



Open door

The magazine for Magna Housing customers



**Merry Christmas
from Magna**

**Win a £50 voucher in
time for Christmas!**

Plus...

**Do you need
help to buy
heating oil?**

[Page 21](#)

**How to report
repairs over
Christmas**

[Page 6](#)

**Dealing with
storm damage**

[Page 26](#)

Welcome

Winter, and the festive season, is here!

As this edition arrives with you, many families will have attended our annual Santa's Grotto events in Dorchester and Minehead. We love hosting these events and giving you some extra presents to take home for Christmas day. We'll be sharing photos from the events in our Facebook Customer Group. If you've not joined yet, [join the group now!](#)

Christmas can be an expensive time of year and put additional pressure on already stretched budgets. As always, our money matters team are here to help. Whether you need support with budgeting, help with your household bills, or help to claim benefits, get in touch - their details are on [page 19](#) along with some of their latest tips.

We've also got a competition on [page 3](#) for a chance to win £50 in shopping vouchers to arrive in time for Christmas, which would help towards presents or the festive food shop.

It's important to stay safe too, with the added dangers of candles, Christmas tree lights and heaters. Read [pages 10 and 11](#) to make sure you keep your home and loved ones safe.

We'll be running reduced services over the festive period while our colleagues enjoy time with their families. Emergency repairs and our careline service will continue though. [Page 6 and 7](#) has all the information you need during this time.

Selina, our Chief Executive, extends her warm wishes for the festive season - see [page 4](#). From all of us at Magna, we wish you a very merry Christmas and a happy new year.



Tanya Churchill

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Opendoor

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Can you find this reindeer?

Enter our competition for a chance to win a £50 shopping voucher before Christmas!

Christmas is here, so we thought we'd spread some festive cheer with our spot the reindeer competition.

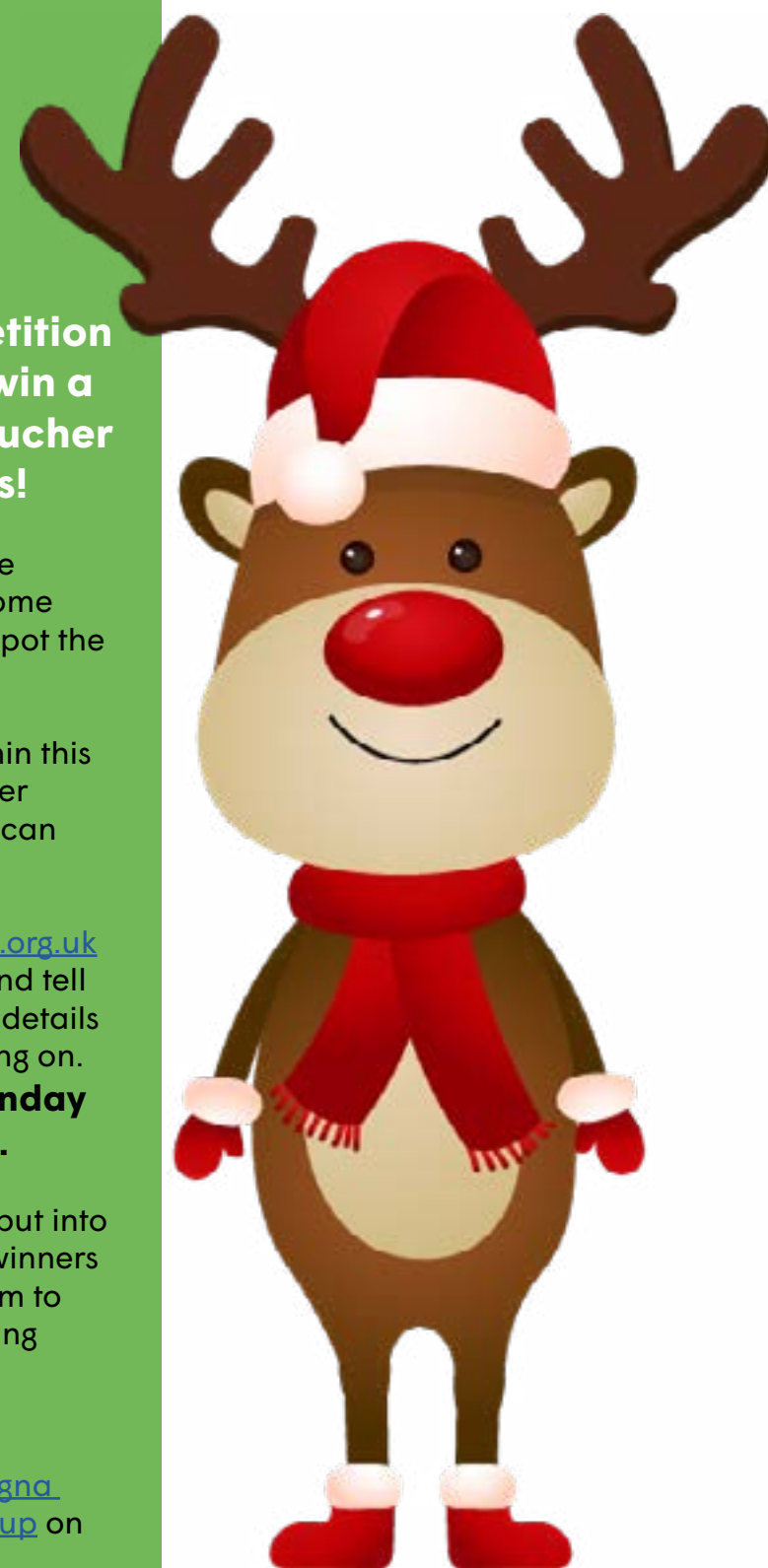
Hiding somewhere within this magazine is the reindeer shown opposite. If you can find him, let us know!

Email engage@magna.org.uk or call 0845 3586025 and tell us your name, contact details and the page he's hiding on.

Entries close on Sunday 14 December 2025.

Correct entries will be put into a hat and three lucky winners will be drawn at random to win £50 each in shopping vouchers.

Winners will also be announced on our [Magna Housing Customer Group](#) on Facebook.





Season's greetings from Selina, Chief Executive

Wishing you all a merry Christmas and a happy New Year from everyone at Magna.

As another year draws to a close, it's a good moment to look back on what we've achieved together in creating homes where people can feel safe and settled, and also to look ahead with optimism for the year ahead.

This year, we've spent time thinking about how we can do even more to make a positive difference. We're especially keen to hear from you and involve you more in shaping the services that matter to you. Your feedback has guided us and helped us make improvements, and the

latest Tenant Satisfaction Measures ([see pages 23 to 25](#)) show we're making progress, though we know there's always more we can do.

Your complaints are also a valuable way for us to learn and grow. Our second [annual complaints handling report](#), published in June, helped us see where we need to focus, particularly when it comes to getting repairs done on time. Over the past year, we've continued to invest in our repairs service to shorten waiting times, and we've grown our complaints team to sort out any problems as quickly as possible.

Looking ahead, we're working on new ways for you share your ideas and thoughts. In the New Year, we'll

be launching Magna Voice, our new online customer community. You can read more about this on [pages 12 to 15](#). We've been developing and testing the platform with some of our customers, and it will give you another way to have your say and influence how we deliver our services, alongside our existing groups.

During the year we've been out and about visiting neighbourhoods across Dorset, Somerset and Devon. It was lovely meeting many of you, chatting about your communities, and hearing your thoughts. We will be doing much more of this in 2026.

I'm also proud of the support Magna has given to local communities and organisations

through our [Community Improvement Fund](#) and other activities, which we've shared in Opendoor. And recently, we've really enjoyed hosting our Santa's Grotto events for families, bringing some extra joy in the lead-up to Christmas.

On behalf of our Board and all the Magna team, I'd like to wish you and your loved ones a happy and healthy festive season, and all the best for 2026.

Selina White

Chief Executive

Services available over Christmas and New Year



We will be closing at 2pm on Wednesday 24 December for the holiday period and re-opening at 8.30am on Friday 2 January. The services we continue to provide during this time include:

Emergency repairs

Between Christmas and New Year, our repairs team operate on a call-out rota to attend emergencies. What we class as an emergency repair is listed on the next page.

To report an emergency repair call 0800 3586025.

Our Careline service

Our Careline service for our sheltered and extra care customers operates as normal throughout this time. If you have an emergency, please call 0800 3586025 or press your pendant.

Our online help centre

Our online help centre is always available. It has lots of useful information and answers to frequently asked questions that may help while our contact centre is closed. There are also useful how-to videos for you to follow should you need to do any tasks like isolating your water supply or resetting your circuit breaker after a power cut.

Visit our online help centre



What we class as an emergency repair



An emergency repair is an issue that could harm health, safety, or security. We aim to respond within 24 hours to make your home safe and come back later if there are further repairs required.

Examples of emergency repairs are:

- Storm, accident or flood damage
- Gas leaks – contact the National Gas Emergency Line on 0800 111 999
- Complete loss of electric supply – contact your electricity supplier first
- Complete loss of water supply – contact your water supplier first
- No heating
- No hot water
- Blocked or leaking foul main drain
- Blocked toilet where there is only one in your home (but you may be charged if you or your family have caused the blockage)
- Major pipe bursts
- Major roof leaks
- Broken main entrance door / window posing a security risk
- Blocked flue
- Smoke detector not working (does not include changing batteries)
- Damp and/or mould that is seriously affecting someone in your home's health.

For any repairs that aren't listed above, you can report them online and we'll be in touch when we're back on 2 January.



New law to keep your homes safe

New government rules called Awaab's Law came into effect in October. It's named after two-year-old Awaab Ishak, who tragically died in 2020 due to mould in his social home in Rochdale.

Under Awaab's Law, housing associations in England must deal with emergencies and serious health and safety problems in your home within fixed timeframes. It also sets out how we need to keep you updated about these types of repairs.

At Magna, we've updated our repairs policy and trained our repairs, surveyor and customer contact teams to make sure we're doing this to keep you and your homes safe.

For emergency problems (like gas leaks, broken boilers or damp and mould that's affecting your health), we'll:

- investigate within 24 hours of knowing about it. If it's an emergency, we'll:
- make your home safe within 24 hours of completing the investigation.

For problems that are a serious risk to your health and safety but not emergencies (like mould that's spreading, not going away, and could be a risk to your health), we'll:

- investigate it within 10 working days.
- give you a written summary of our findings within three days of the investigation.
- make your home safe within five working days of the investigation.

We'll also aim to start any follow-up work to prevent the problem coming back within five working days of the investigation.

If we can't make your home safe within these times, we'll find you somewhere else suitable to stay while the work is being done.

And, also in line with Awaab's Law, we'll keep you updated while we're fixing the problem and provide you with information on how to keep safe.

If you spot any damp and mould in your home, it's really important that you report it to us.

[Click here to find out more about our repairs service](#)



[Click here for advice on how to prevent damp and mould in your home, and how to report it.](#)



If you need an emergency repair, please call us on 0800 358 6025.

Keeping your home fire safe this Christmas

It's the time of year for fun, family, and friends, but it's important that you stay safe too. Here are some tips to help you keep safe from fires this Christmas.



Check electric blankets for wear and tear

These can keep you nice and warm, but they can also be a fire risk if they're old and worn. If yours is worn out, it's best to get a new one.



Don't hang Christmas decorations on your door

Hanging decorations on your front door or on communal doors can affect how well they stop a fire from spreading.



Be careful where you put flammable decorations

Don't attach decorations to lights, heaters or put them around the fireplace.



Don't overload your electrical sockets

Don't plug too many items into the same extension lead.



Never leave your cooking unattended

Most fires start in the kitchen, so keep an eye out while you're cooking the Christmas dinner.

Have an escape route planned just in case

If a fire does start, you want to be prepared. Make sure you know the quickest way out of your home, and let any guests know too.



Keep candles away from your Christmas tree

Never leave candles lit unattended and keep them away from anything flammable.



Keep electric heaters away from flammable furniture

Fabric sofas, cushions, curtains and blankets could all catch fire. You also shouldn't use heaters to dry your clothes.

On average, there are 34,000 to 35,000 house fires a year in the UK. Don't let your home be one of them this Christmas.

Click here for more fire safety information.



Magna Voice

Email address or screen name

Password

Login

Forgotten your password?

Introducing **Magna Voice** Your online community

At Magna, our vision is to create great homes together. That means working with you – our customers – to create places to live where everyone feels safe, happy and listened to. To do this better, we need to understand what matters most to you so we can shape better homes, services and communities.

That's why we're launching **Magna Voice** – a brand-new online community where your ideas, feedback, and

experiences will help shape the future of our services.

This will be *your* online community. It'll help us reach and listen to more of you than we do now. But we know not everyone's able to or wants to be online. That's why Magna Voice is just one part of how we engage customers alongside our existing ways of getting involved, like our customer panels and groups.

Neil Bliss, our Customer and Community Involvement Officer, says: "Magna Voice will help us move beyond surveys and into real conversations. It's not just about collecting feedback – it's about building trust, being open and honest, understanding what matters most to our customers, and making sure their voices shape the way we work."

Whether you want to take part in surveys, join conversations, or simply share your experience of Magna homes and services,

Magna Voice is designed to be:

- **Inclusive** – welcoming of everyone, with features that reflect different needs and backgrounds.
- **Easy to use** – even for beginners or those with limited tech skills.

- **Always-on** – so you can get involved whenever it suits you.
- **Respectful and responsive** – where your voice leads to real action.

We know that great communities are built on connection and belonging. Magna Voice isn't just about collecting feedback – it's about building trust and making sure your voice shapes the way we work.

Magna Voice will help us move beyond surveys and into real conversations.

Magna Voice

(continued)

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!**

Shaped by you

Magna Voice has been co-created with customers from the start:

- Your responses to our research helped us understand your different needs and how we needed to meet them.
- You helped us choose the platform supplier and name.
- You gave feedback on the design.
- You helped define what real listening and learning should look like.
- You're testing and shaping how it works.
- Some of you will become Magna Voice Champions, helping others get involved.

So far, we've learned that customers want:

- A platform that's easy to use.
- Features that meet different needs.

- Clear privacy controls and the option to stay anonymous.
- A mix of forums, live chats, and surveys to suit different preferences.

As one customer put it:
"I believe many tenants want to share ideas, small improvements and even stories of what works well. That kind of feedback builds partnerships and mutual trust."

What's coming up

Magna Voice launches in January, and we can't wait to welcome you in. You'll be able to sign up and create your own personal profile at www.magnavoice.org.uk

To celebrate, we're running a monthly prize draw for new members – with 5 x £20 Amazon

vouchers up for grabs each month! You'll also be able to earn points for sharing feedback and taking part in activities, with more chances to win prizes and rewards.

More ways to get involved

You can visit www.magna.org.uk/getinvolved to find out about the different ways you can get involved in shaping decisions about your homes, services and communities.

You can also visit www.magna.org.uk/about-us/facts-and-figures/tenant-satisfaction-measures to find out what we're doing in response to your feedback, such as our tenant satisfaction surveys.

Listening to younger voices

Recently, we've also been working with youth engagement experts Participation People to help listen to the voices of people aged 11 to 25, who sometimes get left out. Together, we're making sure young people who live in Magna homes can also help us create better places for the future.

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.

If you'd like to be part of any of our customer groups, [take a look at the options available.](#)

Recently our editorial group has been busy reviewing the following documents for us. Winners for each task are also listed below.

- Service charge letter review - Frank Haverson in Chickerell.
- Winter Opendoor - Jayne Burton in Bridport.
- Customer and community engagement policy - Pam Ritchie in Dorchester.
- Customer annual report - Frank Haverson in Chickerell.

Thank you to all customers who reviewed and provided feedback on these documents.

Click here to apply to join a group.



New Year, New Career?

Ever thought about working at Magna?

From Apprentices to Directors and everything in between, we've got lots of great opportunities for you to join our team.

Administrators

Plumbers

Surveyors

Housing officers

Carpenters

Electricians

Digital

Schedulers

IT

HR



Click here to find out more and apply now



Money matters: We're here to help



Universal Credit Migration

The Department of Work and Pensions (DWP) is currently in the process of migrating its customers over to Universal Credit. This has been happening for some time.

Universal Credit is designed to replace five means tested benefits: Employment and Support Allowance (income related), Job Seekers Allowance, (income related), Child Tax credits, Working tax credits and Income Support.

The last group of customers to be migrated are those that are receiving Employment and Support Allowance.

If you've received a letter asking you to claim Universal Credit then it's important for you to do it as soon as possible. If the claim isn't made by the date stated on the

migration letter, you risk having your benefits stopped, and also the loss of the transitional protection, should it apply.

Transitional protection is an amount paid to cover any financial loss between benefit entitlement under the "old" system (known as legacy benefits) and Universal Credit, as typically the legacy benefit system is more generous than Universal Credit.

If you've received a migration notice and need help to claim Universal Credit, or if you've claimed and are having problems with the claim, our money matters team can help.

Useful phone numbers:
Universal Credit Migration
Helpline: 0800 169 0328
Universal Credit: 0800 328 5644

Wessex Water Help

If you're in debt with Wessex Water, or you're struggling to afford your bill, please contact our money matters team. They will assess your income and expenses and look at how Wessex Water can help. Some of the schemes available are below:

Reduced bill - Assist

Our money matters team can apply for the Assist Scheme to receive a reduced bill based on your ability to pay. Find out more at www.wessexwater.co.uk/bills-and-accounts/help-to-pay-your-bill/reduced-bill-assist

Debt support scheme - Restart

We can apply for the Restart scheme if you have significant water debt you can't repay. Find out more at www.wessexwater.co.uk/bills-and-accounts/help-to-pay-your-bill/debt-support-scheme-restart

Discount for low-income pensioners

If you're a pensioner, you could be entitled to a discount on your water and/or sewerage bill if you receive Pension Credit.

Switch to a Water Meter

You can apply for a water meter with Wessex Water. This is generally a good idea for low water users and people who have more bedrooms than the amount of people living in the house. For more information contact Wessex Water on 0345 600 3600.

**Need help from
our money
matters team?**

Click here to complete
the form online.



Money matters: We're here to help



Do you know about Warm Welcome Spaces?

There are now 5,300 Warm Welcome Spaces - a growing network across the UK - that started as a crisis response to keeping people warm throughout the winter. Now it's an all year-round initiative connecting people and their communities across the country.

They come in a variety of shapes and sizes from libraries, sports centres, museums and more, offering a range of activities and amenities and it's free for everyone to attend.

Find your nearest Warm Welcome Space at www.warmwelcome.uk/about-us

We know that not all of our communities will have easy access to a Warm Welcome Space, and the cost of living crisis continues to spread far and wide, particularly in our rural areas. So, we're exploring the idea of hosting events like these in our own community spaces this winter. These events will be a relaxed and welcoming drop-in space for Magna customers and non-Magna customers alike. No pressure, no agenda, just a hot drink and refreshments in a warm and friendly place.

Interested? Let us know by getting in touch with our customer contact team on contactus@magna.org.uk. Keep an eye on our social media pages for more updates when available.

Supporting our oil-heated Households through winter

Last year, we launched our first in-house heating fund specifically to support customers whose homes are heated by oil—often the most challenging type of heating to get help with during the colder months.

Thanks to a generous fund pot from SWPA and LHCPG, along with additional contributions from our supplier Darch Oil (part of the NWF Fuels group), we were able to deliver 4,791 litres of heating oil to 10 households in urgent need in Dorset and Somerset.

Each household had a financial assessment carried out with our money matters team to ensure they met the eligibility criteria before receiving support from the fund.

We're pleased to confirm that the heating fund will be available again this winter.

If you're struggling with the cost of oil to heat your home, please get in touch. You will need to meet specific criteria and complete a financial assessment with our money matters team to ensure eligibility.

Need help from our money matters team?

Click here to complete the form online.



Our latest Tenant Satisfaction Measures results



Your views are important to us and we're always gathering feedback to improve the services we provide.

What are TSMs?

The Government asks all housing providers to collect 22 measures known as Tenant Satisfaction Measures (TSMs). They include 12 satisfaction questions, across five main themes: complaints, anti-social behaviour, maintenance, safety, and communication. We've been carrying out these surveys since 2023 and your feedback has been really valuable. Hearing what you think helps us to know what to improve.

What are our results?

We've just received the results for part one of our 2025/26 TSM survey. They reflect the views of 350 customers. Part two will be carried out in 2026 and then we'll share the full results for the year.

Our latest scores are on the following pages and are colour coded to show where they have improved (green), or reduced in satisfaction (red).

What's going well?

There are encouraging improvements across many areas:

- Satisfaction with repairs rose to 66.6%, up by 3%.
- Feeling that your home is safe increased to 80.4%, a 4.9% improvement.
- Complaint handling satisfaction rose by 4.2%, increasing from 26.9% to 31.1%.

What are we doing to improve?

We have areas where we need to improve, in particular, speed of repairs, listening and acting on views and keeping you informed. We're working on ways to improve this to ensure you get timely support when you need it.



62.6%

Satisfaction with our overall service



66.5%

Satisfaction with the overall repairs service over the last 12 months



52.3%

Satisfaction with the time taken to complete your most recent repair



68.3%

Satisfaction we provide a home that is well maintained

TSM results (continued)



80.4%

Satisfaction we provide a home that is safe



51.8%

Satisfaction we listen to your views and act upon them



61.5%

Satisfaction we make a positive contribution to your neighbourhood



54.5%

Satisfaction with our approach to handling anti-social behaviour



65.5%

Satisfaction we keep you informed about things that matter to you



69.4%

Satisfaction communal areas are kept clean and well maintained



31.1%

Satisfaction with our approach to complaints handling



75.9%

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

We've created a [regular survey for estate management](#) to help us better understand and respond to issues in communal areas. It focuses on the condition and upkeep of shared spaces like gardens, paths and bin stores, so we can act faster. Thank you to everyone who has completed the survey.

Click here to take a look at how these scores compare to previous results, along with more detail on what we're doing to improve our services.



Dealing with storm damage

Storms, flooding and snow can cause damage to your home and neighbourhood. We've put together some information about who to report issues to and how we manage repairs caused by the weather.

Fencing:

Fencing is often damaged in storms. If your fence gets damaged or blown over, report it to us straight away, particularly if it's gone onto a public right of way. We'll attend to make the fence safe, but it won't be replaced immediately.

Roofing:

Roof tiles can also be affected in storms. Please report any loose tiles to us as soon as possible.

Trees:

Fallen trees depend on where they are.

Any fallen trees on roads or pavements should be reported to the council.

Trees in communal areas owned by Magna need to be reported to us.

If the tree is in your garden it's your responsibility. However, if it's caused damage to your home, please let us know.

Flooding:

If your home is flooded, let us know immediately.

If you notice blocked road drains or gullies, which is causing flooding in your neighbourhood, please report it to the council.

If you need sandbags, we do have a limited amount that we can supply, but Dorset and Somerset councils can also provide them.

Snow:

We provide grit bins at all of our sheltered schemes and keep these topped up regularly. You're welcome to use this to grit paths around your home. We don't routinely grit paths or roads

ourselves, however, if you feel there is a problem where you live or your grit bin is empty, please let us know.

Travel is often disrupted during storms and this may mean that our trades operatives and other colleagues aren't able to get to you for an appointment. If an appointment needs to be cancelled or rearranged, we'll let you know as soon as possible.

Need to report a repair?

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





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.



Keep up-to-date with our latest news online





Did you know?

The average claim for loss of household items caused by water damage is £8,000!

For losses caused by fire this can range anywhere between £11,000 to £52,000!

Do you have contents insurance to protect your belongings?

We insure the building you live in, but not your belongings. It's your responsibility to arrange contents insurance to protect your personal possessions such as furniture, electronics and clothing, against risks like theft, fire, water damage, and other household incidents.

Contents insurance is designed to safeguard everything you own inside your home. A helpful way to think about it is: if you turned your home upside down, anything that falls out would typically be considered contents.

If you've made improvements to your home at your own expense, such as installing a

new kitchen, conservatory, or wooden flooring, you should also ensure these are covered by an insurance policy.

Even if you're careful, accidents and unexpected events can happen. Many policies also include cover for accidental damage to items like mobile phones.

To make things easier, we've partnered with Thistle Tenant Risks and Great Lakes Insurance Limited to offer the My Home Contents Insurance Scheme, a policy specifically designed for people living in social housing.

This scheme provides cover for household contents including furniture, carpets, curtains, clothing, bedding, electrical items, jewellery, pictures, and ornaments.

You can now conveniently purchase your policy online and pay monthly via Direct Debit.

Get covered today:

Call Thistle Tenant Risks:
0345 450 7288

Visit their website:
www.thistlemymhome.co.uk

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!