



Opendoor

The magazine for Magna Housing customers



**£10 vouchers
for everyone!**
Every garden competition entry
will receive a £10 voucher!

Plus...

**Magna Voice -
your new online
community**

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**Grass cutting in
communal areas**

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homes in Martock**

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Welcome

Spring has sprung, and we're excited about the year ahead!

This is a bumper edition of Opendoor as we have lots to share with you.

Spring is the perfect time for us to launch our annual garden competition. Whether your garden is big or small, or just enough space for some window boxes, everyone can take part. Everyone who enters will receive a £10 voucher, so make sure to get your entry in! See [pages 4 to 6](#) for more details.

Magna Voice, our new online community, launched in January. On [pages 14 to 17](#) we've shared an update on what's been happening so far. We have around 100 customers who have joined already, and we'd love many more to join and share your views. Go to [page 17](#) to join the community.

Something we're often asked about is grass cutting. On [pages 10 to 13](#) we explain what our grounds maintenance team does to look after our communal green spaces.

Our money matters team have shared their latest money matters advice on [pages 20 to 22](#). Please do get in touch with us if you need help with budgeting or are struggling to pay your rent. We're here to help.

Getting in touch with us online is the quickest way to reach us and at a time that's convenient to you. You can do this through our customer portal (see [page 25](#) for details), our online help centre ([page 3](#) has more info) and you can also use live chat on our website. But, if you have an emergency repair, call us using the number on the [back page](#).

I hope you enjoy this edition and the spring season ahead.



Tanya Churchill
Marketing Communications
Manager and Editor of
Opendoor

Get in touch

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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.

Visit our online help centre



Enter our garden competition!

Everyone who enters will receive a £10 voucher!

Win up to £100!

There are vouchers for everyone, so, even if it's not usually your thing, give it a go this spring and summer!

We really appreciate the time and effort everyone puts in to their gardens and we love coming and seeing them all. We're looking forward to receiving your entry and coming to visit!

These are all marked out of ten for each heading to give us a total score for each entry.

Winners will be announced on our customer Facebook group and our website at the end of June.

Categories:

- Large garden
- Small garden (12m x 12m or smaller)
- Patios/containers/windows/hanging baskets/indoor pots
- Sustainable garden
- Communal garden (2 or more customers must be involved in this)
- Vegetable/and or fruit garden
- Children's creative gardening (see page 6 for details).

Prizes:

Everyone who enters will receive a £10 gardening voucher for taking part.

There will be winners in each category. They will each receive gardening vouchers and a certificate:

1st place - £100
2nd place - £50
3rd place - £25

Judging:

The judging will take place week commencing 15 June 2026. We'll contact you in advance to arrange a suitable time to visit. This is what our judges are looking for all categories:

- Use of colour
- Use of space/design
- Variety and quality of plants
- Overall impact.

For the sustainable garden, we're looking for:

- Food and shelter for wildlife.
- Some areas growing wild.
- Saving resources and minimising waste - water butts, composting etc.

How to enter:

Click here to complete the entry form.

Entries must be received by 29 May 2026.





Children's garden competition!

Win up to £100!

Get your children into gardening this year and they can win vouchers too! Everyone who enters will receive a £10 voucher.

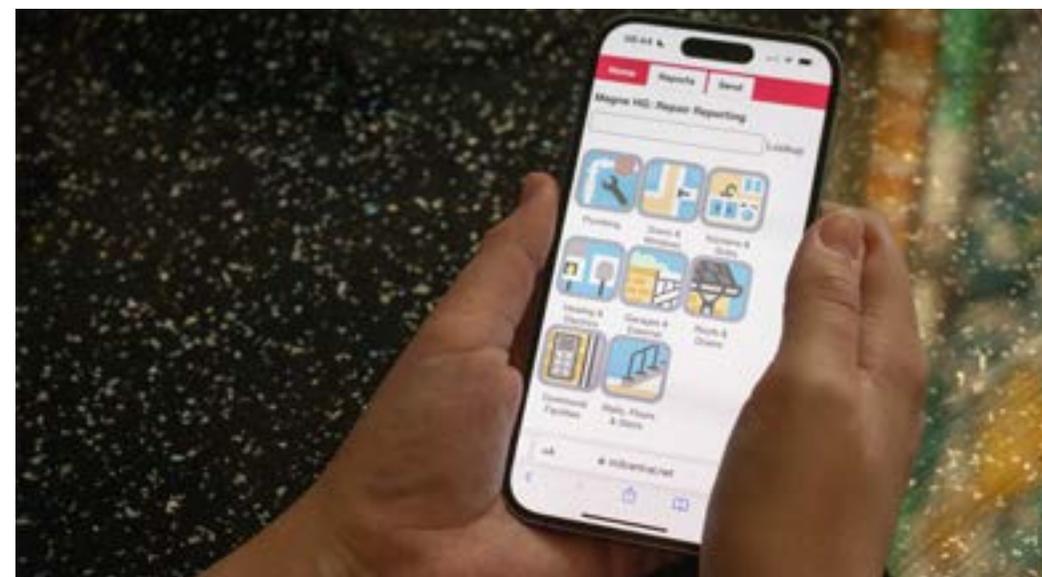
As part of our garden competition, children under 16 can enter the children's creative gardening category. They could create fairy gardens, miniature gardens or veggie patches, anything goes!



How to enter:

Click here to complete the entry form.

Entries must be received by 29 May 2026.



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.

Reporting your repair online is easy to do; click on the link on this page, click report a repair, 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.

Need to report a repair?

If it's an emergency, call us on 0800 358 6025. Otherwise, report it online by clicking here.





Your rent and how we set it

We set our rents following strict guidelines set by the government and the Regulator for Social Housing.

Every year each housing association's Board makes its own decision about what rent they charge, following the guidelines.

At the end of February, we sent a letter to everyone whose rent is increasing, about the exact amount of your rent and any service charges that you will need to pay from April.

We have an income team and a money matters team who are available to provide help and advice, and support you with budgeting, claiming benefits and managing your rent payments. Please do get in touch

with them if you need help, or want to talk about the increase.

Worried about paying your rent?

If you're worried about the rent increase that will take effect from April, please get in touch.

We have a dedicated form online for you to raise your concerns.

Click here to complete our online form so we can help.



Click here for more info about rent setting, how our rents compare and ways to pay.

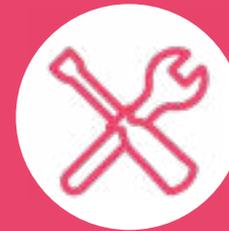


What your rent covers

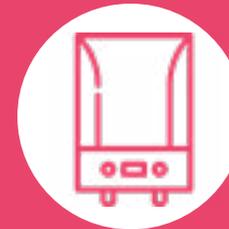
We maintain over 9,000 homes across Dorset, Somerset and Devon, and we have over 500 colleagues providing day-to-day support for our customers and delivering our services.

Your rent mainly covers the use and occupation of your home and some of the communal areas near your home. However, there are lots of services we offer which are also funded by your rent which may benefit you directly or indirectly.

Here are some of the services your rent covers. If you're a shared owner, the services marked * are not covered by your rent.



Delivering repairs*



Servicing gas, electrical and oil heating systems*



Delivering fire safe homes*



Managing asbestos*



Running our contact centre



Managing and dealing with complaints



Tenancy management and support



Providing money advice



Managing anti-social behaviour



Co-ordinating home aids and adaptations*



Processing permissions for changes



Managing mutual exchanges*

More information on these services can be found [here](#).



Looking after your green spaces

We know how much outdoor spaces matter. Having a neat lawn, a clear path and a well-kept hedge all help make a place feel like home. So, we wanted to share a bit more about how our grounds maintenance team works, why we do things the way we do, and how we're trying to be greener.

When do we cut the grass?

Grass cutting normally runs from late March to mid-November. But the weather decides the exact dates. If the ground is too wet, our heavier mowers could damage it, so the team checks the conditions on every visit.

The first few cuts can sometimes look a bit uneven. That's because we often start with a slightly higher cut and lower the

blades over a few weeks. The grass soon evens out once the season gets going.

Why don't we collect the grass cuttings?

You might notice that we don't always collect the cut grass – that's on purpose. This method is called mulching, and it brings lots of benefits:

- It's better for the grass – the cuttings break down and feed the soil.

- It keeps costs lower – disposing of grass is very expensive. Collecting it would mean higher service charges.
- It's greener – fewer trips to the tip means less fuel and less pollution.

Sometimes, wind can blow the grass towards paths or porches. The team does try to avoid this, but the wind is unpredictable and it sometimes picks up or changes direction when we're not expecting it. We'll always do our best to leave areas neat and tidy.

How do we care for hedges, shrubs and trees?

We look after a lot of different plants, so we follow a few simple rules:

- We avoid cutting hedges between March and May because birds may be nesting. If we see a nest, we leave that section of the hedge alone.
- We tidy shrubs in summer and give them a bigger prune in winter. We avoid trimming when they're in full bloom so they can look their best.
- We carry out a professional survey of trees in shared spaces every two years to check if any are unsafe or unhealthy. If there's a risk, we'll remove them. We don't take trees down simply because they block light or drop leaves. Trees in your own garden are your responsibility.

Can you do your own planting?

We know some customers like to plant their own flowers and shrubs in shared spaces, and we love it that you take pride in your surroundings. But please ask us before you do this, so we

can come up with a solution that works for you and our maintenance teams. It avoids us having to move plants if they block access or create safety issues.

How are we trying to be greener?

We're proud of the changes we're making to be more sustainable. Here's what's new:

- Electric tools – we're trialling electric equipment to cut down noise and emissions. Customers have already told us how much they appreciate the quieter tools.
- Remote control mowers – these are brilliant for steep banks and awkward areas. They're safer for our team and give a great finish.
- Wildflower areas – where space allows, we're encouraging longer grass and wildflowers, which support bees, butterflies and other wildlife.

What else does the grounds maintenance team do?

Grass and hedges are only part of what we do. The team also:

- Clears fallen leaves in winter.
- Trims back brambles and keeps paths clear in summer.
- Helps with outdoor drainage issues.

Our grounds maintenance teams take pride in looking after your outdoor spaces and are always happy to say hello when they're out and about.

[Find out more about their work by clicking here.](#)



Magna Voice

Email address or screen name Password

Log in

Monthly prize draw for new members!

Five £20 Amazon vouchers up for grabs each month!

Magna Voice Your online community

Magna Voice is our brand-new online community where your ideas, feedback, and experiences will help shape the future of our services. It launched in January and we already have around 100 customers who have joined and are contributing regularly.

everyone who's joined so far. Your conversations, poll votes and comments are already helping us understand what matters the most to you."

Here's what our community members are telling us so far...

A growing community

Customers from across Dorset and Somerset are joining and creating a friendly and welcoming space to connect, share experiences and shape the future with us. Most people

told us that joining and getting started felt easy, and we're still learning how we can continually improve through your feedback.

What matters most at home

You've told us that feeling safe, having friendly neighbours, getting repairs done properly and on time, clean shared areas, warm and energy-efficient homes, good transport links and access to shops all matter to you.

You've also shared day-to-day challenges such as difficulty accessing GP appointments and healthcare, mental health worries, and rising energy and food costs alongside wider cost-of-living pressures.

The positives you've shared

You've enjoyed talking about things that bring comfort and joy. Pets, nature, beach walks, favourite books, and cosy corners at home. Your photos and stories are helping build a warm, supportive community space.

You're keen to get involved

A quarter of all members joined our first quiz, which was on the history of social housing, with many saying how much they learned. It's great to see so much curiosity and enthusiasm.



Tiffany Richards,
Online Community
Manager, said:
"Thank you to

Magna Voice (continued)



What builds trust with Magna

You've told us that trust grows when we:

- Communicate clearly and regularly.
- Keep our promises.
- Are honest when things go wrong.
- Explain decisions and involve you early.
- Show how your feedback leads to action.

You also highlighted areas where trust feels weaker, including slow repairs, unclear updates and wanting more openness about how decisions are made. We're taking this seriously.

How you prefer to share your views

Short surveys, quick polls, in-person groups and online chats work best for most people. You also want clear summaries, updates on what happens next, and proof that your input makes a difference.

In a nutshell

Your early feedback has given us:

- A clearer picture of what matters most.
- A better understanding of your everyday challenges.
- Insight into how you'd like to take part.
- A warm, honest and growing community.

We'll keep listening closely and sharing what we learn as Magna Voice grows.

Take part for a chance to win prizes

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

Congratulations to the following prize draw winners!

January draw winners - Marion, Lindsay, Chris and Lorraine.

February draw winners - Alex, Amanda and Sarah.

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 lived experience.
- Build stronger, more responsive communities.

Ready to join?

[Click here to join Magna Voice](#)



Involving young people in shaping our decisions

We've teamed up with Participation People to hear directly from young people aged 11 to 25 years living in Magna homes.

Why are we doing this?

We want to make sure every customer has a voice in shaping the services we provide. We don't often hear directly from young people, and that needs to change.

What's been happening?

Since October, more than 70 young people have signed up and taken part in group listening labs and individual conversations to share their views.

They've told us that feeling safe, having stability, personal space and a sense of belonging all matter hugely.

They also spoke about challenges that can make taking part harder, such as school pressures, anxiety, unclear information or limited access to digital tools. These insights are helping us improve how we engage.

They want better, safer communities, more opportunities and activities, and to see their ideas lead to real change. They're motivated by fun, welcoming environments, feeling appreciated, and knowing their involvement can make a difference for others.

Many of the young people who took part said they felt "heard", "comfortable" and "valued" when sharing their views.

We'll be continuing to run sessions where young people will help shape real problems and test new ideas. Everything they share will feed into how we design services, make



decisions and involve the future generation of voices into how we deliver services in the future.

Want to join in?

Anyone aged 11 to 25 living in a Magna home, including social rented, shared ownership, temporary accommodation, and supported housing can join. All backgrounds welcome!

Share your views and ideas, meet other young people and build your confidence and skills. Plus, you get £40 for joining!

[Click here to join the group](#)



Money matters: We're here to help



Our local councils in Dorset and Somerset offer many free services. We thought it would be helpful to shine a light on a few of these as they can be helpful when it comes to managing finances, benefits and looking for work.

Dorset Council digital champions

Dorset council digital champions is a free service that offers digital support for a wide range of issues, no problem is too small.

They can help you to:

- Set up and use devices including mobile phones, tablets and computers.
- Get online and show you how to do online shopping.
- Access digital NHS services.
- Set up Skype or Zoom to keep in contact with family or friends.

You can call 01305 221048 to book a Digital Champion session.

Somerset Council community employment hubs

Somerset Council offer a free employment support service covering Taunton, West Somerset, Wellington, Bridgwater, Burnham-on-Sea, Yeovil, Chard, Shepton Mallet, Highbridge, Frome, Wells, Glastonbury, Langport and Wincanton.

The friendly team can help you with:

- Guidance on opportunities for learning, training and work.
- Confidence building and enhancing your skills to return to work.
- Job searching, job applications, covering letters, CVs and interview skills.

- referral for further support, including IT support, apprenticeship advice, Citizens Advice, and positive mental health.
- Links to volunteer work.
- Identifying any other barriers that stop you from progressing towards work.
- Regular one to one support for as long as you need it.

This free service can be accessed by emailing employmentsupport@somerset.gov.uk or by attending one of the sessions listed online. [Click here to find out more.](#)

Other digital support

AbilityNet are a national charity who give free technology support to disabled and older people. You can call their helpline on 0300 180 0028 or email enquiries@abilitynet.org.uk.

Need help from
our money
matters team?

[Click here to complete
the form online.](#)



Money matters: We're here to help

Reducing your bills

As the cost of living crisis remains a reality for many households, did you know that many phone and broadband providers offer "social tariffs" for households in receipt of a means tested benefit, such as universal credit or pension credit?

These rates can be significantly cheaper than normal market prices. Some tariffs are as low as £12.50 per month for broadband only.

Money Saving Expert has a useful summary of the deals available at the moment. [Click here to take a look](#), or contact our Money Matters team who can talk you through what is available and how to apply.

Need help from our money matters team?

[Click here to complete the form online.](#)



WIN £50!

Get involved and you could be a winner!



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

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

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

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

[Click here to apply to join a group.](#)



Our customer editorial group have been busy recently. The prize draw winners for each task are also listed below:

- Awaab's law letter - Yvonne Ratcliffe, Sherborne.
- Rent setting policy - Zoe Farmer, Weymouth.
- Lift safety policy - Jayne Burton, Bridport.
- Smoke and carbon monoxide detector policy - Zoe Farmer, Weymouth.
- Legionella policy - Claire Rennison, Maiden Newton.
- Electrical safety policy - Victoria Collyer, Shaftsbury.
- Asbestos policy - Victoria Collyer, Shaftsbury.
- Gas, oil and solid fuel safety policy - Claire Rennison, Maiden Newton.
- Fire safety policy - Zoe Farmer, Weymouth.



Updating your information

It's really helpful for us to have your up-to-date information so that we're able to contact you when needed, and so that we're following the correct data protection standards.

When you call us, we're currently checking that the details we have for you are accurate. We may ask you for proof to verify your information if it's different to what's on our system, so don't worry if someone in our customer care team asks you for this next time you call us. They'll let you know how to provide this if we need it.

If you know any of your details need updating, please get in touch and let us know. You can do this in a few different ways to suit you:

- [Log in to the customer portal](#) and update your details (see the following page for more info).
- [Send us a message using Live Chat on our website.](#)

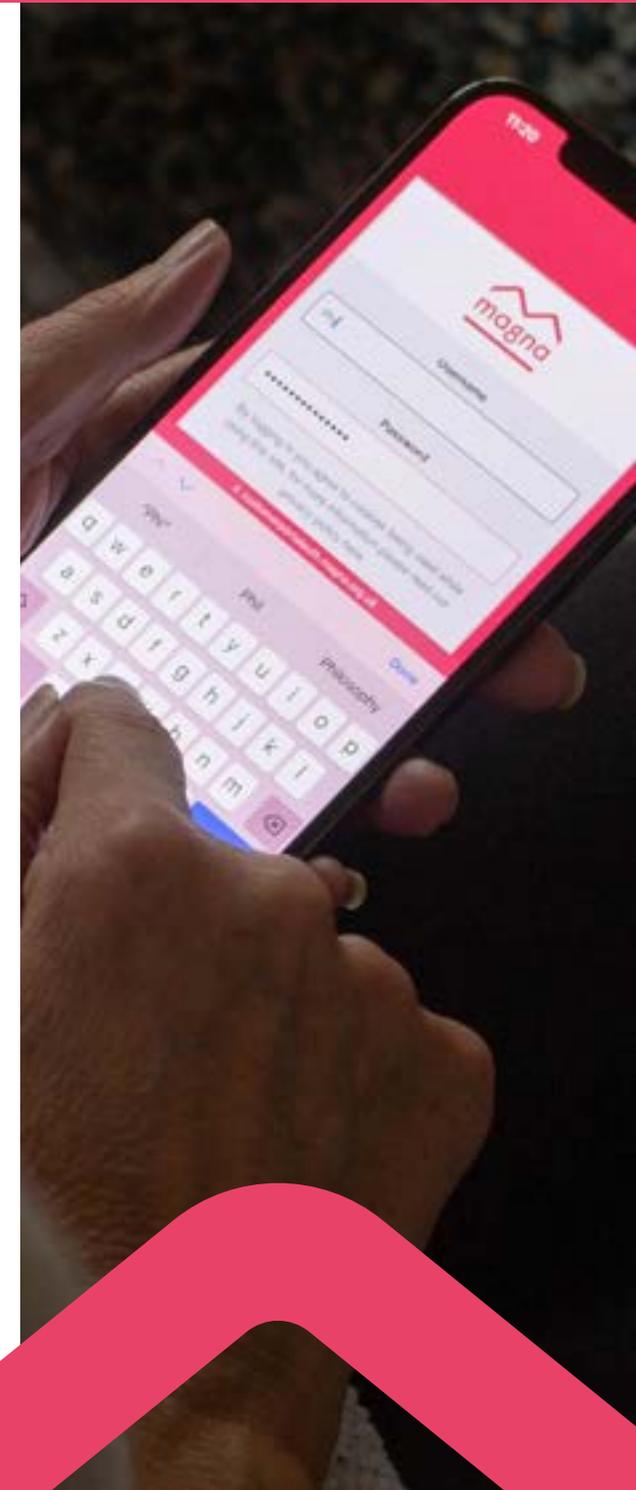
Have you registered to use our customer portal?

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.](#)





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 for more information and to apply for funding.



Supporting local talent

We donated £1,000 to Minehead Amateur Drama School (MADS) to enable over 40 children (30% living in Magna homes), perform in shows. This money helped with transport, costumes and scripts. MADS recently performed Frozen at the Regal Theatre in Minehead.



Exercise at Fairfield, Weymouth

We partnered with the Falls and Management of Exercise (FaME) Programme with Dorset NHS. They wanted to pilot gentle exercise classes in the Weymouth area so we asked customers at Fairfield and Marshallsay if they would be interested and 19 were! We used the CIF to pay for 12 sessions at Fairfield which have been well attended. Once we have the outcomes from FaME, we may look to try this in other areas.





Our first Winter Warmer events

What we did, what we learned, and some of the lovely people we met.

In February, we held our very first Winter Warmer events in five of our sheltered and supported community rooms in Dorset and Somerset. The idea was simple – providing a warm, welcoming place for customers, and anyone in the communities around our homes, to enjoy lunch, see some friendly faces, and relax and connect.

We ran a raffle at each event, which added a bit of fun and we

wanted to offer something useful and cheaper to run. Winners got to choose their cost-saving cooking device – either an air fryer or a slow cooker.

Thanks to funding from the South West Procurement Alliance and LHC Procurement Group, we were able to run the events at no cost to Magna.

What customers told us

We had some great feedback from the 59 customers who joined us.

Here's what stood out:

- The food was a big hit – soup, sandwiches, biscuits and endless cuppas.
- People enjoyed the chance to get together and several said they'd like Magna to run more events like this.
- Everyone who attended had something good to say.
- Support from our Money Matters and Customer Care teams, the fire service and energy providers was valued.

Stories worth sharing – the people we met

One of the best things about the events was the chance to spend time with our customers.

Take Bayeux Court in Dorchester for example, where we:

- Enjoyed a little trip down memory lane with Kate Legg, who works at Magna, and her

sister, Dawn (pictured at the top of page 28) - their mum used to be the deputy warden at Bayeux Court.

- We met some really interesting people, including one customer who helps others with IT and worked with Neil Bliss, our Customer and Community Involvement Officer, to replace the pergola that covers the community room's patio.
- Two customers told us about their Scrabble games - they try to play three times a week, They don't keep score and they help each other out, occasionally swapping tiles if one is left with tricky letters. They have a huge Scrabble dictionary by their side to check any words they're unsure about.
- We heard how one customer spent many years living on the other side of the world with her young family, and another told us how her husband had done national service. Closer to home, we learned how much people at Bayeux Court appreciate the independence they get from living so close to town.

- Jenny told us how she used to be the warden at Bayeux Court for around 30 years and now lives there as a customer. She took over the role of assistant warden from Kate Legg's mum, when she left to become warden of another local community.

Kate and Dawn remembered meeting Jenny when they were kids, over 40 years ago. They shared happy memories of bingo nights - all of Kate's family were involved; her mum organised the evening, her dad would call the numbers, and she and Dawn would help however they could. They shared photographs of events, like Easter celebrations, and the time the mayor of Dorchester came to visit.

Kate said: "I feel like Magna runs in my blood. I grew up in sheltered housing, and I have so many memories of being at Bayeux Court and the other places we lived. My mum's name was Beryl Churchill and she loved her job. She did it so passionately."

Looking ahead

It's the first time we've run events like this, and we're hoping to run them again in 2027.

A huge thank you to everyone who attended, we really enjoyed meeting you and hearing your stories.



Changes to our vans

Have you seen some of our brand-new, more cost-effective vans in your area recently?

Our new Ford Transit vans have a new white look. This was a deliberate and practical choice we made to reduce our spend on branding and vehicle costs, meaning we're able to redirect those savings straight back into our homes, services and communities – ensuring every pound works harder for our customers.

Later this year, we'll also be investing in electric vans for the first time, supporting cleaner, quieter neighbourhoods and our

longer-term journey towards net zero.

Liam Faulkner, our Fleet Manager at Magna, said: "We're very excited to be moving forward with our fleet renewal and replacement plan, which will see the majority of our vans replaced by 2030/31.

"Our plans prioritise quality and suitability whilst ensuring value for money and improved sustainability."

We're proud to see the new vans already out on the road in Dorset and Somerset, delivering better value for our customers and communities.

Helping our local communities with grants and funding

In 2025, we received £40,000 to fund community projects in Dorset and Somerset, thanks to our committee memberships with Southwest Procurement Alliance and LHC Procurement Group. This was the second year we've received this funding.

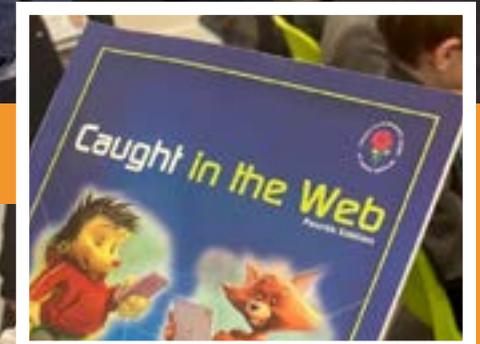
Amber Bee Community Interest Company (CIC) applied to the fund and were successful in getting £9,680 for an Internet Safety and Mindfulness Campaign, taking it to schools in Dorset to teach primary school-aged children about staying safe online and looking after their mental wellbeing, which go hand-in-hand.

We went to Atlantic Academy, in Portland, to see the course in action in February, thanks to Kate Biddle, Vice Principal and Emma Powel, KS1 Lead.

Pupils used the materials and online games to learn about the pitfalls and possibilities of online safety.

Funding this project will help children, parents and carers navigate the ever-changing and increasing digital world including using social media and online gaming safely.

A great time was had by all, including Kate Legg, Sustainability Programme Lead for Grants and Funding at Magna, and Ian Jackson, Project Leader from Amber Bee CIC who got great feedback from the pupils enjoying the session.





Apprenticeships at Magna

Home-grown talent and tips for being an apprentice

Whether you're a recent school or college leaver, or have been working for a while but want a new career path, an apprenticeship could be for you. They deliver practical skills and real, long-term career opportunities.

"We currently have 18 apprentices at Magna (in business administration, IT systems, property maintenance, plumbing and electrical apprenticeships) and later this year we'll be recruiting more apprentices across three of

our teams," says Dani Davies, Magna's Talent Acquisition Manager (pictured, inset).



"Apprenticeships aren't an easy option – they're a lot of hard work and an increasingly popular choice for people of all ages. We see high numbers of applications for our apprenticeships, so competition is stiff. It's important to treat your application seriously and do your research, and – if you're offered an interview – make sure you arrive fully prepared."

Top tips if you're thinking of applying for an apprenticeship

Show us what makes you different

You don't need masses of work experience – we're just as interested in your personal qualities and interests. Tell us about yourself, what's inspired you, and what you do in your spare time. School projects, hobbies and family experiences can all help show your passion, curiosity, reliability or creativity.

Write a genuine personal statement (give AI a miss)

Tempting as it is to use AI to write your personal statement, we can spot it a mile off. It's your voice we want to hear. Take your time and tell us why the apprenticeship you're applying for excites you, where you hope it might lead, and how your personality aligns with our values. Be authentic – that's what will make us notice you.

Write a good covering letter

If we ask for a covering letter, please include one. We read them all! It gives us a feel for who you are far more than a list of grades ever can. Think of it as a chance to speak directly to us before we meet.

Tell us why you're applying

Whatever your education, experience and background, tell us why you're applying (have you always wanted to retrain but never had the chance, for example?). Show how you can bring benefit to the company.

Don't think apprenticeships are only for school leavers

We're here to help you develop your skills – it doesn't matter what age you are. You might be a school leaver, or you may have already explored a career route or two. It's your attitude and motivation we're interested in.

Get to know us before you apply - do your research.

Take time to look at our website, read our values, and understand our culture. If you like what you read, tell us – and tell us why it resonates with you. We want to work with people who understand our ambitions.

Introduce yourself

Come and chat if you spot us at local recruitment events or careers fairs. We're a friendly bunch!



Paul Purkis, Compliance Manager at Magna, tells us a bit more about apprenticeship recruitment at Magna and the impact apprentices are having.

“We have a clear ambition to invest in apprentices in specialist areas where there are national skills shortages,” says Paul.

“Take our electrical and heating teams, for example. Since 2022, we’ve seen seven apprentices successfully complete apprenticeships in those areas, and all of them have secured permanent positions with us.

“We’ve now expanded our commitment, creating eight new apprenticeship opportunities. We’d like to have apprentices

at each stage of learning (years one, two, three and four), so we can develop and maintain a consistent pipeline of home-grown professionals, and build a resilient workforce for the future.”

Magna works with local colleges to make sure apprentices receive high quality technical and academic training. The team also works with local contractors, who support apprentices with training that falls outside Magna’s core areas of work, helping them to gain real-world experience in specialist environments.

Apprentices are mentored within Magna by skilled supervisors, who guide them on a day-to-day basis, shaping their technical competence and helping them develop into capable professionals.

“It’s this collaboration between our partners and colleagues that strengthens the overall learning journey for our apprentices, helping them to take on their future roles with confidence.”

In 2024, Magna apprentice Dylan Holmes (pictured on page 34) was awarded Weymouth College’s Apprentice of the Year, showcasing the exceptional outcomes that can be achieved when talent is nurtured and supported. [Watch Dylan’s video here.](#)



Ailsa Willis, Sustainability and Investment Manager at Magna, is doing a Level 7 degree apprenticeship in Infrastructure Asset Management.

Ailsa is Magna’s expert in sustainability and asset – but she’s also very passionate about learning more and developing her skillset, which is why she’s doing an apprenticeship at Loughborough University alongside her full-time role.

Ailsa said: “Apprenticeships aren’t just for school leavers – they’re for anyone who wants to grow their skills and develop their career. Lifelong learning is important – we need to face into challenges and make change as a sector. If we don’t, we’ll keep meeting the same issues.”

“I get to the point where I feel comfortable in my role, and that’s when I want to push myself and start learning more. Experience is the most important thing, but I love having the academic backing too.”

Ailsa’s job is busy, and so is her home life – the course demands one day per week of her time, which isn’t easy to carve out with a full time job, but she’s learned tips and tricks along the way to make studying easier.

She finished by saying: “This is such a supportive place to do an apprenticeship. People here go above and beyond to help. Whether you want to train in a trade, develop your professional knowledge, or move into a new discipline – there really is something for everyone.”

Would you like to work at Magna?

Click here to find out more about working at Magna and to look at our current vacancies.





100 new homes in Martock, Somerset

We're partnering with housebuilder Vistry to deliver 100 new, affordable homes in Martock, Somerset.

We're building a mix of one- to four-bedroom homes for both social rent (60 homes) and shared ownership (40 homes) to help meet the local need for affordable housing.

This latest development builds on the strong relationship between Magna and Vistry, following the successful delivery of previous projects together,

including Orchard Brooks in Williton, Somerset, and Foundry Lea in Bridport, Dorset.

Vistry will shortly submit a reserved matters planning application for the site, with construction expected to begin in late 2026, subject to planning approval.

Paul Read, Sustainability and Investment Director for Magna, said: "Our partnership with Vistry keeps growing from our first 67 homes delivered in 2023 to now with 100 homes at Martock.

"Both Vistry and Magna share strong cultures of innovation and growth. Our joint commitment to modern, factory-based construction and sustainable solutions continues as we step up our contribution to tackling the shortage of housing for local communities. We're looking forward to offering a great mix of homes and tenures to local people who need them."

Peter Sadler, Managing Director of Vistry Devon South West, said: "We're delighted to be working again with Magna to deliver a significant number of affordable homes in Somerset. This development will provide a range of housing choice for local people, helping to meet affordable housing demand."

We're looking forward to offering a great mix of homes and tenures to local people who need them.

Paul Read, Sustainability and Investment Director for Magna

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
- Burgess Lane, Wiveliscombe
- Lodden Lakes, Gillingham
- Strawberry Grange, Bridgwater
- Isleport Grove, Highbridge
- Vearse Farm, Bridport
- Warmwell Rise, Crossways.

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!