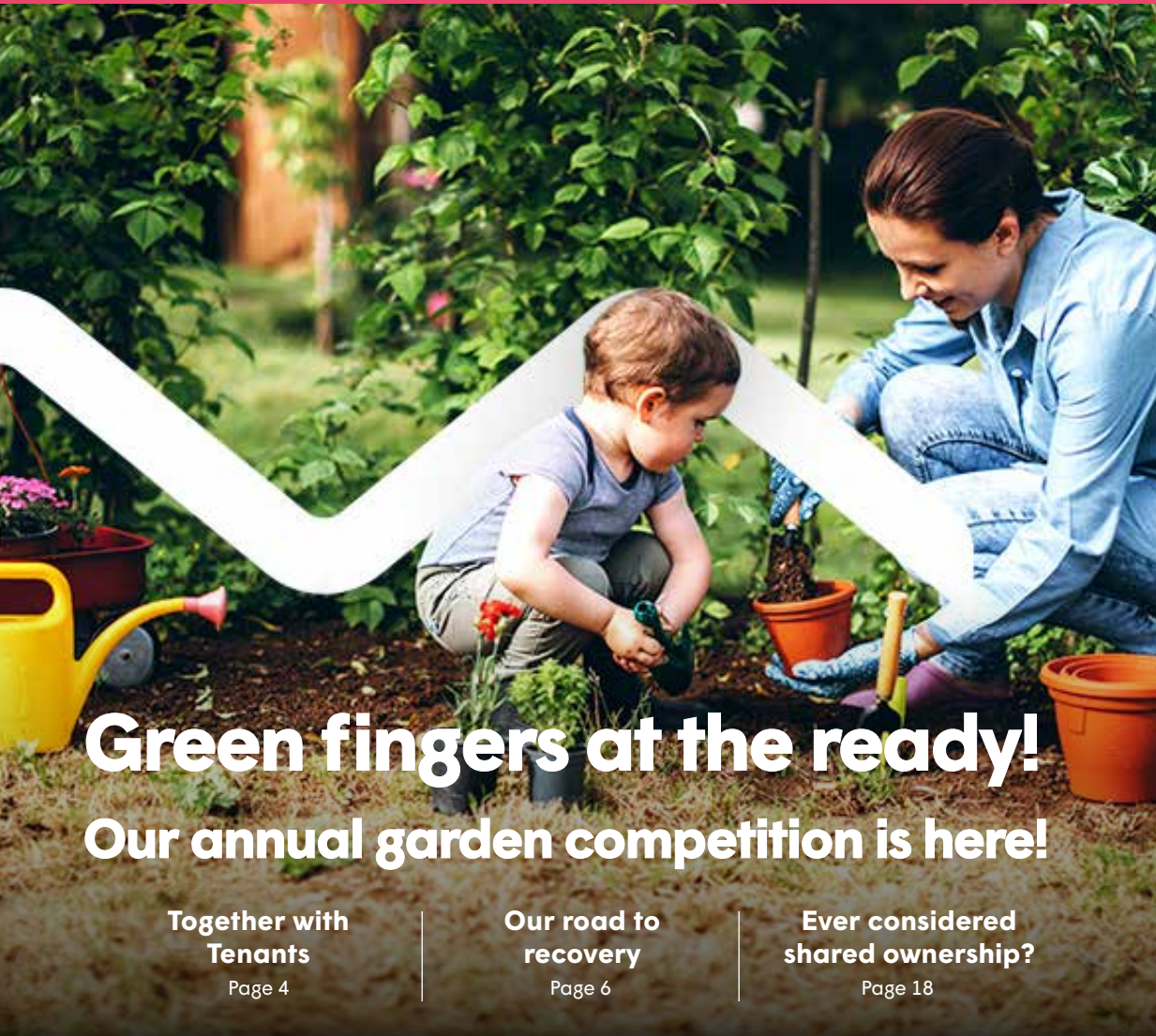




# Opendoor

The magazine for magna housing customers



**Green fingers at the ready!**  
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# Welcome

Welcome to our spring edition which is jam packed with things we want to involve you with!

Firstly, we are delighted to have signed up to the Together with Tenants charter, which aims to strengthen our relationship with you. You can find out more about this on [page 4](#) and we'll be asking for your involvement in projects relating to this in the coming year.

With the weather improving and everyone keen to get outside after the latest lockdown, we've launched our annual garden competition and hope to see more entries than ever! It will be judged virtually again this year and anyone can get involved no matter how big or small your garden may be. Check out [page 10](#) for entry details.

If you're in sheltered housing and fancy trying something new, take a look at the next page for some exciting activities you

could also get involved in. There's something for everyone.

There's a lot going on at the moment and the year ahead is looking busy. We're really looking forward to being able to reinstate all of our services once restrictions allow, and on [page 6](#) you can find out how we're planning to do this. Of course, this information is correct at the time this magazine goes to print, but as we all know, government guidelines can change quickly, so please keep an eye on our website for the latest information about our services.

Finally, if you are online, our website has lots of news stories posted regularly to keep you up to date on what's happening at Magna and what we're doing in the community. Visit [www.magna.org.uk](http://www.magna.org.uk) and click on the news section.

Enjoy spring and keep safe!



**Tanya Head**

Marketing Manager &  
Editor of Opendoor

## Get in touch

### General enquiries

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Industrial Estate, Poundbury Road  
Dorchester DT1 2PJ

### Online

[www.magna.org.uk](http://www.magna.org.uk)



## Can we email you?

We'd like to contact you by email rather than letters in the post. It means we can get information to you quicker and it's better for the environment. Email us with your name and home address to update your contact details:

[contactus@magna.org.uk](mailto:contactus@magna.org.uk)



# Do you live in sheltered housing?

## We've got lots of activities on offer for you!

We're delighted that many of our sheltered housing customers, who are unable to leave their homes due to Covid restrictions, are making new friends and enjoying our internet activity sessions.

## Learn to use Zoom

With lockdown restrictions over the last year, these sessions have been really important to help and teach people how to use Zoom so they can see family and friends online. There are basic and more advanced internet training sessions available to suit all levels.

## Online activities

We have a selection of online activities for you to join, such as arts and craft, the history of West Somerset towns and villages, and healthy diet groups.

New sessions starting soon are astronomy, ancestry, nature photography, singing, and the history of Dorset towns and villages.

All sessions are free to our sheltered customers who are on any type of benefit. Some are also available to those not on benefits.

## Fancy making a bug hotel?

We'll be showing you how to make a bug hotel via Zoom. All materials will be delivered to your front door (free of charge) in time for the online session so you can make your own along with others on Zoom. Numbers are limited so be sure to contact Lori on the details below as soon as possible if you're interested.

## Get pedalling!

Would you like a small pedal exerciser delivered to your door? It's a great opportunity to do some gentle exercise in your own home. If you're connected to the internet there are free videos to use for a virtual cycle ride through places like Vivary Park in Taunton or Glastonbury Tor!

The pedal exerciser is free to borrow and is no bigger than a footstool so takes up very little room when not in use.

If any of the above is of interest to you, please contact Lori Lee, Community Volunteer Co-ordinator, on 07790957298 or email [l.lee@magna.org.uk](mailto:l.lee@magna.org.uk)

# Together with Tenants

Customers are at the heart of all that we do – so we want to make sure that we are listening effectively, being accountable for what we do and acting on customer feedback.

As part of our commitment to this, we have adopted the National Housing Federation Together with Tenants Charter.

This is focused on strengthening the relationship between customers and housing association landlords. It embodies all the great work happening across social housing to create positive relationships with customers. But it also challenges us to go further – presenting an opportunity for us to take the lead in accountability and customer oversight.

The charter (shown opposite) sets out our promises to our customers about what to expect from us.

Before we adopted the charter, we asked a selection of 700 of our customers what was most important to them. They were given 30

points to award across the 6 charter commitments via an online consultation tool. The results shown in the table below is based on feedback received from 104 customers. This feedback is really important to us as it will be used to help shape our services and understand our customers' priorities.

Our adoption of the Together with Tenants Charter will link into our work to modernise and strengthen customer engagement and to help us ensure there is a strong customer voice influencing decisions, shaping services and challenging us to improve.

Part of this will be to create our own Customer Charter that will take elements of the Together with Tenants Charter, along with what is important to you as outlined below, to ensure we are more accountable.

We'll be working on several projects this year that link to the charter, which we'd really value your help and involvement in. If you have any questions, please contact Neil Bliss, Customer & Community Involvement Officer, on 01984 635134 or [engage@magna.org.uk](mailto:engage@magna.org.uk)

Charter commitment	Total average points allocated by our customers
<b>Quality:</b> <ul style="list-style-type: none"> <li>The maintenance of your home</li> <li>The quality of your home</li> </ul>	189
<b>When things go wrong:</b> <ul style="list-style-type: none"> <li>Advice and support to solve problems</li> </ul>	195
<b>Accountability:</b> <ul style="list-style-type: none"> <li>A clear link between customer feedback and organisational decision making</li> </ul>	167
<b>Voice and influence:</b> <ul style="list-style-type: none"> <li>Valuing your views and feeling listened to</li> </ul>	171
<b>Relationships:</b> <ul style="list-style-type: none"> <li>Taking into account your individual needs</li> </ul>	164
<b>Communication</b> <ul style="list-style-type: none"> <li>Our openness and transparency</li> </ul>	146

# Together with tenants charter

The Together with Tenants charter aims to strengthen the relationship between residents and housing association landlords.

Housing associations that adopt the charter commit to:



**Relationships** – Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.



**Communication** – Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.



**Voice and influence** – Views from residents will be sought and valued and this information will be used to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.



**Accountability** – Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.



**Quality** – Residents can expect their homes to be good quality, well maintained, safe and well managed.



**When things go wrong** – Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.

To find out more about Together with Tenants, visit [housing.org.uk/tenants](http://housing.org.uk/tenants)

**NATIONAL HOUSING FEDERATION**



# The road to recovery

The last year has been challenging for everyone. But, we're looking forward to restrictions being eased by the government over the coming months so we can get back to delivering all of our services to you.

To keep you and our colleagues safe, we had to make changes to how we carry out our services and also limit the services available.

Our teams have been visiting homes where absolutely necessary, safely and in-line with the government guidance at the time of the visit.

Here are some of the things we're doing to keep you and our colleagues safe, and how you can help us.

## Visiting your home

Guidance, based on our risk assessments, has been issued to all customer-facing colleagues

explaining how to safely visit and work in your home and communal areas.

We ask that you also follow some simple guidelines to make sure we all remain safe:

- Make sure the area we're working in is well ventilated and there's plenty of fresh air
- Please clear the area of personal belongings so we can easily carry out the repair without handling too many items
- Please let us know if you contract Covid-19 after your appointment has been made, or if you have symptoms, are self-isolating or quarantining
- Please give our teams space to work, maintaining at least a 2 meter distance and move to another room if possible.

## Protection

Our teams are issued with personal protective equipment (PPE) to ensure we meet all government guidelines and they will always

wash their hands or sanitise thoroughly before approaching your home.

If we know you are isolating or displaying symptoms and there is an emergency repair to carry out, our team will wear additional PPE for everyone's safety.

We're also now offering voluntary lateral flow tests for our front line colleagues who are in a customer-facing role and visiting customers' homes. We think this is a really helpful way forward and provides some added assurance for our colleagues and customers until the vaccine is available for everyone.

## Test & Trace

We co-operate with any request for information from NHS Test & Trace.

If a person tests positive for the virus, all recent contacts will be reported and relevant people informed.

## Reinstating our services

Over the coming months we'll be reinstating our services as government guidelines allow, and as we feel safe and ready to do so. Our priority at all times is your health and safety and that of our colleagues too.

We have a Covid-19 section on our website which tells you the latest status of each of our services and we keep that up to date at all times. [www.magna.org.uk/coronavirus-covid-19](http://www.magna.org.uk/coronavirus-covid-19)

We also share this information on our Facebook and Twitter pages. Please check regularly for the latest information. A further update will also be posted in the next edition of Opendoor.

We'd like to thank you for showing kindness and consideration to our teams as they do their very best to help you in these challenging times.

# Our customer scrutiny group continues to grow

You may remember in the last edition we asked for new people to join our customer scrutiny group.

The group's aim is to work with us to check and challenge our service delivery and performance, to help improve services using evidence based feedback from our customers.

We're really pleased to say that we now have three new members, bringing the group to a total of five at the moment. But we're still looking for more customers to join the group. If this is something you may be interested in, please contact Neil for a chat, or visit the community section of our website for more info.

The new members are currently going through an induction process to understand the scrutiny process, co-create their guidelines and have any relevant training.

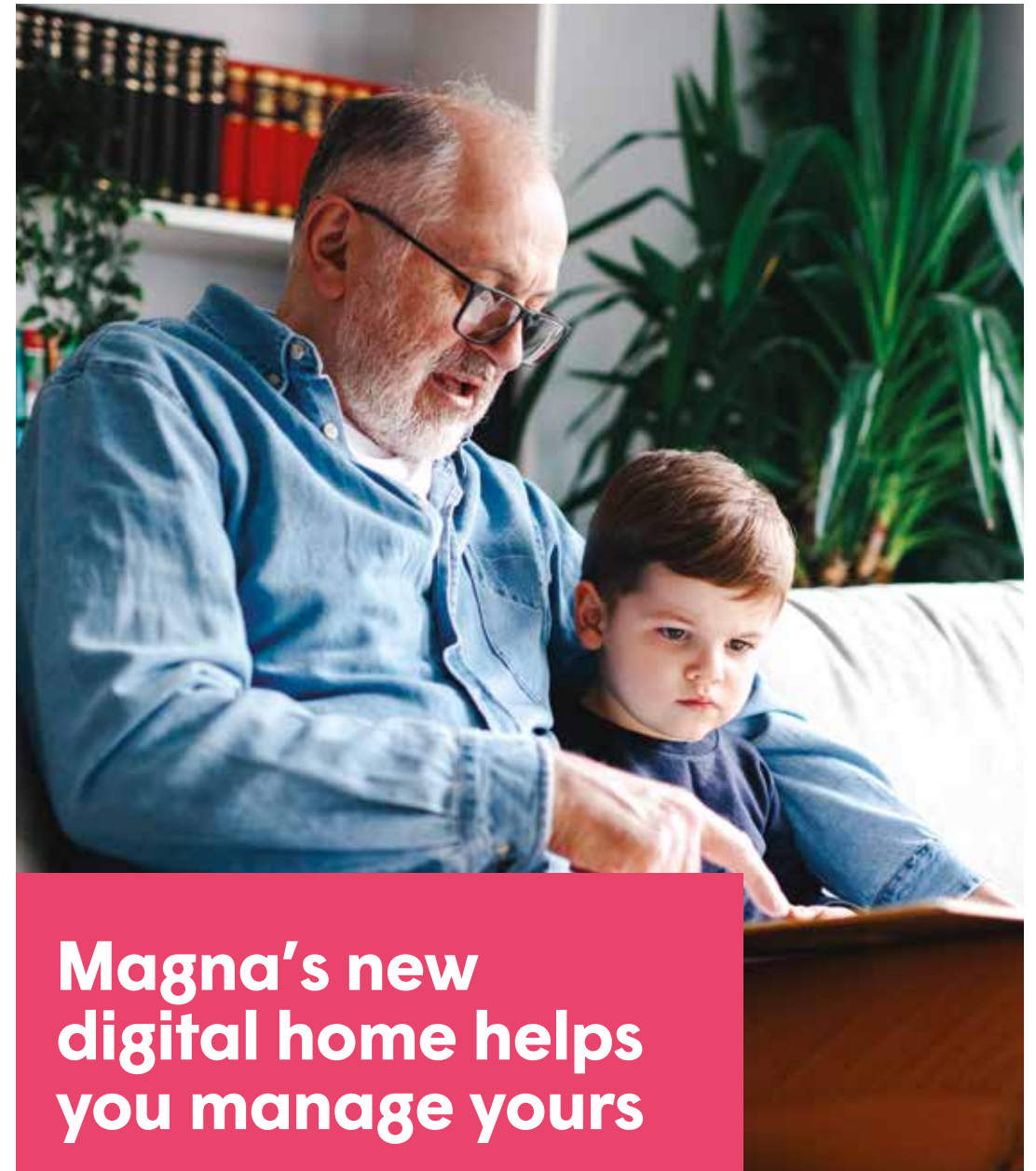
Claire Rennison, one of the new scrutiny members, said: 'Many folk may feel that Magna's commitment for customers 'to be at the heart of everything we do' is a well-worn phrase, however well intentioned. Instead of complaining, I'd rather work with fellow customers and Magna to find solutions to problems and effect lasting improvements. I'm looking forward to the challenges ahead.'

Pamela Hatton, another new member of the group, said: 'I am interested in how Magna reach their decisions, which subsequently affect how they deliver their housing services to customers, and whether changes are actually implemented in relation to the customers views and needs.'

The group are also starting to build links with our Board and meeting with them to ensure that the customer voice is heard throughout Magna.

Once the new members are settled in, we're hoping for the group to start reviewing their next topic in July and we'll provide feedback on all reviews as they are completed.

Is there a service area you think could be improved? If you'd like to suggest something for the scrutiny group to review, contact Neil Bliss, Customer & Community Involvement Officer, by emailing [engage@magna.org.uk](mailto:engage@magna.org.uk) or calling 01984 635134.



## Magna's new digital home helps you manage yours

At Magna, we know how precious your time is. So, we've been busy developing our website so you can access Magna customer services from anywhere at any time, making your life a little simpler.



Visit our website to find out more  
[magna.org.uk/digital-doorway](https://magna.org.uk/digital-doorway)





# Time to enter our annual garden competition

Due to the success of last year's garden competition and continuing Covid restrictions, we are running the competition virtually again this year.

There are prizes up for grabs, so even if it's not usually your thing, give it a go this summer! No matter how big or small your available space, there's a category to enter for everyone.

## Categories:

- Large garden
- Small garden
- Patios/containers/window/hanging baskets/indoor pots
- Wildlife garden
- Vegetable/and or fruit garden
- Children's creative gardening (this could be fairy gardens, miniature gardens etc.)
- Tallest sunflower

## How to enter:

Email [amanda.taylor@magna.org.uk](mailto:amanda.taylor@magna.org.uk) advising what category you would like to enter. Include your name, address and phone number in your email. Entries must be sent to us by 18 June 2021.

## Judging:

The judging will take place week commencing 5 July 2021. Amanda will contact you in advance to arrange a suitable time for a video call.

Winners will be announced on our social media pages and website week commencing 2 August 2021.

Prize vouchers and certificates will be posted out to all the winners.

## Prizes:

Everyone who enters will receive a £5 gardening voucher for taking part. There will be one winner in each category. They will each receive gardening vouchers and a certificate:

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

For our standard competition terms and conditions, visit: [www.magna.org.uk/about-us/help-advice-info/prize-draw-rules/](http://www.magna.org.uk/about-us/help-advice-info/prize-draw-rules/)

# Gardening tips from our grounds maintenance team

We regularly post gardening tips on our social media pages which are written by our grounds maintenance team. They provide great practical tips and suggestions of what you could be doing in your gardens and what our grounds maintenance team are up to.

Here's a round up of some of the recent posts. If you're not following us on Facebook or Twitter come and join us:



@MagnaHousing



/MagnaHousing



## House plants

Did you know that a house plant can help to reduce stress and improve productivity? With a lot more of us working from home, now may be the time to get one!

You can find a house plant that will suit almost any environment and they come in all shapes and sizes. When choosing your plant, have a think about the location you are planning to put it in as plants have different requirements - some need to be in full sun or shade, some like the cold and others need warmth.

Once in its location, apart from regular watering and feeding, most house plants require little attention.

Overwatering can be a big problem for your plants health. It's best to let the surface of the compost dry out a little bit before watering it and try to use room temperature water. Don't let the plant sit in water, as this can cause the roots to rot, killing your plant.

It's best to only feed your house plants when they are actively growing, normally March to September.

In the winter months, move your house plant to a room which isn't overheated and avoiding putting them near radiators.

## Potatoes

Have you ever fancied growing your own veg but don't have the garden to dig up? Why not try container planting? A wide variety of veg can be grown in containers, anything from tomatoes, salads crops and even potatoes!

Potatoes are easy to harvest when they are grown in containers and you can enjoy the taste of home grown without the backbreaking part of digging the garden.

To start with, you need to get your potatoes chitting (sprouting). This can be done by placing the potato in an old egg box, then put that on a cool, light, window sill to encourage it to shoot.

All potatoes do best grown in a light, warm and sunny spot.

Once the potato has sprouted, place it into a large container, on 10cm (4") of compost, then cover with an additional 10cm (4") layer.

As the potato grows, gently cover the shoots with more compost until the level is just below the top of your container. It's important to remember to keep the compost moist but not saturated.

Harvesting will vary depending on variety. To find this out, you will need to read the information on the seed potato packaging.



## Feeding your garden

Now is a good time to empty out your compost bin, as any wildlife that may have been hibernating over the winter should have emerged by now. But you will still need to be careful and check your bin before emptying. Look out for hedgehogs or frogs, that may have taken shelter inside.

Once you have checked your compost bin for any wildlife, you will need to weed the area that you wish to apply your home made compost to. This can be anything from your borders, to top dressing your pots or your veg garden. By adding your compost to wherever you have chosen, it helps to put back in valuable nutrients to the soil and also act as a mulch, helping to retain moisture and suppress weed growth.

# Mystery Shopping

Have you heard of mystery shopping?

A mystery shopper is a person posing as a real customer, assessing customer service levels provided by a company. The mystery shopper provides feedback on their experience.

Here at Magna, instead of using an external company to provide a mystery shopping service, we use our own customers to do this. This helps us to see how our service is being delivered from a customer's point of view.

We currently have a team of 40 volunteer mystery shoppers. They help us test our services, to make sure we are meeting your expectations. The tests are carried out by various methods, which include:

- Making phone calls
- Sending emails
- Commenting on policies and service standards
- Checking empty homes before re-letting.

The feedback our mystery shoppers provide is really important to us, so, they are rewarded with shopping vouchers when they give us feedback and complete a task, to thank them for their time and commitment.

**Would you like to join our mystery shopping team? If so, contact Neil Bliss, Customer & Community Involvement Officer, by emailing [engage@magna.org.uk](mailto:engage@magna.org.uk) or calling 01984 635134.**



## Preventing unwanted pests at home

Now that we are coming into spring and summer, it's likely that you will start to see more wildlife around your home and garden. This may be birds or wasps trying to build a new nest, but it could be even more unwelcomed visitors such as rodents.

There are a few simple steps which you can follow to help reduce attracting pests:

- It's best to avoid feeding the birds as it can also attract rodents. If you really want to, feed the birds with natural feed rather than bread and minimise the amount you put out so it is eaten quickly. It's also a good idea to do it away from your house, such as at the end of the garden.
- Ensure that rubbish is stored in sealed bins outside, especially in communal bin

stores. Please make sure you check all bins for space when depositing your rubbish and the right waste goes in the right bin.

- Keeping your compost piles tidy can help to prevent rodents nesting in them.
- Keep your garden tidy and don't allow the garden to overgrow as this too provides good hiding places for pests. If you live in a flat and notice an overgrown communal area, please let us know.

It's important to know that birds are protected, so if you have a bird nesting please do not disturb them. They are likely to be more territorial so will attack if you do get close. As your landlord we are not responsible for preventing birds from nesting, unless they pose an immediate health and safety risk.

If you do find that you have pests in your home or garden, then it's your responsibility to arrange for pest control to remove these. However, if you notice any entrance holes into your home please report these to us as we can block them up to stop them from getting in again. The pests should always be removed before the holes are blocked up.

When contacting pest control we would always advise that you get a few quotes. Pest control should not be expensive, so look around for the right quote for you. Most pest control companies will arrange for multiple visits, so it's worth checking if the quote is per visit.





# Your rent and how we set it

The rent we charge you covers the use and occupation of your home. The rent we collect is used to cover things like the cost of managing and repairing your home and major repairs or improvements that we carry out.

In February, we wrote to tell you about the rent increase that will take effect on 12 April 2021 .

Most rents will increase by 1.5%. For example, if you currently pay £100 a week rent, you'll pay an additional £1.50 a week.

Magna's Board have thought long and hard about this decision, which is in line with the Government's national rent setting policy for housing associations. The Board will continue to keep affordability of rents under review.

We appreciate that this rent increase comes at a time when many families are experiencing financial hardship and we have tried to balance this with the priorities of investing in existing homes and building new affordable homes. The additional rental income will allow us to continue to invest in safety, modernising and improving existing homes and to increase the number of new affordable homes built at social rent levels.

Every year, we compare Magna's average rents with those of other social landlords who operate in the same areas. Overall, Magna's rents compare very well with those of other housing associations.

We have published tables on our website: [www.magna.org.uk/your-home/rent/how-our-rents-compare](http://www.magna.org.uk/your-home/rent/how-our-rents-compare)

To ensure we compare like with like, we have stated the other landlords' rents in the same way and we have excluded service charges. The average weekly rent is based on Magna's actual rents in 2019/20 but, because it's the average and excludes service charges, it probably won't be exactly the same as the actual total weekly amount you pay.

All the rents show the average weekly rent over 52 weeks whereas, in reality, most of our rents are worked out over 48 weeks. This is because your rent is payable weekly in advance every Monday but some tenancy agreements state that there are four Mondays each year when we don't collect rent.

If you have any questions about how your rent is calculated, or have concerns about paying your rent, please contact us on 0800 3586025 or email [contactus@magna.org.uk](mailto:contactus@magna.org.uk).

# Ever considered shared ownership?

Everybody knows buying a home can be expensive and you may think it's out of your reach. But how about buying a home through shared ownership? You simply buy a bit and rent a bit.

Shared ownership doesn't involve living with random strangers in a house share. It means buying a percentage of the home and paying rent on the rest. Buying a percentage means a smaller deposit and smaller mortgage. It's a quicker route to owning your own property and provides a different option for you to consider.

We're working hard to promote our shared ownership scheme and the benefits for those who want to get onto the property ladder.

## So how do you qualify?

- Your household income needs to be under £80,000
- You can't own another property
- You will need to demonstrate that you have a good credit history and can afford regular payments and costs involved in buying a home.
- You should have savings or be able to put down at least 5-10% deposit of the share of the property you are buying

## Want to know more?

Email our shared ownership sales team [sales@magna.org.uk](mailto:sales@magna.org.uk) or visit the shared ownership section of our website for more info:  
[www.magnahousing.co.uk](http://www.magnahousing.co.uk)



Buy a bit,  
rent a bit  
and make  
it a home!



#sharedownership

Shared ownership doesn't mean living with random strangers in a house share. It simply means buying a percentage of the home and paying rent on the rest.

It's your home.



## Save money on your energy bills

Did you know we have a money matters team? They can give you information, advice and help with claiming benefits, reducing household costs, opening bank accounts and much more.

Here are some great tips they've put together to help you save money on your energy bills.

### Get the best deal

Changing supplier, or at least comparing what they are all offering, is a great place to start with saving on your energy bills. We can help you to source the best supplier and tariff for your needs, potentially saving you over £100 a year.

### Smart meters

All energy suppliers are gradually rolling out smart meters to everyone in the UK. They're a great way to monitor your daily energy usage and to help you make cost-saving changes to your lifestyle.

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### Warm Home Discount

Most energy companies have signed up to the warm home discount scheme that can reduce your annual electricity bill by £140. If you get guaranteed pension credit you will be automatically eligible; however, if you have poor health, on a low income or receive certain other benefits, then you may be entitled as well. If you're unsure whether this could apply to you, get in touch with the money matters team for advice.

### Direct Debit

Do you pay your energy bills by Direct Debit? Energy bills are often discounted if you choose to pay by direct debit. Opting for paperless billing and online account management can also bring the bill down further. It's worth looking into.

### Get in touch for more advice

You can contact our money matters team through our customer contact centre on 0800 3586025 or email [contactus@magna.org.uk](mailto:contactus@magna.org.uk).

More info about the team is on our website: [www.magna.org.uk/money-matters/money-benefits/money-matters-service](http://www.magna.org.uk/money-matters/money-benefits/money-matters-service)

## Leaving your home empty for a few weeks?

Due to lockdowns and government restrictions, we've all been confined to our homes for most of the last year. With these restrictions easing in the coming months and summer on its way, you may be thinking of getting away.

But, did you know it's part of your tenancy agreement to let us know if you're leaving your home empty for more than four weeks?

Our mystery shoppers recently reviewed our abandonment policy, which highlighted the need to let us know if you're leaving your home empty.

Abandonment means that you no longer live in your home as your main home. This is a breach of your tenancy.

It's important that we know the difference between customers who have a good reason to be away from their home for more than four weeks and those who don't. For

example, if you move somewhere else without telling us, this is abandonment. However, a good reason to be away from home could be if you take an extended holiday, need to be in hospital or are going to care for someone for a period of time.

We make lots of checks before taking any action, but it helps if you us know you're going to be away.

Let the customer contact centre know on 0800 3586025 or email [contactus@magna.org.uk](mailto:contactus@magna.org.uk)



# Apprenticeships at Magna

We've been employing apprentices for some time here at Magna. It's a great way to bring new skills and talent into #TeamMagna and because we want to help people get onto the employment ladder and reach their full potential.

We currently have apprentices working in a number of our departments, studying for qualifications in subjects such as business administration, plumbing, carpentry, electrical, property maintenance, painting and decorating and horticulture.

In the summer of 2020 we went ahead with a planned apprentice recruitment campaign despite the changes to ways of working brought about by the Covid-19 pandemic. While many organisations decided to put this type of recruitment on hold, we successfully filled all of our positions and have seen these apprentices make a real impact in their departments already.

These apprentices joined us at a really exciting time: with a new strategy being launched, a new housing system transforming every aspect of our customer experience and a people strategy to ensure that we are the place where talented and ambitious people enjoy rewarding and fulfilling careers in an inspirational environment.

There's a lot going on and a lot to get involved in to make a real difference to our customers so we plan to continue using apprenticeships as an excellent way to develop our workforce for the future.

## Henry and Gavin's advice

Henry Powell, age 19, has been working with our grounds maintenance team for two years as an apprentice. He said: "I chose an apprenticeship because I learn better practically, and the job is hands-on."

On completion of his apprenticeship, Henry has been offered a full-time position.

Gavin Barker, Grounds Maintenance Foreman, has been working with apprentices for over 11 years.

"Ask loads of questions, keep on top of coursework and seize every opportunity to expand your knowledge and career," said Gavin when asked what advice he would give to new apprentices.

"Use the time when you're not working to search for information and better your skill set."



## Danielle's apprenticeship journey

Danielle, 21 years old, recently completed her Level 3 Apprenticeship in Business Administration.

"When I first joined Magna in August 2019 I was employed as an Apprentice Development & Wellbeing Administrator but I made the move to HR Services Administrator in July.

"I chose to do an apprenticeship in business admin as there's a wide variety of things you get to learn about, from finance and budgeting to legislation and customer services. I didn't know when I first took this role if HR was going to be something I wanted to pursue as a career in the long term, so having a qualification that had such a variety of information felt like the right decision in case I decided HR wasn't for me. This is a qualification that no matter what role I am doing in 10 years-time I can take something away from it.

"It's taken me 15 months to complete the apprenticeship and it hasn't always been easy! To start with I needed to complete modules on different sections. There were three stages to each module and my managers have been involved every step of the way to ensure I can learn as much about HR as possible. Once my modules were completed, I had to spend a lot of time creating a portfolio of all the work I had done

in the past year. 20 pages later it was ready to be submitted. After this was submitted I started to go through my End Point Assessment which consisted of sitting an exam as well as taking part in an online interview where I was required to do a presentation on a project I'd been working on.

"For me the best bit of the course was completing my portfolio. Although it was probably the most challenging part for me, it gave me the chance to see how far I had come from day one. I wouldn't have been able to complete my apprenticeship without the help of my team in HR as well as Magna as a whole. Everyone supported me and whenever I needed help they were always there.

"If I could give any advice to someone my age or younger it would be do what you want to do! I have a vivid memory of one of my high school teachers telling me I would fail if I decided to do an apprenticeship instead of going to university. With a level 2 & 3 apprenticeship under my belt, I can confidently say I haven't failed nor am I ever going to."

If you'd like to work at Magna or apply for an apprenticeship, all our vacancies are advertised on our website: [www.magna.org.uk/about-us/careers](http://www.magna.org.uk/about-us/careers)

# Contact us

We've listened to your feedback and made it easier to contact us. So there's now just one phone number and email address for your customer queries:

**0800 3586025**

**contactus@magna.org.uk**

Our phone line is open Monday to Thursday, 8:30am to 5pm and 8:30am to 4:30pm on Friday.

We also have lots of useful information on our website:

**www.magna.org.uk**

## Get #social!

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

