



Opendoor

The magazine for magna housing customers

Keeping you safe and secure in your home

A special edition of Opendoor, focusing on safety

Our new three-year strategy

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Have you seen our new vans?

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Welcome

We've recently launched our new three-year brilliant basics strategy and to support this, we're focusing this edition of Opendoor on one of our core objectives: keeping everyone safe and secure.

On page 6 we explain our new strategy and what it means for you. We've also made some pledges to support National Social Housing Safety and Compliance week (21-25 June), which are listed on page 10.

On pages 8-17 we go into detail about what we're doing to improve safety and how you can help us to keep everyone safe. We've got information on fire safety, testing your smoke detector, what to do if there's a power cut, and we explain the importance of electrical testing and gas safety.

We'd like to involve you in shaping our safety services, so check out page 9 for information on how you can join our new customer safety group.

Talking of groups, we're still recruiting for our customer scrutiny group. See page 23 for details. We also want to know how you want to get involved with us in the future, which you can see on page 3.

We've recently launched a new community development fund to support community projects in the areas where we have homes. If you have something you think could be improved in the area you live in, or know of a community project that needs funding, let us know. See page 18 for more details and how to apply.

Finally, I'd like to say thank you to everyone who entered our garden competition. Our panel of judges are looking forward to seeing them all virtually at the beginning of July. We'll be announcing the winners on our Facebook page in August and in the autumn edition of Opendoor. Good luck!



Tanya Head

Marketing Manager & Editor of Opendoor

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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



How do you get involved to have your voice heard?

Our new three-year strategy has customers at the heart, and in particular how we can use the views of our customers to improve our services. As part of this, we want to know what the best ways are for you to get involved with us, in what way suits you and how you can best give us your views so you feel you are listened to.

We believe involvement should lead to:

- Improved services
- A stronger customer voice
- Better neighbourhoods
- Accountability
- A higher level of trust
- Increased satisfaction
- Measurable change for the better.

Take a look on our website for the current ways to get involved with us:

magna.org.uk/community/get-involved-at-magna

We're keen to know how you want to do this. If you have any new suggestions, contact Neil Bliss, Customer & Community Involvement Officer, by emailing engage@magna.org.uk or calling 01984 635134.

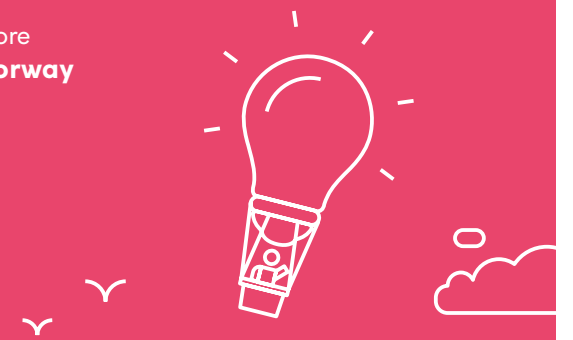




Magna's new digital home helps you manage yours

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





Introducing our new three-year strategy

I am delighted to share with you an important milestone for Magna.

Over the last 18 months people across Magna have been working hard to reshape our business to deliver our services in the way you, our customers, have told us you want. This work has culminated in a new three-year strategy, and I am pleased to be able to share this with you.

We've called it our brilliant basics strategy, and it marks the first three years of our journey to achieving our vision of creating great homes together. It focuses on delivering the basics, brilliantly, to make sure that we provide a great experience for customers and colleagues, that we are a great organisation to partner with, and that

we are meeting, if not exceeding, both our regulatory obligations and the service standards you rightly expect from us.

In developing this strategy we have talked to our customers, our partners and our colleagues. We wanted to make sure that it reflects our collective ambitions and creates a clear future direction for us to develop, together. It is fully supported and endorsed by our Board, who have worked closely with the executive and leadership teams to develop and create a strong framework of trust and ambition to make sure we deliver this.

You are at the heart of this strategy, as with all our work. This is reflected in our values, our strategic priorities, and the objectives

and outcomes we have set ourselves. We know that we're here to serve and support you and that we need a strong team with the right skills and competencies to deliver this. We are delighted that our strategy reflects the feedback we have had from many customers and you will see that we are looking at strengthening your voice so you are able to shape and influence the services we provide.

We have already started to transform our organisation to make sure we are ready to deliver this strategy, with new Board members and directors who will make sure that we are on track, have the right skills and knowledge, and keep customers at the heart of everything we do. You can read more about this here on our website: <https://strategy.magna.org.uk/>

I'm proud of this new strategy, and I know it is a very ambitious plan but I also know it is absolutely deliverable through the commitment and hard work of our teams. I look forward to keeping you updated on our progress as we move into a new phase of evolution for Magna.

Selina White
Chief Executive



Focusing on safety

With the launch of our new three-year strategy, we wanted to take some time to share with you some of the priorities and areas where we're looking to develop.

Safety is one of the key themes of our strategy, particularly the safety of our customers. We asked David Greenhalgh, our Director of Asset Management, to tell us why this is a priority and what will be different.

Well I can't think of anything more important for any of us than the safety of our families and loved ones. That's why I am so pleased that safety features so prominently in our strategy – as one of our key objectives and also as a value for Magna – the value is "always safe". We know there is a focus on safety nationally and quite rightly, and we know that we have a huge role to play in making sure your homes are safe and in communicating with you about safety issues.

We've started as we mean to go on with extra money allocated to fire safety. We've recruited a new building safety manager, Stephanie Lloyd-Foxe, who has responsibility for all our blocks of flats and we'll be making sure that all our buildings are as safe as we can make them with increased inspections and fire risk assessments, repairs and new safety equipment, such as fire doors and alarm systems.

We know that you, our customers, are key to this work and we'll be working with you to develop our new safety standards and to keep up to date with what is important and of concern. We want to develop a really open dialogue with you so we can work together to keep our homes safe.

We also want to make sure that you know how you can keep your homes and communal areas safe. We'll be producing information and updates to help with this, and make sure it's easy to use and makes sense!

We're making sure that our workforce has safety at the heart of all they do and we're increasing their expertise and skills so whatever they do, wherever they are, they can make sure that our homes, and therefore our customers, are safe.

This is the beginning of our work to deliver our strategy, and to make sure that we have safety at the heart. I'm really looking forward to working with you to make sure that we are always safe.

David Greenhalgh
Director of Asset
Management



Meet our new Building Safety Manager

I am really excited to have been appointed to the important new role of Building Safety Manager. I will be responsible for a newly created building safety team, all of us working to ensure that you are safe in your home.

The law is changing with the new fire safety and building safety bills and I'll be ensuring we meet the new requirements of this legislation and introduce best practice in respect of safety.

I have worked for Magna for 19 years, in various roles in our maintenance and asset management teams. I've always been passionate about customer safety - for me there is no greater satisfaction than knowing that I'm contributing to keeping people safe in their homes.

One of my key aims is to ensure that a culture of trust, co-operation and information sharing is forged with customers so that we can work together to increase performance and visibility in this vital area.

We'll be setting up a customer safety group, and would love to hear from anyone that would be interested in being part of this group that will be able to influence the way we shape our safety services.

It's a really exciting time at Magna, with the new three-year strategy, we've got lots to focus on and I can't wait to get stuck in to the new role and work with you all to improve building safety.

Stephanie
Lloyd-Foxe
Building Safety
Manager



New customer group for building safety

We want your help to set up a new customer group focusing on building safety. We'd love to hear from anyone that is interested in this topic. You'll work with us to ensure the group is inclusive and captures a wide range of customer views.

If you'd like to influence how we do things to keep you and your home safe, please email engage@magna.org.uk or call 01984 635134.

Our pledges to keep you safe in your home

Your safety is really important to us - so much so that it's one of our core objectives over the next three years. To support this, we've also joined the National Social Housing Safety and Compliance campaign, publicly making the following pledges:

The safety of our customers and colleagues is our top priority at Magna.

"Always safe" is one of our key values. We'll be customer focused in our approach and work together to keep everyone safe.

We all take ownership and responsibility when it comes to safety.

Our information and advice about safety will be easy to understand and accessible for everyone.

There are lots of ways we keep you safe in your home, many of these measures we are required to carry out by law, while others are best practice. On the following pages, we share some of the ways we are keeping you safe, and how you can help us to do this.



Fire safety

Fire is one of the biggest risks to you in your home. To reduce the likelihood of this happening we:

- Service your boiler once a year
- Test the electrical installation in your home - sockets, wiring and the fuseboard (read more about this on page 14)
- Install smoke detectors in your home (find out how to test your smoke detector on the next page).

If you live in a block of flats, we also:

- Carry out regular fire risk assessments
- Test fire alarm systems on a weekly basis
- Carry out monthly health and safety checks.

There are specific laws that apply to fire safety in blocks of flats, which are in place to keep you safe, including ensuring that the entrance door to your flat is a fire door. It's really

important that you report any damage or repairs that are needed as soon as possible, and that you don't alter the door by:

- Removing door closers
- Installing letter boxes, cat flaps or spy holes.

These alterations can affect the integrity of the door, which would mean it wouldn't be effective at preventing the spread of fire through the building.

It's also really important that communal areas, hallways, corridors and landings are kept clear. This is to prevent fires starting in the first place, and to ensure you can get out safely in the event of a fire.

You can find out more about fire safety online at: magna.org.uk/your-home/your-safety/fire-safety



Testing your smoke detectors

Smoke detectors save lives, but only when they are working properly. If you look after your smoke detector, it will look after you.

The key thing about a great home is that it is safe. Keeping you safe in your home is a top priority for us. Follow the handy guidance below to keep your smoke detector in top condition.

- Turn off the mains power to the detector (if it is on mains power) and the green light should go out. If it is not mains powered, take the battery out but remember to put it back in again.

- With the thin nozzle attachment, vacuum around the vents
- Clean the cover using a damp cloth and dry with a lint free cloth
- Turn the mains power back on and the green light should be on

You should test your smoke detector every week. If it isn't working, change the battery if you can. If it's still not working or you're unable to change the battery, please contact us.

What to do if you have a power cut at home

When you have a power cut the first thing to do is to check if the power cut is just in your home, or if it affects your neighbours too.

To check if this affects just you or others in your area, you can check the following:

- If you live in a flat, you can check if the communal area lights work.
- If you live in a house, you could check if the street lights are working or check with your neighbours to see if they have power.

If you experience a power cut that affects you and your neighbours, please check with your supplier for any faults in the area and how long you might be without power.

If the power cut is just in your home, please check the following:

- If you're on a prepayment meter for your supply, check your meter to see if you have run out of credit. If you have run out, you should be able to add emergency credit to your meter, until you are able to go to the shop to top this up.
- If you're not on a prepayment meter, check to see if any of your trip switches have gone.
- Check with your supplier if there are any issues in your local area.

If you have checked all of the above and you still don't have power, please contact us and we will arrange for an electrician to come out to you within 24 hours.

Checking ID badges

Knowing who is entering your home, and why, is important for keeping you, your family and your home safe and secure.

Our colleagues and contractors will always carry ID badges, usually on lanyards around their neck. You are welcome to ask to see their badge and make sure they look like the photo on it. If you are ever in any doubt about whether the person at your door is really working for us, please call us on 0800 358 6025 to check.

Electrical testing



We come to your home to carry out electrical testing to make sure that the electrics in your home are safe. This is part of the important work we do to keep you safe in your home. It's so important that we are required by law to do it.

We will let you know in advance when your electrical testing appointment is, and we'll also send you a text reminder before we visit. It's really important that you are at home to let us in to do this.

While doing the testing, we may spot things that need fixing like a socket or light fitting. If we spot anything that could be dangerous, we will fix it straight away. If we spot something that needs fixing but is not dangerous, we will try and fix that while we do the test. If we run out of time we will arrange another appointment to come back.

Electricity: The dos and don't's

Don't:

- Do it yourself! DIY wiring can lead to electrical parts overheating, which can cause electric shocks, fires and death.
- Overload sockets. Plugging too many devices into one socket and using multiple extension leads can lead to overheating and cause fires.

Do:

- Allow electrical testing to take place. Regular checks are the best way to make sure electrical installations are safe and to spot potential problems before they become a danger.
- Buy reputable electrical goods. Cheaper, unofficial electrical products, such as phone chargers, may not meet safety regulations and could cause a fire.



Gas servicing

We carry out a gas safety check every year in all homes that have a gas appliance or gas meter.

We will let you know in advance when your gas servicing appointment is, and we'll also send you a text reminder before we visit. It's really important that you are at home to let us in to do this.

If your home has a gas heating or hot water appliance it needs to be checked and serviced every year. This is a legal requirement for us, as your landlord, and we must be allowed access to complete this vital work.

For more information about gas servicing visit: magna.org.uk/your-home/your-safety/gas-safety

If you smell gas, please follow these simple steps:

- Turn off the gas supply – the on/off lever can be found by the gas meter.
- Open all windows and doors
- Don't turn on or off any lights or sockets, strike matches or light cigarettes.
- Contact the National Gas Emergency Service immediately to report a gas leak on FREEPHONE 0800 111 999.

National Grid engineers will always 'make safe' when called to a suspected gas leak. This will generally be by switching off the gas supply. Once the engineer has made sure you are safe, contact us on 0800 358 6025 and we'll help you get your gas supply switched back on. If the gas leak was from your gas meter, you will need to contact your gas supplier. If the gas leak was from the gas appliance we will send one of our team to fix the problem.

Getting along with your neighbours

As we enjoy the summer months and better weather, it's really important that we think about our impact on our neighbours and be considerate to their needs.

There are lots of things which can upset your neighbours and we all want to make sure that we avoid this as much as possible. Examples of this include:

- Children playing
- One off parties
- People being rude, or giving you a 'funny' look
- Cats and dogs roaming or fouling
- Disputes on social media such as Facebook
- Normal household noise eg. Vacuuming, occasional door slamming
- Inconsiderate parking.

We have limited power to deal with these issues and sometimes they can become a real problem if not addressed. We can help to mediate with neighbours if there are issues but there are a few things that you can do to try and prevent these disputes from escalating:

- Talk to your neighbour. Discuss how their behaviour made you feel. They might not



be aware that their actions have upset you.

- If your neighbour speaks to you about what you're doing, take into account their circumstances and if you were in their shoes, how you would feel.
- If you're going to have a party, BBQ or other social events then let your neighbour know beforehand. You could even invite them!
- If you're having a BBQ, think about where the smoke will go - will this go over their washing or into their house?

- Think about where your guests are parking. Are you taking spaces away from your neighbours so they are unable to park? Could your guests park somewhere different or could you speak to your neighbours and see if a space may be free?
- Try to keep noise to a minimum, especially in the evenings.
- If children are making noise, then be mindful that kids will just be having fun and they don't mean any harm. Why not have a friendly chat with them to ask them to keep the noise down?

- If your neighbour is continuously making noise and you have spoken to them already, we would suggest making a log of when and where the noise happens and use an app like the noise app, to record and log the incident. Once you have gathered this data over a couple of weeks, contact us and our community safety team can try to help mediate the situation.

For more information, or to report anti-social behaviour, visit: magna.org.uk/your-home/anti-social-behaviour

Do you have a community project that needs funding?

We want to work with people in our communities to create great places where people choose to live. And we know that sometimes local groups or communities need a little extra support to help really make a difference.

We've launched a new community development fund that people in our communities can bid for. This fund is designed to help communities develop and to help projects and programs that align with what we stand for.

Specifically, we're able to support local not-for-profit organisations, charities, groups, schools or communities with activities and programmes that have the potential to benefit our customers and/or the communities in

areas where we have homes. We'll also need to make sure that any activity aligns with our priorities and our approach, and we'll want to tell other people about it so we can help to promote the impact of the funding.

We've put together some guidance on our website, with an application form, so why not take a look and see if we can make a difference to your community, together.

magna.org.uk/community/community-services/community-development-fund





Give us a wave if you see us out and about!

We're excited to see our new vans out on the road, with our colleagues in their smart uniforms! Have you seen them yet?

We've been changing how we look over the last 18 months, with the introduction of new colours and an updated logo – you'll have seen this being used already within Opendoor, our website and social media channels.

Our vans and the colleagues that drive them are the most visible part of Magna because you see them out and about every day - they really represent Magna - but we had different van and uniform styles and colours across the area which started to get confusing. So, we'll be rolling out these new designs over time, as we replace and repair any vans we have, so you'll see a mixture of old and new on the roads for a while.

The new vans are blue, and so are the uniforms to match. We think they look rather smart!

If you see our colleagues out and about, why not give them a wave?



Changing how we communicate

We're starting to use email and text messages as a way to communicate with you. It's one of the ways we're working to improve our services and offer a great customer experience.

In particular, when you book a repair or have a gas or electrical testing appointment, you'll receive a text message to confirm the appointment and also to remind you nearer the time that it's coming up soon.

But to send these, we need to have your up to date contact details. So, when you call us, we'll check these with you.

You could always drop us an email to let us have your preferred email address and mobile phone number so we can update your details: contactus@magna.org.uk



Our new board members

We've welcomed a number of new members to our board and committees recently. We now have 12 board members and 3 independent committee members.

Our Board is responsible for the proper conduct of our business in accordance with our rules. The overall purpose of the Board is to set our vision and strategy and to direct, control and scrutinise the business.

Board members come from a range of backgrounds and all bring expertise to the Board, both from within and outside the housing sector.

They are all committed to social housing and ensuring that we deliver our ambitions for our customers. They meet on a regular basis, both in full board meetings, or in a range of committees, to make sure that we are delivering what we say we will, and that we are managing our finances and our resources well.



Jonathan Cowie
Independent member of the risk and audit committee. Currently Chief Operating Officer at Vivid Housing.



Rachel Crownshaw
Board member. Currently Managing Director (South) at GreenSquareAccord.



Nigel Perryman
Board member. Non-executive director with Riverside Housing Group, Worthing Homes and Rosebery Housing Association.



Peter Nourse
Board member. Currently the Director of Assets at Clarion Housing Group.



Jesse Meek
Board member. Currently the Director of Asset and Building Safety at One Housing

You can find out more about our board members on our website: magna.org.uk/about-us/people/our-board

Come and join our customer scrutiny group!

There's still an opportunity to join this group and make a real difference to improve services for other customers.

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.

You'll be working as part of a team made up of customers and people from Magna, to bring your unique perspective to our work.

We'd like a broad range of customers of all ages to make up the group, so, no matter what type of home you're in, where you live, or what your background is, we'd like to hear from you. And you can do all this from your home.

Could this be you?

As part of this voluntary role you'll be:

- Taking a detailed look at how we can improve our services
- Working with us to collect evidence about how our services work and talking with other customers about their experiences with our services
- Using what you learn to recommend changes that will improve our services in the future to give a better customer experience.

What skills do I need?

You don't need any previous experience but, to begin with the group will be working online so you will need some IT knowledge and your own laptop or tablet.

All we ask is that you commit some of your valuable time to the group and take part in any relevant training to help you help us to be a better housing association.

If this sounds like the role for you and you'd like to know more, two of our group members are keen to speak with you about why they are involved, what the group has done, and what you can expect!

So what's in it for you?

This is a great opportunity to make our services better for all our customers, using your existing skills and knowledge. You'll learn some new skills and be a key part of helping us to move forward and, if you're looking for employment, it's a chance to add great experience to your CV.

Contact Neil Bliss, Customer & Community Involvement Officer, email engage@magna.org.uk or call 01984 635134

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:

magna.org.uk

Get #social!

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

