



contactus@magna.org.uk

Sent 30 November 2025

RE: Damp and mould in my home

To: susietranter79@gmail.com ▼

Dear Susie,

Thank you for your recent correspondence regarding the issues of damp and mould in your property.

We acknowledge your complaint which will now be investigated. Unfortunately, due to the complex nature of this complaint we will not be able to meet our standard SLAs for this request. We will arrange for a complaints surveyor to visit your property in the coming weeks.

For more information on our complaints process and next steps, please visit: <https://www.magna.org.uk/about-us/policy/customer-complaints-policy>

Yours sincerely,

Tilly



Tilly Smith | Complaints Team

Mobile: 07956345294



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