members on how we can build closer partnership working.



The main topic has been how we shift from customer engagement into proper participation. We've made a great start, but it's about how we capture the most wide, diverse range of voices and how we bring that into decision-making, so we make sure those voices are impacting where Magna goes next.

Selina White,
Chief Executive



Money matters: We're here to help



Benefits Update

Now we're into a new financial year – April 2026 to March 2027 – there are several key changes for people receiving state pension and other benefits such as Universal Credit (UC) and Housing Benefits.

Welfare benefit payments

Every April the government increases the welfare benefit payments. This year most benefits have increased by 3.8%, with the exception of state pension, which has increased by 4.8% and UC standard allowances have increased by 6.2% (an above inflation increase to support those on the lowest incomes).

For UC payments, these changes take effect at the start of the first

assessment period on or after 7 April 2026.

However, if you're receiving UC which includes an amount of Transitional Protection, following a migration from legacy benefits to universal credit, then it's important to note that you're unlikely to see an increase in the amount of UC you receive this April. This is because the transitional protection is not permanent, and the amount reduces over time if the UC award increases due to such changes as the annual uprating, rent increases or other changes in your circumstances.

If you're unsure of the changes, please contact our money matters team who will be happy to help.

Universal Credit two child limit

Since 6 April 2026, there's no longer a restriction on how many children are eligible for financial support through UC. Families with more than two children born after April 2017 will now receive the additional child element of UC (approximately £292.81 per month or £3,514 per year per child).

If you have three or more children and previously weren't eligible for UC because your earnings were too high, it may be worth rechecking if you now qualify for additional help.

If you would like our money matters team to conduct a benefit check, please contact us.

This also applies to childcare costs. If you're a working family and paying for registered childcare, you may be entitled to help with these costs through UC. Currently it covers up to 85% of eligible childcare costs, capped at £1,071.09 monthly for one child and £1,836.16 for two or more children. This applies to working parents using registered childcare, requiring upfront payment before reporting the costs.

The benefit cap for the total amount of benefits you can claim will still apply, unless there is an exemption.

If you're unsure, please speak to our money matters team.

Need help from our money matters team?

Click here to complete our online form and our team will get in touch to help.



Money matters: We're here to help



Do you know someone aged 66 or over?

They could be entitled to
Pension Credit.

Check your eligibility for Pension Credit on GOV.UK
Eligibility criteria apply

Pension Credit.
Credit where credit's due.  UK Government

Advice for Pensioners

If you're pension age and are eligible and claiming Housing Benefit for help with your rent, please remember you must inform your local Council if your savings increase ABOVE £16,000. This is because it will affect your Housing Benefit claim and you need to do this to avoid any overpayments.

If you're claiming Pension Credit Savings, you must keep Pension Credit informed if your savings decrease or increase.

Pension Credit Quick Guide

If you've recently reached retirement age and you're not sure if you're entitled to Pension Credit, there are four main questions that are considered

when reviewing whether a pensioner may get Pension Credit:

1. How old are they?
2. If they have a partner who lives with them, how old is their partner?
3. What is their weekly income? Is it less than £238.00 if they are single or £363.25 if they are a couple?
4. Do they have any savings? Have they got £10,000 or less?

People who have more income or savings than this may still qualify for Pension Credit. But these questions are a good basic indication of who is likely to qualify.

If you're over 65 and reached State Pension age before 6 April 2016, you could still qualify for Pension Credit if your weekly income is low. Please speak to our money matters team for more advice and support.

Need help from our money matters team?

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





Our CEO and Board member are the new co-chairs of Homes for the South West

Two Magna leaders have been appointed to jointly chair a coalition of the largest housing associations in the South West.

Selina White, Chief Executive of Magna, and Jonathan Cowie, Chief Executive of Plymouth Community Homes and a Magna Board member, have been announced as Co-Chairs for Homes for the South West, the leading voice for affordable

housing in the region, taking on the roles from April 2026.

Homes for the South West (H4SW) is a not-for-profit organisation made up of the 12 largest housing associations in the South West of England, including Magna and Plymouth Community Homes.

The organisation works collectively to tackle the growing shortage of affordable housing in the region by advocating

for increased development supported by greater regional investment.

Together, H4SW members own more than 250,000 properties, providing homes for more than half a million people in Dorset, Somerset, Wiltshire, Devon, and Cornwall.

The 12 housing associations contribute more than £1bn annually to the local economy but they also lead on building affordable homes in the region – including social rent homes and homes for shared ownership purchase – with up to a combined 25,000 new homes planned for development over the next 5 years, and a joint investment capacity of £4bn for new affordable housing.

Selina White said: “I’m delighted to be taking on the role of Co-Chair of Homes for the South West with Jonathan at such an important moment for our region. Our members share a clear ambition: to deliver more genuinely affordable homes, including social rent, and to keep investing in existing homes so they’re safe, warm and fit for the future.

“But to turn that ambition into delivery, we need the right

conditions – long-term certainty on funding, a stable policy environment, and practical solutions to unlock land, infrastructure and planning barriers.

“Homes for the South West will keep using our collective voice to work with national and local partners, including emerging devolved authorities, to make sure the South West gets the investment and support it needs. And that growth goes hand-in-hand with high standards, sustainability and great outcomes for residents and communities.”

Jonathan Cowie said: “I am absolutely delighted to be co-chairing Homes for the South West with Selina, and privileged to take on the role of representing social housing organisations across the wider South West region. In the last six years, H4SW has been incredibly successful in prioritising increased development, and in lobbying for support to help providers build more social homes.

“I’m ambitious about the potential the organisation has in the coming years to work in a new political environment, as we see more devolved mayoral

authorities being established, so social housing providers in the South West can join forces and really drive through positive change.

“I’ll be working with Selina to help our members collaborate even more closely with politicians and decision-making bodies to ensure new affordable housing is being prioritised in our communities, as well as seeking further regional investment to help those communities thrive.

I’m also keen to explore the potential for social housing providers to be working more closely together across the region to help the sector deliver on its promises, creating a

stronger supply chain and developing consistent standards which drive improvements to benefit all our residents.”

Members of H4SW include Abri, Alliance Homes, Livewest, Bromford Flagship Coastline, Curo, Green Square Accord, Magna, Plymouth Community Homes, Sovereign Network Group (SNG), Stonewater and Westward.

[Click here for more information about Homes for the South West.](#)

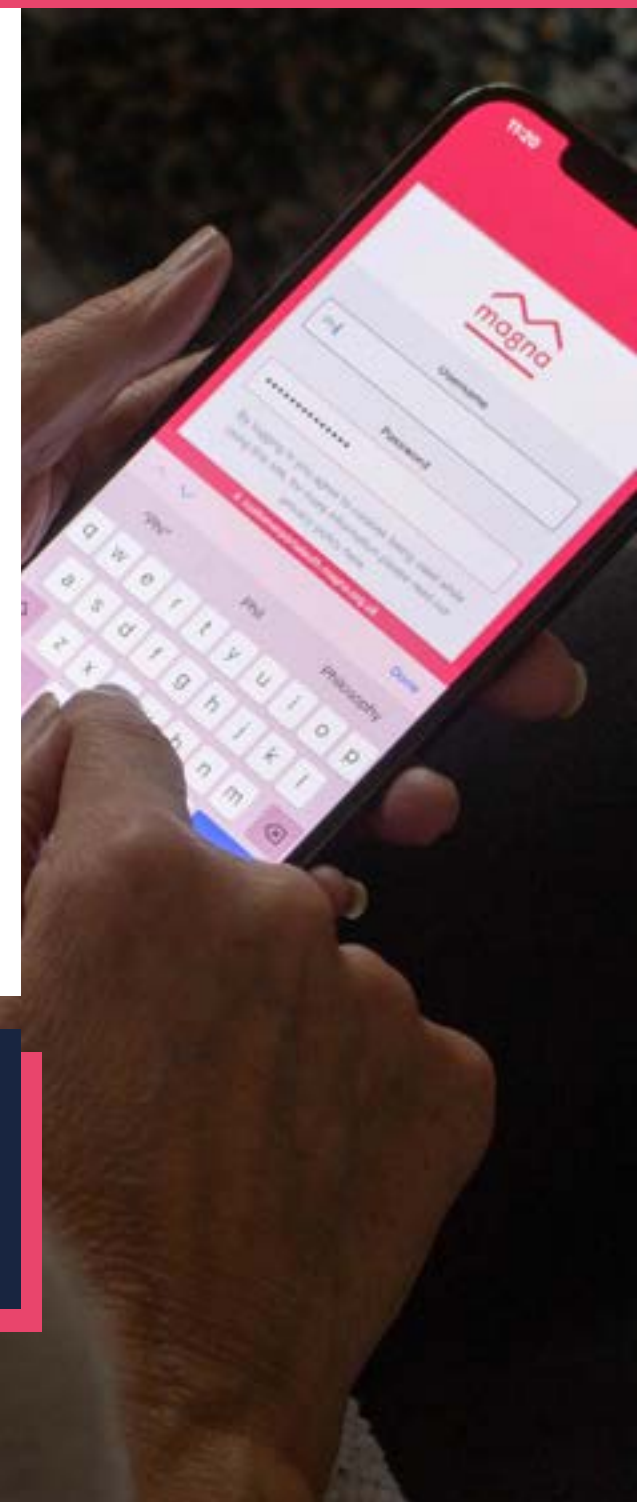
Have you registered to use our customer portal?

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

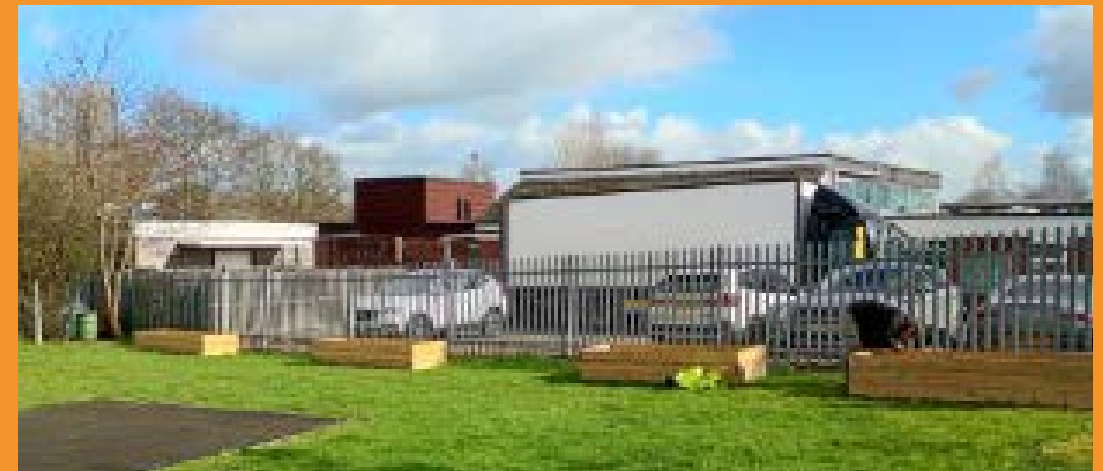
- View your rent balance.
- Make a payment.
- Request repairs or see your repair history.
- Update your own details.
- Report ASB.
- Request permission to keep a pet.

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.



Helping our local communities with grants and funding



Birchfield Community Centre, Yeovil

We work in partnership with the South West Procurement Alliance (SWPA) to deliver support to local communities through the SWPA Community Benefit Fund.

Together, we give grants to local community initiatives, grassroots projects and charities, helping to drive positive change across the South West.

We recently helped fund a new community project at Birchfield Community Centre in Yeovil to help them transform their outdoor area. This was in partnership with Somerset Council, Devon & Somerset Fire and Rescue Service, and alongside the centre's long-

standing supporters at Spark Somerset.

Four raised beds have been built and installed, creating a practical space for growing and learning. They'll be used by many of the centre's groups, including the Toddler Group, Yeovil4Family, Brownies, Guides, Rainbows and the Home Education Group, to plant herbs, flowers and vegetables.



As well as bringing people together, the beds will brighten the route for everyone who visits or passes by, while also offering valuable foraging and habitat opportunities for pollinators.

To boost biodiversity further, 250 native plants have been planted around the base of the centre's striking acer tree. Daffodils, bluebells and snowdrops were chosen because native planting is one of the simplest ways to

support local ecosystems and create seasonal interest year after year.

The project also included a new bench outside the centre, made from recycled plastic. It's already proving popular; an easy, everyday improvement that encourages people to pause, chat and feel welcome in the space.



Inside the centre, creativity and community connection have been just as important. A large mosaic, designed around local wildlife and the trees in the nearby park, is being created for installation at the community centre. Local artist Dawn Handy facilitated three mosaic-making sessions: one with local children, one with learners from Able2Achieve, and one open session for the wider public. The result is a shared piece of artwork that reflects Birchfield's identity and celebrates its natural surroundings.

This work builds on the fantastic effort already underway in Birchfield. Learners from Able2Achieve have been running monthly litter-picking and

weeding sessions, and funding helped bring even more local residents into the momentum working side-by-side to improve their neighbourhood.

One of the most encouraging signs of success has been the community response.

For Magna, this is exactly what meaningful community investment looks like.

We're proud to support projects that strengthen communities and create visible, lasting improvements to everyday spaces.



Magna and Sherborne Council pilot meeting for residents

Following meetings we've had with Sherborne councillors, we recently held a meeting to give residents the chance to have their say on any local issues and concerns. All Magna customers in Sherborne were invited, and eight people came along on the day.

Several concerns were raised, mainly about the careline systems, safety, and local environment issues.

Most of the careline faults were confirmed as working after recent tests, but one door entry issue needs looking into further.

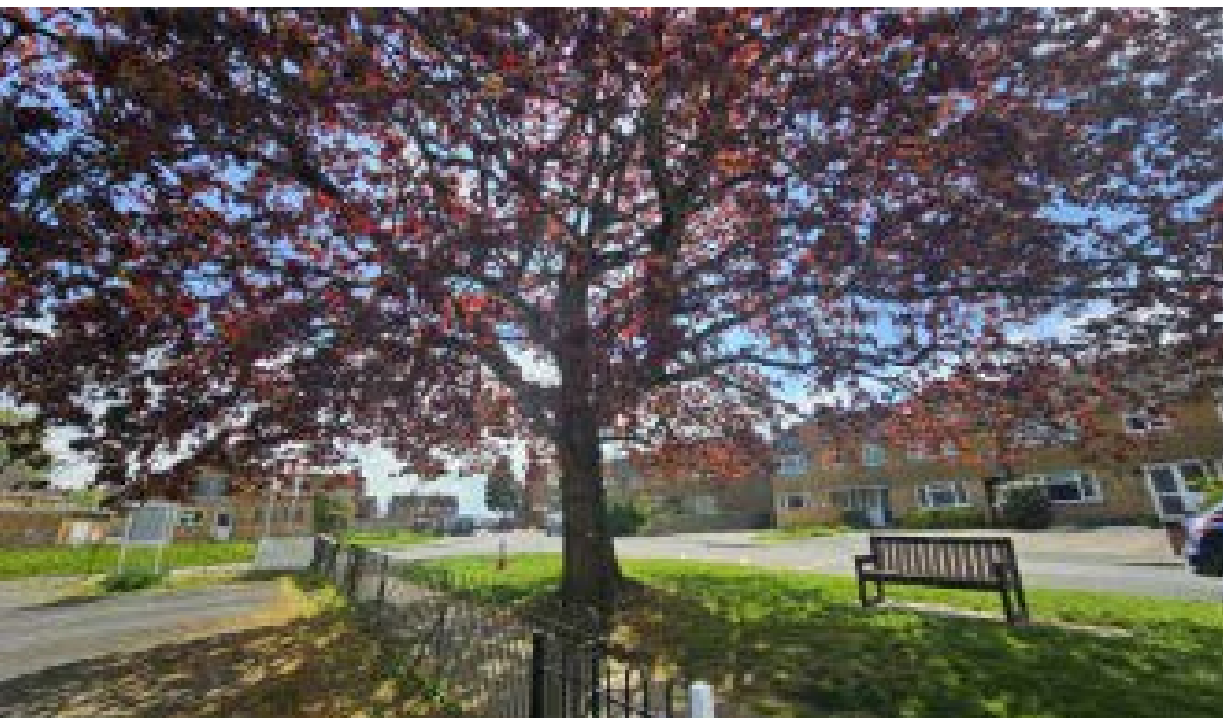
Concerns about pests, parking, road safety, blocked pavements, lack of footpaths and lighting were noted, with actions to be followed up.

Requests were also made for improved communication and services, including more regular meetings, better contact with the Sheltered Housing Advisors, social activities, and better information for new customers.

Those that attended agreed the meeting was useful, so we'll now meet every three months, in different locations.

The next meeting is at 1:30pm, on 6 July, at Durrant Close.

If you'd like to attend, or think your area could benefit from something similar, contact Neil Bliss, Customer & Community Involvement Officer, by emailing engage@magna.org.uk or call 07977 175087.





Thinking of buying a home?

Shared ownership can make it more affordable

Shared ownership is another way to buy your own home. You buy a share and pay rent on the rest. It provides the opportunity to buy a home with a smaller deposit and smaller mortgage.

As you don't need to save quite so much, it's a faster first step on the ladder for lots of people.

Who can buy with shared ownership?

Shared ownership is a great option for anyone who meets the following criteria:

- Your household income needs to be under £80,000.
- You're a first time buyer or in the process of selling your home.
- You don't own another home.
- You must be able to afford the regular mortgage, rent and service payments and have a good credit history.

Why consider shared ownership?

If buying a home on the open market feels impossible, shared ownership provides another option.

- **A smaller deposit** - Because you're only buying a share, your deposit will be smaller, typically 5-10% of the share you're buying. In comparison to traditional home-buying, the monthly repayments often work out cheaper than a standard mortgage or privately renting.
- **Long-term security** - Because you own your home, you can stay there for as long as you like - providing you with security and peace of mind.
- **An investment** - It's a way of putting your money into property. It's yours and sell when you want.

- **Purchasing power** - Once you own your shared ownership home, you have the opportunity to increase your share, in most cases up to 100%.

We're with you every step of the way.

Our knowledgeable and friendly team are here to help you through the buying process and beyond. We're here to help create great homes together.

We always have homes available for sale in Somerset and Dorset.

[Click here to see our homes for sale.](#)



Careers at Magna

Have you ever thought about joining us?
We have lots of career options available.



We know that great talent doesn't always follow a straight path. At Magna, we welcome applications from people returning to work after a career break, whether that's for family, caring responsibilities, health, military service, or another life experience.

We value the skills, perspective and resilience that returners bring, and we're committed to creating a supportive environment where colleagues can rebuild confidence, develop their careers, and succeed at Magna.

Does this sound like a team you'd like to be part of? Hear from two of our colleagues about their career journeys.



Josh's story Resourcing Administrator

Josh is our Resourcing Administrator, but his story starts a few years back. By his mid-20s, he'd completed his bricklaying apprenticeship and had a few years of hands-on experience under his belt, but was made redundant in 2023 and decided it was time for a new direction.

Josh said: "I lived in Magna homes until I was in my mid-twenties, so joining the team had a personal meaning to me. I felt I already knew a bit about the culture, and it was somewhere I thought I could fit in."

"I joined the sustainability and investment team on an 18-month business administration apprenticeship. With support from my colleagues, I passed it without too many worries."

After completing his apprenticeship, Josh took an opportunity to join our people team and now plays a key part in supporting with recruitment, organising candidate interviews and making arrangements for new starters joining Magna.

He continued: "No two days are the same and there's always something going on. Most of my work is home-based, but I go into the office when I can to catch up with colleagues face to face."

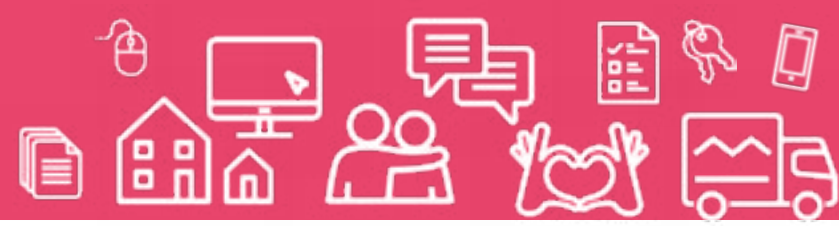
"I wasn't the most confident when I first started doing an office job, but I quickly learned new skills and now I feel much more comfortable. My apprenticeship helped me get there, and I'm pretty pleased with the progress I've made."

Josh is one of many colleagues who joined Magna through the apprenticeship route, and we've got lots more apprentices working across the organisation right now – from electricians and plumbers to administration and IT systems.

When we asked Josh what he loves most and what's next for him at Magna, he said: "My team is really supportive, and they're always willing to help. I feel totally supported, professionally and personally, and I don't think I'll ever stop appreciating working in such a positive environment."

"I'm loving life at Magna, and I want to stay and grow here – potentially taking on a more senior role at some point. But, for now, I'm keen to get stuck into some of the projects we've got going on and keep building my experience. The stress that came with the career change has been absolutely worth it."

Careers at Magna



Zoe's story Customer Care Supervisor

Zoe joined us in a temporary role, but became a permanent member of the team in April.

Zoe's career path, which she said hasn't been that straightforward – includes rising through the ranks in retail, returning to her farming roots, and caring for her grandmother before joining us.

She said: "I started doing weekend and holiday jobs in hospitality and retail when I was about 12. After school, I went to university to study forensic science, but I quickly realised I

preferred earning and learning on the job. I left after my first year, moved back home, and threw myself into full time retail work."

Zoe rose through the ranks quickly in retail and had an intense start with managerial roles, having to rapidly learn new skills to cover maternity leave for her manager. Then, during the pandemic, the company Zoe was working for went into insolvency and her role came to an end.

She continued: "Things have been different for me since then. I became a full-time carer for my grandmother, and I also took over the admin of our family's farming business.

"I'd always helped manually on the farm, but suddenly I had to learn about the VAT and tax returns, legal disputes, and how to operate huge machinery. Honestly, that period taught me that I can turn my hand to anything if I give it 100%."

Zoe joined Magna in a temporary admin role that

would fit around her caring responsibilities and looking after her two dogs.

In her role at Magna, she's been working closely with our teams on ensuring that outstanding repair jobs are being booked as soon as possible for our customers.

She finished by saying: "I spend a lot of time in our systems and speaking to customers so that the repairs team has accurate information. Drawing on some of the problem solving and customer service skills I've picked up along the way, I've built my own process and it's working well. It feels good to be making a positive impact.

"I've learned that career paths don't have to look a certain way. I've also learned that so many of the skills you gather are transferable. Don't think that because you haven't done that exact job before, you can't do it in the future. If it feels right, give it a go!"

Josh's journey is a brilliant example of how careers don't always run in straight lines – and sometimes the best opportunities can be ones you don't expect!

Zoe's story is an inspiring one that reminds us that not all career paths are set in stone.

We're proud to have colleagues who aren't afraid to try something new and follow new paths in their careers.

Would you like to work at Magna?

[Click here to find out more about working at Magna and to look at our current vacancies.](#)





Get up to £18,000 to help you start a career in housing

Starting university this September but worried about the costs? Or supporting someone who is? The Social Housing Scholarship programme could help.

The Social Housing Scholarships Programme is a new initiative that supports residents to succeed at university and build meaningful careers. It unlocks potential pathways to opportunities in community investment, research, property management, development, finance, IT, data, marketing, and

more, helping people grow while strengthening local communities.

Whether you're finishing school, college, changing careers, or returning to study later in life, this programme offers financial support, real-world experience, and access to a diverse network of professionals who want to see you succeed.

About the fund

Led by Clarion Futures and Blackbullion, in partnership with Metropolitan Thames Valley (MTVH), Peabody, L&Q, Riverside, Places for People, The

Hyde Group, and the Fusion21 Foundation, this programme is designed to remove financial and practical barriers that can make higher education harder to access and navigate.

Who can apply

If you (or someone you know) live in social housing in England and have a confirmed place on an undergraduate course starting in September 2026, you can apply.

There's no age limit.

They look at more than just grades. They'll focus on your motivation, attitude and determination, as well as your academic results. They'll prioritise applications from people on lower incomes or those who would be the first in their family to go to university.

This could be your first step into housing

The scholarship supports many degrees linked to housing, homes and communities, including areas like construction, sustainability, urban planning, social policy and business. There are more than 200 different roles in social housing, from frontline housing services to careers in IT, finance, HR,

communications and more. All of them play a part in supporting communities and improving people's lives.

What you can get

- You could receive £18,000 (£6,000 each year) to support you with living costs while at university, plus:
- Mentoring and personal development support
- Paid internships
- Volunteering opportunities

[Click here to join one of the online information sessions to find out more.](#)

How to apply

Applications close on Sunday 5 July at midnight.

You'll hear if you were successful after A-Level results are published in August.

Click here to apply.





Building new homes and communities

We're building new homes across Dorset and Somerset which will be available for rent and for shared ownership:

- Webber's Piece, Maiden Newton
- Heathstock Rise, Wiveliscombe
- Gillingham Lakes, Gillingham
- Strawberry Grange, Bridgwater
- Isleport Grove, Highbridge
- Foundry Lea, Bridport
- Warmwell Rise, Crossways.

£150m investment in new homes

We've secured £150m in new funding to support building up to 1,500 new affordable homes over the next five years.

The money will enable our ambitious plans to significantly grow the number of new homes we create for local communities.

We plan to double our contribution to tackling the shortage of affordable housing

by delivering up to 300 homes a year over the next five years. We already provide more than 9,000 homes to more than 20,000 people across Dorset, Somerset and Devon.

Alongside this, we plan to continue to invest in our existing homes, including energy efficiency improvements partly funded by the government's Warm Homes Plan.

We're delighted to have secured funding to enable us to continue to deliver more new, affordable homes in line with our strategy.

Ian White,
Head of Finance



[Click here to find out more about these new homes.](#)



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



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!