



Opendoor

The magazine for Magna Housing customers

Money matters!

Eight pages of
money-saving
tips and advice



Plus...

**New tenant
satisfaction
measures launch**

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**We want you to
get involved!**

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**New homes
being built**

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Welcome

Welcome to the summer edition of Opendoor.

I hope you're all enjoying the summer so far. This edition is packed with information which we hope you'll find useful.

Firstly, we're asking you to get involved in shaping and improving our services. There are lots of ways you can get involved; online, through surveys, meetings or social media, and lots of different areas to provide feedback on too, depending on what you're interested in. Take a look at the next page and get in touch.

Feedback is really important to us and for many years we've been sending out regular STAR surveys (Survey of Tenants and Residents). These surveys are now changing to new Tenant Satisfaction Measure Surveys (TSMS). Information about these changes are on [pages 6 and 7](#).

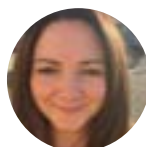
Our money matters team are continuing to support as many customers as possible, but they are in high demand. In this edition, they've provided some useful information on Household Support Funds, Council Tax,

Loan Sharks and saving money on your bills. Take a look at [pages 10 to 17](#).

We're keen to also help the communities we're based in. We're delighted to have supported some local groups and projects recently through our Community Improvement Fund. Take a look at [page 18](#) for details on how to apply for funding for a community project, event or group.

Some of the content in this edition was suggested to us by a mystery shopper - thank you! This magazine is produced for you, our customers, so it's great to receive suggestions for topics that are of interest to you. We also welcome stories, photos or articles you'd like us to consider for publishing and [page 26](#) contains pictures recently shared with us on our customer Facebook group.

Finally, thank you to everyone who entered this year's garden competition. The competition has now closed and we'll be including the winners in the Autumn edition of Opendoor. Good luck!



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Our online help centre

Our online help centre has lots of useful information, including answers to the most frequently asked questions, how-to videos for some basic DIY tasks and forms for you to submit at a convenient time for you, such as reporting a repair or ASB, requesting permission for a pet or booking a community room.

Take a look here:

www.magna.org.uk/help-centre



Would you like to get involved?



Community engagement update

We have lots of ways for you to give us your views and ideas to help improve the services you receive.

Focus groups - these are created to gather ideas and feedback from customers on specific topics and make improvements to a service.

Residents' groups - if you want support to come together to consider your neighbourhood, scheme or block and to feed back views and ideas to us, let us know and we can create and support you with a residents' group.

Building safety group - focusing on building and fire safety, the group influences the way we shape our safety services.

Repairs panel - you can help us to decide the best way forward for our repair services, and the customer feedback you give us will go towards shaping improved and great value for money services.

Editorial group - support and influence our customer communications including printed materials, policies and procedures, service standards, our website and this magazine.

Complaints panel - you'll review recent stage 1 complaints to see how they were resolved and if we can improve our approach to complaints.

Scrutiny group - We're meeting with the current scrutiny members online on Thursday 29 June at 11.00am. If you would like to join this online meeting and observe what is involved, let us know by completing the form on the QR code below or contacting Neil Bliss. We'll be discussing with customers how they would like the group to work going forward and what possible future topics to look at, so it's a good time to get on board!

Want to get involved?

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





Derick Cridland

It is with great sadness that we say goodbye to one of our most involved customers, Derick Cridland, who passed away recently.

Derick had been involved in some great work and really helped to shape many of our services throughout the years.

We first met Derick in 2003 when he became a member of our Tenants' Panel, attending many community events and meeting with tenants across West Somerset to get their views. He was also a Board member, a shareholder, and involved in a range of working groups.

He helped administer our Community Improvements Fund, reviewing applications from customers to help improve areas where they live and helping to decide the best use of the fund. He helped select our grounds maintenance contractors and helped set up our garden handyman service.

Neil Bliss, Customer and Community Engagement Officer, said: "I worked with Derick since I joined Magna. He always gave his honest opinion to help us improve our services for our customers, who he always put first."

Derick was the mainstay on our neighbourhood inspection programme in West Somerset, going on estate

walkabouts throughout the year checking for any issues and raising awareness of customer involvement. This has been done through sun, rain and snow - nothing stopped him!

Lynne Smith, Office Manager, said: "I remember Derick fondly. I knew him for many years, before he was involved with Magna. His knowledge of the area was unbelievable, he knew all the shortcuts, especially if the main roads were blocked or closed. He certainly knew Crampton! He would come into reception at St. Peter's House before a neighbourhood walkabout started and have a chat to us in reception, wanting to know what was going on and telling us a few tales as well. He would also tell us off if he thought it was needed! It was always good to see him."

Annie Cole, Housing Officer, said: "I am very saddened to hear that Derick has passed away. I have worked with Derick for 17 years and always enjoyed his company when he joined me on neighbourhood inspections.

"He had a wealth of knowledge about the local communities in West Somerset and knew many people. When we were out and about there was always someone to stop and talk to.

"Derick was passionate about housing, the customers and the community he lived in and worked tirelessly to make a difference to peoples lives.

"A day out on neighbourhood inspections in Exmoor National Park was always the highlight of this type of work. Visiting people and driving Derick across Exmoor and enjoying the beautiful countryside on a sunny day bring happy memories of time spent

with him. He loved the little blue car which he named 'the bat mobile', and always had to be reminded to duck his head when he got in! Derick was tall and the car was small!

"Derick referred to Amanda, Bridie and myself as his 'Magna girls'. He will be greatly missed by so many of us. My thoughts are with Derick, Heather his wife, and the family at this time. I will carry very happy memories of time spent with him and the many times he made me laugh out loud with his various comments."

Bridie Screen, Housing Officer, said: "I was very sad to hear about Derick passing away. I will always have fond memories of him. He was my satnav when we were going out on neighbourhood inspections and knew the best way to get anywhere in West Somerset. I will miss his company and humour on our walkabouts."

Our condolences go to Derick's wife, Heather, and their family.



NEW!

Tenant Satisfaction Measures

Since 2012, we've asked our customers what they think about us through STAR (Survey of Tenants and Residents). We compare our results to other housing associations through HouseMark. This is changing to be called the Tenant Satisfaction Measure (TSM) survey.

Why the change?

Whereas we chose to do STAR, the government now require all housing associations to carry out the TSM survey. This means we will be able to compare our results to even more organisations to understand what improvements we need to make.

The TSMs have been designed through research with housing association residents and so ask questions on subjects that really matter– overall satisfaction, keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management.

As well as the TSMs contained in the survey, there are 10 TSMs that will be collected through management information such as the number of complaints we get, the number of anti-social behaviour cases we have and the way we maintain safety standards in the maintenance of our homes.

What you can expect

Not all of our customers will receive the TSM survey, but we'll make sure we get views from a range of customers. The results as a whole will represent the types of Magna homes our customers' live in and where they are.

We are working with HouseMark and Service Insights to carry out the TSMs so that our customers are assured the results are confidential; you can be as honest as possible with a neutral party, certified by the Market Research Society. You might receive a questionnaire by email or through the post, from Service Insights, on our behalf, or you might get a phone call to ask you the questions. Rest assured this is legitimate but if you have any concerns you can contact us directly to check.

Sharing the results

We'll publish the results twice a year, on our website and within Opendoor, and explain what we're doing about them. This is another really important way to make sure we hear what you have to say and do something about the issues you raise.

[Click here to read more about the TSMs on the Government's website.](#)



Results of the last Survey of Tenants and Residents (STAR)



Between April 2022 and March 2023, over 1,600 customers responded to STAR. These results allow us to track customer perception in key areas of satisfaction and make improvements.

Customers are most satisfied with their neighbourhood and the safety and security of their home. We've focussed heavily on the safety of our customers and their homes over the last year and will continue to.

We have the highest levels of dissatisfaction with how easy we are to deal with and repairs and maintenance and so improving these two factors will have the most impact on overall customer satisfaction.

We also found that a customer's age, geographic location and type of home influences their satisfaction with us.

Customers aged under 35 are the least satisfied and customers in Dorset are more satisfied than those in Somerset.

This year we're improving our customer portal – this will improve how easy we are to deal with for many of our customers, particularly those under 35, who fed back they would like to report more online.

We're also doing work to improve the scheduling of our repairs appointments which will reduce travel times within the response repairs' teams (particularly an issue within Somerset) and improve response times.

Sheltered and supported housing customers are more satisfied than those living in general needs housing.

Overall satisfaction amongst our sheltered housing customers has remained consistent with last year whereas it has declined for those customers in our general needs' homes.

We're increasing the number of housing officers we have to improve visibility and presence of Magna colleagues in the community – this is something our customers in general needs homes have asked for

Going forwards, we'll be using the new Tenant Satisfaction Measures explained on [pages 6 and 7](#) of this magazine.



Most satisfied with:

- your neighbourhood
- safety and security of your home.



Dissatisfied with:

- how easy we are to deal with
- repairs and maintenance



Customers under 35 are least satisfied.



Higher satisfaction in Dorset than Somerset.



Higher satisfaction in our sheltered homes.

Money matters

Our expert money matters team share their latest tips and advice.



Household Support Funds in Dorset and Somerset

The government are again providing additional support to households across the UK via the Household Support Fund. Each local authority has different criteria for eligibility. Check to see if there is one in your area and if you're eligible by contacting your local authority or citizens advice bureau.

Some funds are being staggered this year with different opening dates for online applications so get in quick as demand often outweighs supply.

Visit the following websites for more information:

[Dorset Council Household Support Fund](#)

[Somerset Household Support Fund](#)

Council tax support

If you're on a low income or certain benefits, you could be eligible for a reduction in your council tax bill. Check with your local authority to find out more.

Save on your household bills

Money Helper is a great website to get tips on saving money on household bills. [Click here for more details.](#)

Low cost broadband and mobile phone tariffs

The government has worked with internet service providers to deliver low-cost broadband and phone packages called social tariffs.

Social tariffs are discounted broadband and mobile deals for people on Universal Credit and other benefits.

These tariffs are delivered in the same way as normal packages, just at a lower price.

A large number of broadband providers now offer discounted social tariff products, with some offering deals from as low as £15 per month. This could represent a saving of more than £180 per year, which is around 50% compared to the average cost of broadband.

[Find out more on the Ofcom website here.](#)

Money Saving Expert

If you haven't already done so and you have online access via a computer or smart device, sign up to Money saving Expert's free weekly money saving email to get first look at money saving offers including credit cards and loans, household bills, banking and savings, mortgages, travel, insurance and much more.

[Click here to visit Money Saving Expert](#)

Support with food

If you have no other means to get essential food and household supplies, a food bank may be able to help.

They can provide you with all the supplies you need to keep going for a little while, with things such as tinned foods, fruit and veg, and pasta, and other bits like soap and toothpaste.

[We've got a list on our website of lots of local food banks that can help.](#)

There's also other options like the Too Good To Go app for your phone.

On here, you can find lots of local shops and supermarkets selling off food for cheap that would otherwise go to waste.

Supermarkets like Morrisons offer deals like a bag of ingredients worth £10 for just a cost of £3 via the app.

Search for **Too Good To Go** on your phone's app store to get started.

Our money matters team are here to help



Don't forget that our money matters advisors can also help to support you with claiming benefits, reducing household costs and more. If you need help with your situation, [click here](#) to complete the form online and our money matters team will be in touch.

Mental health



If you're worrying about money, this can have a negative impact on your mental health. Likewise, your mental health can affect how you manage your money.

If you're feeling low and have a lack of motivation to keep your money in check, it could lead to impulsive decisions resulting in overspending, and this can even be followed by shame or guilt which can lead to more stress.

It's important to remember to take care of yourself too. If you have any worries about your mental health and financial situation, [we have a list of organisations that can help on our website.](#)



Tips for gardening on a budget

If you're a keen gardener, there are plenty of ways to save money and still have a fun and productive garden.

Fruit and vegetables

Did you know that you can start growing your own fruit and veg from the ones you've bought at the supermarket?

Many things such as tomatoes, peas, strawberries and lemons all contain seeds which you can plant at home.

Why not have a go and avoid buying seeds in a packet this summer to see what you can grow from the fridge!



Upgrade your garden by upcycling

Making your garden look unique and exciting doesn't have to be expensive. If you've got something old lying around that you don't use anymore, such as a pair of boots or a teapot, why not repurpose them as flower pots? Or pick up a cheap (or even free!) wooden pallet and use it as a vertical planter to grow things in!

Install a water butt

Install a water butt to collect your rain water. Also make sure you water your plants early in the morning, or in the evenings, when it's cooler. This will help your plants retain more moisture and they won't need watering as often.



There are lots more affordable ways to get the most out of your garden. Gardeners World share lots of tips and advice all year round on their website which can give you more ideas. [Click here to visit the website.](#)

Energy saving tips



Some appliances, such as washing machines, have an 'eco' mode which make them operate at a lower speed.

Using this mode will save you money, but it might take a bit longer for the cycle to finish. Once you've washed your clothes, take advantage of the warm weather to dry them instead of using a tumble dryer if you can!



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

Turn off things you aren't using! It sounds simple, but lots of people often forget. Even things like your oven are still using electricity to power the clock, so switch it off at the wall to save yourself some pennies.

Some appliances, such as TVs and games consoles, can go into standby mode when they're not being used which lowers the amount of energy they use, but they are still using energy when they're in this mode. Turn things off at the wall when you're done using them to help save even more.



Want more tips to save energy?

[The Energy Saving Trust have more information and useful tips on its website.](#)



Water saving tips



You can buy an aerated shower head for your shower which allows you to control the rate at which water comes out. By turning the rate down, you'll be using less water as you shower, and because of the aeration it will still feel like a normal shower but with the added benefit of costing you less.

Plus, heating up water makes up 12% of the average household's energy bill. While it's warmer, why not try having a cooler shower?

You'll save some money this way, and you might find it's a bit too hot to have a hot shower anyway!



Remember to turn off the tap when brushing your teeth. A running tap uses around six litres of water a minute, so turning it off while you're brushing will add up to a big saving over time!

Fill up a jug with cold water and store it in the fridge so that you have a cold drink readily available for hot days!

This can help you save water by avoiding the need to make ice cubes and by not filling your cup more than you need to from the tap.



Visit the money matters section of our [website](#) for more money saving tips and advice.





Could you spot a loan shark?

In the continuing cost of living crisis, and despite income or working status, it is almost inevitable that we will need to borrow money at some point in our lives – even if it is to cover the very basic essentials such as groceries, birthdays and Christmas, a few pounds to top up an electric meter or an urgent, unforeseen, car repair so you can keep travelling to and from work.

Sometimes, no matter how hard we try, the purse strings don't stretch far enough to cover these events.

'There's no way I'll pass a credit check for a loan – what am I going to do?' Sound familiar?

In England alone, it's estimated that there are over one million people in debt to illegal money lenders, according to Stop Loan Sharks. Often, borrowers think it is easier to find funding this way rather than go through the anxiety of finding a main stream lender only to fail credit checks and be declined. Repeat borrowers also like the option of borrowing more than once and will prioritise payments to loan sharks over anything else and pay whatever the loan shark is demanding.

Loan sharks often charge extortionate amounts of interest with the highest recorded amount ever captured being 4.5million percent.

Statistics from Stop Loan Sharks show a vast age range being targeted too, anywhere between 12 and 96 years old.

Amounts can start off low and end up running into thousands and thousands of pounds. One example from Stop Loan Sharks was a borrower agreeing to a cash loan of £300 and paying back over £100,000. Repayments were not recorded and continued for many, many years.

Loan sharks will often start off as a friendly face, meeting their targets at public places like school grounds, pubs, betting shops, bingo halls or even work places. Once you have borrowed from them, their manner can change and become threatening if you don't or can't pay. They can take away important belongings such as bank cards, passports or driving licenses or threaten to harm you or those around you as a way of getting you to keep making payments.

They may take the form of a doorstep lender, or in today's modern world, contact you through social media apps and platforms like Facebook, Snapchat and Whatsapp.

If you can answer yes to one or more of the questions below, you may be borrowing from a loan shark:

- Did they offer to lend you cash?
- Did they add huge amounts of interest to the loan?
- Have they changed towards you or become threatening?
- Are you scared or worried about people finding out?
- Has the lender taken your bank card, passport or other valuables from you?

To lend money legally in the UK, an individual or organisation must be registered with the Financial Conduct Authority - it's easy to find this out through the Stop Loan Sharks website by searching their database.

Stop Loan Sharks (www.stoploansharks.co.uk) has a wealth of knowledge on their website. If you are concerned you're a victim of loan sharks or are concerned about someone else, you can report it using their website or by calling them on 0300 555 2222.



Do you have a community project that needs funding?

We want to 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.

We've put together some guidance on our website along with an application form. [Take a look and see if we can make a difference to your community, together.](#)



We recently funded the construction of two new raised beds at one of our sheltered schemes in Sherborne. Local customers will be picking out some plants to go in them, and we can't wait to see what they do!



We recently helped fund two new pieces of outdoor exercise equipment for Broadwindsor's revamped village green. (Thanks to Nathalie Roberts for taking the photo.)



We supported Watchet Town football club with a donation from our community fund so they could purchase some new training goals.

Another 109 modular homes to be built in Dorset and Wiltshire



Pictured left to right: Mary Bennell, Director of SWPA; Steve Chivers, Managing Director of Rollalong; Paul Read, Director of Sustainability and Investment, Magna; Andy Mead, Residential Development Manager, Wiltshire Council.

An innovative partnership has agreed to create more than 100 modern, energy-efficient new homes for people in the South West.

Last year, we partnered with Wiltshire Council and Dorset-based manufacturer, Rollalong, to tackle the housing crisis using modular building methods. Together, we pledged to build nearly 1,000 new affordable homes by 2026.

Magna and Wiltshire Council have now taken another step towards that goal by placing orders for Rollalong to manufacture 109 new modular homes for five sites across the two counties.

In Dorset, we'll be building 26 homes which will be available for affordable rent or shared ownership. They'll include 14 at Webber's Piece in Maiden Newton and 12 at the site of the former Royal Manor Arts College on Portland, adding to the 29 Rollalong has already manufactured for the 41-home development.

In Wiltshire, the council will create a further 83 new affordable homes across three sites within the county.

Rollalong uses precision engineering techniques to manufacture high-quality modern homes as modules in its factory near Wimborne Minster.

They are then transported, fully fitted with kitchens, bathrooms and electrics, to sites where they will become attractive, energy efficient homes.

Modular manufacturing has potential to deliver much-needed new homes faster and more sustainably than traditional brick housebuilding. Overall, the process generates less waste and has a lower carbon footprint. It also creates less disruption to local people, with fewer deliveries to site over a shorter time.

The partners' latest range of modular house types are built to be 'net zero in use', in line with the Government's proposed Future Homes Standard, which will require new homes built from 2025 to produce 75-80% less carbon. The all-electric homes will be heated by air-source heat pumps, with a thermally efficient fabric retaining warmth and helping residents keep their energy bills lower.

The homes can be tailored to the local, often rural setting, with a range of house types and finishes influenced by

customer feedback. The partners also have the only modular approach in the UK accredited by the National Housing-Building Council (NHBC) able to 'step and stagger' terraces of houses so that they have more visual variety.

Magna and Rollalong have already completed 32 new modular homes across sites in Sherborne, Chickereil and Dorchester in Dorset.

Magna customers Anthony and husband Kevin recently moved into their new rented, modular home in Dorchester. Anthony said:

"We're so happy in our home. We're warmer than we have been in years. We absolutely love it and cannot believe how lucky we are."

"It's a beautiful house, we're over the moon! The standard and finish is amazing. All Magna staff we have spoken to or met have been so helpful! The service couldn't have been any better! 5 Stars!"



Pictured: Magna customers, Anthony and Kevin, with Lisa Holmes, Insight Analyst at Magna



Pictured left to right: Paul Read, Director of Sustainability and Investment, Magna; Andy Mead, Residential Development Manager, Wiltshire Council; Steve Chivers, Managing Director of Rollalong; Mary Bennell, Director of SWPA.

Paul Read, Magna's Director of Sustainability and Investment, said: "These are among the most important new homes Magna has delivered, with our ambition to build the right homes of the right quality in the right places. By collaborating with others and modernising how we build, we are creating homes for local people that will help address the cost of living, energy challenges and contribute towards the UK's net zero targets."

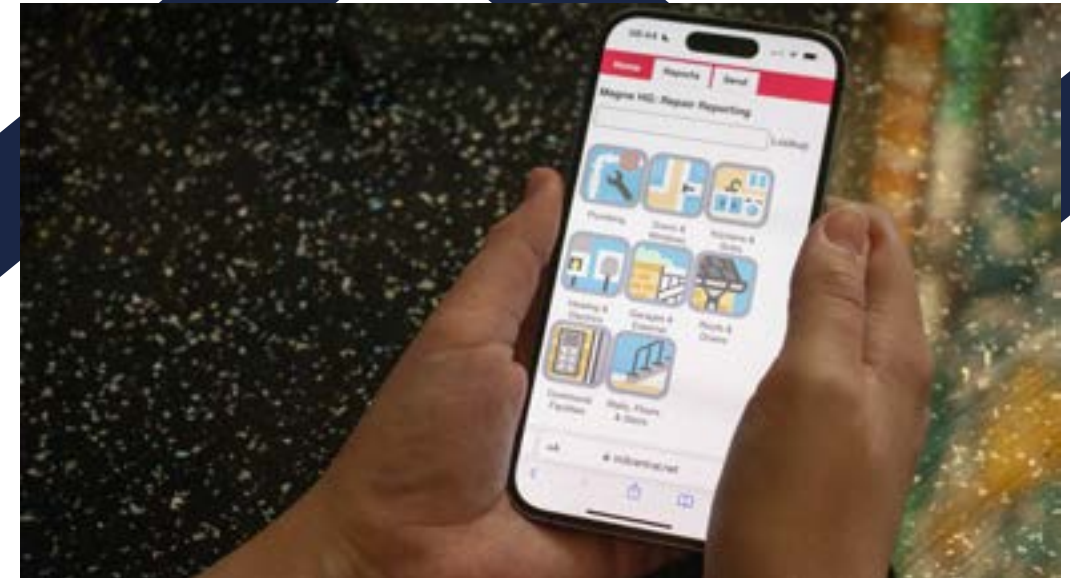
"Thanks to Government retrofit funding, we also have the opportunity to decarbonise our existing homes, including those neighbouring the new, modular houses at Webbers Piece. These older homes will benefit from external wall insulation, new windows and doors, and air-source heat pumps. The timing means we can look at creating a real sense of place in this rural community."

Steve Chivers, Managing Director of Rollalong, said: "The aim of our innovative partnership is to deliver almost 1,000 high-quality, affordable, net zero-ready future homes in the South West using a local workforce and local suppliers."

"Manufacturing homes offsite in modules is the future for our industry, and our unique partnership provides the volumes we need to make these modern methods of construction work. "These are the homes of the future designed for living today, and we're pleased to have the opportunity to promote the benefits of modular housing as a response to a nationwide housing crisis."

Cllr Phil Alford, Cabinet Member for Housing at Wiltshire Council, said: "We're delighted to continue our positive and hugely productive partnership with Magna and Rollalong."

[For more information about the homes we're building, click here.](#)



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

Wait times on our repairs phone line can sometimes be long. Reporting your repair online means you can report it at a time that suits you and get on with your day.

Visit our website and report your repair. It's easy to do; choose the repair you need using the helpful picture diagrams shown. Please provide us with as much information about the repair as you can.

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

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.

[Report your repair online here](#)



Fire safety in communal areas

We want you to be able to enjoy your communal areas safely. If a fire started in a communal area, fire and smoke could spread quickly, stopping you from escaping the building safely. Items left in communal areas can also help fire spread more quickly and create tripping hazards, so please keep them clear. Everyone has the right to evacuate safely, so it's really important that you follow these guidelines to stay safe.

What is allowed in communal areas:

Manual wheelchairs, walkers, or other mobility aids are allowed providing their safe storage has been assessed and agreed with us in writing.



You may have a door mat outside your front door, but it must have a non-slip backing and be no larger than 40 x 60cm in size.

What is not allowed in communal areas:



Live and plastic plants and plant pots.



Waste, containers, and bin bags.



Push chairs, prams, or car chairs.



Mobility scooters and electric wheelchairs.

Also

Shoes, clothes, coats, walking sticks, umbrellas, pictures, artwork, posters, ornaments, conventional and electric bicycles, scooters, skateboards, toys, rugs, domestic carpets and furniture, flammable liquids, gas canisters, solid fuel, decorations, domestic curtains and netting, air fresheners, and anything else that can cause a fire or trip hazard.

Please don't store any personal belongings in communal areas. A cost of £25 may be incurred if we need to remove any items that are a trip hazard or fire risk.

If you believe you're at high risk from fire in your home, we can carry out a person centred fire risk assessment for you. Ask your housing officer for more details.

[Click here for more safety information on our website.](#)



E-bikes and e-scooters

As more and more people purchase e-bikes and e-scooters there has been a significant national increase in fires caused by the batteries used in them.

Lithium ion battery fires can escalate significantly and can effectively explode and release toxic fumes.

The majority of fires related to e-bikes and e-scooters have happened in homes and are often caused when charging batteries. It's therefore really important to use, maintain and store them properly.

Charging your e-bike or e-scooter

- Always follow the manufacturer's instructions when charging.
- Never leave it charging unattended or charge it while you're asleep.
- Unplug your charger once it's finished charging.
- Always use the correct charger for your batteries and buy any replacements from a reputable seller.
- Please don't leave them to charge on the route you would use to escape your home in the event of a fire.

Reduce the risk of overheating

Batteries can get warm during their use. Allow them to cool down before attempting to re-charge. Batteries should always be charged on hard flat surfaces where heat can dissipate.



Join our Customer Facebook group!



As well as our main Facebook page which anyone can follow, we have a closed group which is for members only – you, our customers.

We have live chats, news items, a chance for you to comment and give your views and competitions just for our customers to enter.

Thank you to everyone who shared photos with us recently – we love to see them. If you're not a customer Facebook member, sign up today by [clicking here](#) or searching for Magna Housing Customer Group on Facebook.

Join the conversation and share your stories and pictures with us!



Doug Carter shared some great photos of the Coronation party they had at Healey's in Porlock. Looks like everyone had a great time!



Lorraine Shove shared photos from their breakfast morning in Porlock, part of their regular coffee mornings that they started 5 years ago.



Thank you to Susan Deacon for sharing pictures of the Coronation day party at Half Acres in Sherborne. Looks like they had quite a feast!

Do you know about our Lifeline service?



Our Lifeline service gives you the freedom to live in your own home independently, and is a great choice for older or vulnerable people who might benefit from having help and support available to them 24/7.

A Lifeline is a small unit which can be used to raise an alarm in an emergency. It's linked to a pendant which can be worn on your wrist or around your neck and can be used to raise an alarm to speak to someone who can help.

Lifeline can also alert your family and friends when you press your pendant to let them know that you need help. The service is available to anyone living in West Somerset, not just Magna customers, for an affordable cost.

Learn more about the service on our website at magna.org.uk/lifeline



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!

magna.org.uk/help-centre

Or get in touch with us



contactus@magna.org.uk

0800 358 6025



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

Get **#social!**

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

