



Repairs and Maintenance Guide

Our guide to your repairs service



This guide provides useful information on

- How to report a repair
- What **we** are responsible for
- What **you** are responsible for
- How we prioritise a repair request
- The repair process
- Other types of work that may be carried out
- Service standards
- Code of Conduct
- Contents Insurance
- Complaints, comments and compliments

Remember, if you are unsure, we are on hand 24 hours a day to offer advice, help and support. You can reach us on **0808 100 9596**.



How to report a repair

- For non-emergency repairs, you can report them through our customer portal, **MyMagenta**, and book a repair appointment.

Visit www.magentaliving.org.uk/mymagenta-info to register or scan the **QR code**.

- For emergency repairs call us on **0808 100 9596**, 24 hours a day, seven days a week.

Before you request a repair, please look at the types of repairs that are your responsibility.



What we are responsible for

As your landlord, we have a legal duty to carry out certain repairs when these are needed. As the law changes, the responsibility for specific repairs may also change. This means that there may be times when we have carried out certain repairs in the past, but because of changes in the law, a specific repair may become your responsibility, or vice versa.

We expect that as time passes, normal wear and tear will occur to your home. However, should your home need a repair because of either neglect or damage either by you, your friends or family, we will expect you to carry out any necessary repairs. If a repair is needed because of your neglect or damage, we may give you notice to make good, and in some cases we may carry out the repair on your behalf and then charge you for the cost.

Responsive repairs

A responsive repair is the repair or replacement to parts of your home generally due to wear and tear; to ensure your health and safety or to protect the building where there is an immediate risk of damage. Responsive repair work can usually be completed in one visit.

Please note: Following any criminal damage to the property Magenta Living will require a crime reference number in order to arrange a responsive repair. Without this the repair may be chargeable.

How quickly we carry out a repair depends on all of the following:

- What the fault is
- The amount of inconvenience it is causing you and others in your home
- Your general health and safety
- The risk of further damage to the property being caused

Sometimes, we may change the priority of a repair depending on personal circumstance, for example, if there is a risk to your health or safety, or if you will be affected by not having the repair done sooner.



Responsive repairs by priority and response

Priority	Response	Comment
Priority 1 Emergency	Attend and complete or make safe within 24 hours*	<p>Emergencies where there is a substantial risk, immediate danger, or significant property damage will be prioritised. For example bursts, flooding, or risk of structural collapse.</p> <p>Repairs that present a risk of injury to people or major damage to property, will be made safe.</p> <p>Any additional work to complete the repair may take place at a further appointment.</p> <p>We will provide you with a written summary and the outcome of our visit within 3 working days.</p>
Priority 2 Urgent	Attend and complete or make safe within 5 working days*	Jobs that require urgent attention to prevent damage to property but pose no immediate risk to person/property.
Priority 3 Routine	21 working days	Standard response repairs that pose no risk and can be booked in by an agreed appointment.
Priority 4 Planned Routine	60 working days	Requires further planning and may require a pre-inspection.

*Where we are unable to make the repair safe, we will offer you a temporary move to alternative accommodation until it has been made safe to return.

If there is any follow-on work required after our visit, we will notify you of our next steps, e.g. further appointments within 5 working days.

Access to repair

In accordance with the Tenancy Agreement, we have a legal right to enter the property to inspect or carry out repairs, provided we give reasonable notice (at least 24 hours), although immediate access may be necessary in emergencies.

Access to carry out repairs and maintenance is essential to preventing the property from deterioration and to keeping you safe from any health and safety hazards that may be present.

We want to work with you to understand any concerns you may have with providing access to your home and support you where reasonably practicable.

In circumstances where all reasonable attempts to access the property have been exhausted, we may pursue legal action.

Planned routine repairs

These are non-urgent repairs and items of replacement that may require a pre-inspection: need time to order and/or manufacture materials.

Examples include:

- Repairing and unblocking guttering
- Repairs to soffits and fascias
- Repairs to external walls and chimneys
- Non-urgent repairs to paths or steps
- Replacing kitchen units and worktops
- Repairs to fences and gates
- Large areas of loose plaster
- Major repairs to timber and concrete floors
- Damp-proofing work

Planned routine repairs are completed within 60 days.

Improvements

Improvements are delivered through planned programmes of work set out in the 5-year investment plan. We will inform you if your home is included in one of these programmes.

For example:

- Kitchen replacement
- Bathroom replacement
- Window replacement
- External and internal door replacement
- Roof covering, soffit and fascia and guttering replacement
- Fencing and gate renewal
- Heating and boiler replacement/installation
- Wall and loft insulation/energy efficiency work
- Electrical rewiring
- Resurfacing and relaying of paths and paved areas
- Damp removal
- Security upgrades



Rechargeable repairs

You are responsible for your home, therefore, all repairs due to damage or neglect, will be rechargeable. For further information view our Recharge Policy here: magentaliving.org.uk/repairs

Examples of rechargeable repairs are when:

- We have to carry out work because of neglect or damage to your home
- You end your tenancy and have left your home in an unacceptable condition
- You deliberately overstate the severity of your repair in order to secure a quicker response
- Lock change due to customer misplacing keys

We will inform you if a repair is rechargeable at either the time you report it or following further investigation. We will advise you of the cost of the repair and where possible ask you to pay in advance.

The repairs process

What happens next

To provide the best possible service to our customers, it is important that our repairs service is clearly defined and understood. Our aim is to get as many repairs as possible right first time, for us this means keeping you informed.

Before the repair we will:

- Tell you how soon we will respond and arrange an appointment with you
- If we cannot make an appointment at the time of reporting, we will confirm a contact number and the repairs team will contact you to confirm appointment
- Ask you to ensure we have access to your home for the duration of the appointment

During the repair we will:

- Phone or text you to let you know that we are on our way (this is why we will always ask you to confirm your phone number)
- Introduce ourselves and always show identity cards. (If an ID card isn't shown to you, please ask to see it, we won't be offended)
- Explain the purpose of the visit
- Undertake a risk assessment before we start work so we know all the potential health and safety risks to you, your visitors and the public
- Tell you how long the job will take and how this will affect you
- Take photographs before and after work is complete
- Use dust sheets and over shoes to protect your home
- Keep you informed of work progress especially if the job cannot be completed in one visit
- Clean up and remove any rubbish following a repair
- Tell you when the work is finished and explain what has been done



After the repair we will:

- Carry out a satisfaction survey to some customers on completion of the repair to check we are offering a good service
- Check the quality of the work by checking some completed repairs
- Act on any feedback so we can keep improving the service

Who is responsible



Indicates either Magenta Living's, Tenant's or Leaseholder's responsibility

General	Magenta Living	Tenant	Leaseholder
To keep your home clean and in good condition			
To prevent damage caused by neglect or misuse (you may be charged where this occurs)			
To do minor repairs and replacements. These are repairs that require no technical ability and require the use of common household tools only			
To redecorate the inside of your home as often as is required			
To contact Magenta Living before you disturb any surface in your home (including drilling into walls/ceiling or removing artex-/wallpaper) to ensure asbestos is not present			
To keep gardens and shared areas tidy and free of rubbish			
Ensure your own appliances and fittings are safe, and installed/maintained by suitably qualified persons			
To insure your own household possessions we recommend that you take out home contents insurance. For further information visit our website: magentaliving.org.uk/contents-insurance			
To report repairs promptly and let us know if you are worried about anything in your home or communal area			
To report any criminal damage or vandalism to the police. You will need a police reference number when reporting related repairs			
Allow Magenta Living reasonable access to your home to inspect or carry out repairs, servicing, or other necessary work. Failure to allow access may result in legal action, and jeopardise your tenancy			
Obtain written permission from Magenta Living if you want to make any changes or improvements in your home. For further information visit our website: magentaliving.org.uk/work-in-my-home			



Indicates either Magenta Living's, Tenant's or Leaseholder's responsibility

Kitchen	Magenta Living	Tenant	Leaseholder
A kitchen with cupboards, drawers, a worktop and sink with hot and cold water supply. Floor coverings, ventilation, electrical sockets and plumbing for a washing machine are also included			
Keeping the kitchen clean and in good condition			
Minor repairs to kitchen units and worktop			
Ensuring an appropriately qualified person connects and repairs your own appliances and fittings such as cookers & cooker ventilation hoods			
Water leaks			
Containing leaks and preventing water damage			
Blockages in sinks			
Trip hazards in kitchen flooring we have provided			
Defective or beyond repair kitchen units, worktops and seals			
Kitchen sinks, taps, splash back tiles and seals			
Replacement plugs for sinks			
Extractor fans, electrical sockets and isolator switches			
The cold water supply, mini stop valve and trap for a washing machine			





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Bathroom	Magenta Living	Tenant	Leaseholder
Your home will contain a toilet, basin and either a bath or shower. All bathrooms have floor coverings, ventilation and a hot and cold water supply			
Keeping the bathroom and WC clean and in good condition			
Water leaks			
Containing leaks and preventing water damage			
Replacing and maintaining fittings which were not installed by Magenta Living			
Toilet seats			
Accessories such as mirrors, bath rails/curtains, riser rods, toilet roll holders, medicine cabinets and towel rails			
Blockages to basin, toilet, bath and shower (rechargeable if caused deliberately or through neglect)			
Basin, toilet, bath, shower and all fixtures and fittings (e.g. taps & tiles) installed by Magenta Living			
Trip hazards in bathroom flooring we provided			
Sewers and Water	Magenta Living	Tenant	Leaseholder
Your home comes with a supply of hot and cold water with fixtures in the kitchen and bathroom			
Containing leaks and preventing water damage where possible			
Contacting United Utilities if you have problems with your water supply or water meter			
Reporting problems with sewers to United Utilities			
Any blockages cracked or collapsed drains that are not the responsibility of United Utilities. (Rechargeable if caused by deliberately or through neglect)			
Leaking pipework			
Storage tanks and water cylinders			



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All rooms	Magenta Living	Tenant	Leaseholder
When you move into your home all rooms will be clean, clear and free from hazards			
Keeping all rooms clean and in good condition			
Redecorating			
Hairline cracks in wall and ceilings			
Your own floor coverings			
Preventing condensation and clearing mould. For further information visit our website: magentaliving.org.uk/damp-and-mould			
Ensuring an appropriately qualified person connects and repairs your own appliances and fittings			
Providing a crime reference when reporting repairs caused by vandalism, such as smashed windows or lock changes			
Curtain rails and fixings			
Repairs to internal doors (rechargeable if caused deliberately or through neglect)			
Adjusting doors as a result of your own floor coverings			
Large cracks and defective wall and ceiling surfaces			
Penetrative and rising damp			
Any structural issues			
Handrails and banisters			
Heating	Magenta Living	Tenant	Leaseholder
All gas heating systems will be inspected and tested annually in line with current legislation to ensure that they are safe and adequate			
Allowing access for any servicing or repairs to your heating system or supply			
Heating system if it breaks down			
Radiators and storage heaters			
Water leaks from your heating system			



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Electrics	Magenta Living	Tenant	Leaseholder
In each room you will have working light fittings and plug sockets. Your home will either be provided with an extractor fan to your bathroom and kitchen or a whole house ventilation unit			
We will ensure your electrics receive all statutory checks, servicing and repairs			
Replacement bulbs, replacing plugs and fuses			
TV reception or subscription services not provided by Magenta Living			
Ensuring an appropriately qualified person connects and repairs your own appliances			
Carry out changes to the electrical installation (e.g. additional sockets, light fittings)			
Reporting faults with utility meters to utility suppliers			
Allowing access for any servicing or repairs to your electrics			
Faulty plug sockets installed by Magenta Living			
Faulty light fittings and switches installed by Magenta Living			
Extractor fans and pull cords installed by Magenta Living			
Hard-wired doorbells installed by Magenta Living			
Hard-wired or battery operated smoke and carbon monoxide detectors installed by Magenta Living			
Electrical hazards, such as exposed or sparking wires			
Pests	Magenta Living	Tenant	Leaseholder
Proofing of your property to prevent the entry of pests			
Providing a pest treatment for mice, rats, cockroaches, or squirrels (in loft space) where proofing measure have been required			
Treatment for Pests that infest multiple flats, communal areas or sheltered accommodation			
Treatment for Pests which are minor in nature e.g. ants			
Keeping the inside of your home clean and not attracting pests (this includes discarded rubbish or putting food out for animals)			



Indicates either Magenta Living's, Tenant's or Leaseholder's responsibility

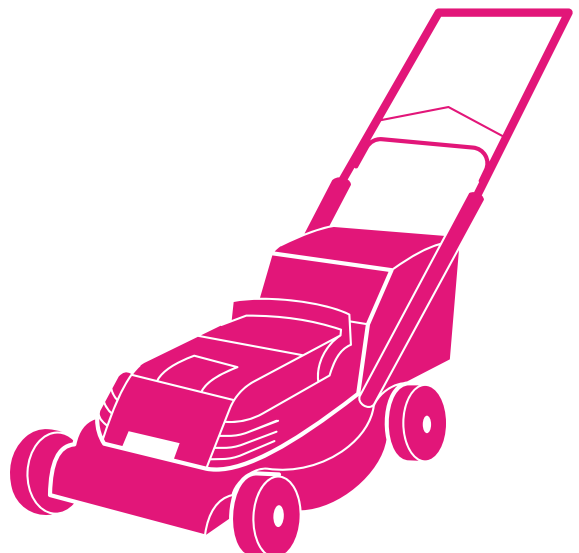
Windows and Doors	Magenta Living	Tenant	Leaseholder
Before you moved into your home we made sure it was secure. We changed the entrance door lock and provided you with a full set of keys. All windows and internal doors should be fully functioning			
Lost door and window keys			
Arranging access to your home if you are locked out			
Keeping windows clean and wiping away moisture and mould			
Ventilating your home and preventing condensation issues			
All door and window locks, and fixture and fittings not fitted by Magenta Living			
Replacing broken glass (rechargeable if caused by deliberately or through neglect)			
Insecure external doors, frames and panels			
Fire doors which open into a communal area			
Windows that do not open or close			
Blown double glazed windows that you cannot see through			
All communal and entrance doors and window locks fitted by Magenta Living			





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Gardens	Magenta Living	Tenant	Leaseholder
We will arrange communal and estate grounds maintenance			
If you have a private garden, it should be free of any items harmful to people such as animal foul or other hazards			
Looking after your garden, including caring for lawns, hedges and shrubs			
Weeding paths, paving and driveways			
Removing rubbish			
Garden sheds, including locks			
Garden features, such as ponds and decking			
All dividing fences which border another residential property			
All garden boundary fences (and garden gates) bordering onto public open spaces or Magenta Living communal spaces			
Outside taps (Installed prior to tenancy start date)			
Trip hazards in paths, paving, communal walkways and driveways that provide access to your home			
Unsafe garden walls and fixtures			
Carrying out work to trees where they are dead, diseased or dangerous			
Treating Japanese knotweed and other invasive plants			
Clothes post and rotary driers supplied by Magenta Living			



Damp and Mould

We want you to be happy and safe in your home and we take reports of damp and mould very seriously.

What is Damp and Mould?

Damp and mould are more than a household nuisance. It's a problem that can affect your health and your home.

Damp is excess moisture, caused by leaks, poor ventilation or rising water. Additional moisture can enter the home when there are issues with the fabric of the building such as defects in render, leaking roofs, faulty guttering, and leaks from inside the property as well as through everyday activities such as breathing, cooking, and washing.

Mould is a fungus that grows in damp conditions appearing as either black spots or patches. It usually can be seen around windows, on walls and ceilings but can also grow on furniture, carpets, upholstery, and wooden items such as doors and skirting boards.

It may not always be clear why you have damp or mould in your home, so it's important you report it so we can fully investigate.

Preventing Damp and Mould

Preventing damp and mould from first appearing is the best way to tackle it. By keeping your home warm, lowering moisture levels and properly ventilating your home, you can prevent damp and mould appearing or reduce how bad it is if it does appear in your home.

Damp and Mould Prevention Tips:

- Use extractor fans in kitchens and bathrooms
- Keeping the lids on your pans when cooking
- Closing internal doors when cooking and showering
- If you are drying clothes inside your home, do this in a heated, well-ventilated room
- Wipe down surfaces where condensation has built up
- Keep window vents open
- Not blocking air vents in your home
- Opening windows for short periods when there is visible condensation on windows
- Vent tumble driers externally
- Set your thermostat to between 18.C and 21.C
- Close your curtains and blinds at night to keep the heat in



If you're worried about heating costs we're here to help – visit our Money Advice page: www.magentaliving.org.uk/money-advice which has some useful information and links, which aim to highlight some of the support available to you.

Reporting Damp and Mould to us

If you have any issues or concerns with damp and mould, please report it to us as soon as you spot it. **You can contact our team by:**

- Calling us on **0808 100 9596**
- Visit our office to report your concerns in person. You can visit our office **Monday to Friday from 9am to 5pm at Partnership Building, Hamilton Street, Birkenhead CH41 5AA**

To help us understand what is causing the problem and what we need to do to put it right, we will ask if we can conduct a virtual inspection by using Video Remote Assistance (VRA). This will help us diagnose damp and mould cases quicker and more effectively. If you're not able to do a virtual inspection, we will arrange a home visit to diagnose the problem.

What happens when you report Damp and Mould to us

When you first report damp and mould, we will ask you a series of questions to help us assess the severity of the issue, including:

- **Who lives in your household?** Are there any young children or older people living in your home?
Are there any family members who have health conditions?
- **How long have you been experiencing this issue for?** Try and be specific with the timescales you provide, so we have the most up to date information.
- **How does the damp and mould appear?** Giving us information on the appearance, colour and size of any patches as well as any other notable details such as smell.

Other types of work that may be carried out

Surveyor pre-inspections

Sometimes it may be necessary for a surveyor to carry out an inspection prior to beginning repair or maintenance work.

Surveyor's pre-inspections are only carried out for complex repair issues (for example, structural repairs, reports of damp or where there is an on-going problem).

To find out more visit
www.magentaliving.org.uk/damp-and-mould or scan
the QR code here:



**STAMP
OUT
DAMP!**



Carrying out your own improvements

Before commencing with any improvement work to your home, it is essential that you understand the types of works that will require expressed permission in advance. The Magenta Living website provides helpful information and clarity in relation to submitting a request to carry out home improvements. For further information visit our website: magentaliving.org.uk/work-in-my-home

As part of any request to carry out home improvements, we may need to:

- Arrange an appointment to your home in order to assess the proposal
- Insist that the proposed works are safe and being carried out by a competent person, and seek evidence of this
- Provide advice on how to obtain planning permission and building control approval where required, including providing advice on any associated fees in conjunction with these applications
- Apply an administrative fee dependent on the complexity of the request and the resources required in order to make a decision

After the work is completed, we may need to visit your home in order to check everything has been completed satisfactorily, and take copies of the relevant certification. If it isn't we will ask you to put the work right or to re-instate the property to how it was before. You could also find yourself liable for recharges relating to returning the property to its original condition.

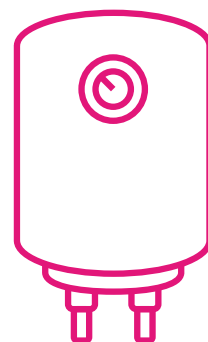
For most tenants' own improvements the responsibility for future repairs and maintenance will be theirs.

Planned Maintenance, Testing and Servicing

These are programmes of work which are repeated at regular intervals to protect health and safety and to maintain buildings, equipment and installations in a good condition.

For example:

- External redecoration and internal redecoration of communal areas and sheltered housing complexes
- Gas appliance servicing
- Servicing and maintaining communal boilers and systems
- Lift servicing
- Communal fire detection equipment servicing
- Testing electrical installations
- Checking specialised lifting equipment such as stair lifts and hoists
- Testing and servicing mechanical and electrical equipment such as ventilation systems, automatic doors and electrical warm air heating appliances



If your home is included in a planned maintenance programme, we will:

- Send you a letter in advance of the work
- Provide you with contact details in case you have an enquiry about the work or if you want to arrange a more convenient appointment
- Tell you what work we will be doing
- Tell you the length of time we require access to your home
- Send you a reminder by text or by phone prior to your appointment



If your home is included in planned maintenance, you need to:

- Contact us if you have any queries or if the appointment is not suitable
- Provide us with access to your home at the agreed appointment time to
- ensure that your property remains in the programme of work

Gas Servicing

As your landlord, we are legally responsible for the safety of our customers in relation to gas safety. If you have a gas installation in your home we will check it every year which will ensure that your family and your neighbours are safe. We will also ensure that your home has suitable fire and carbon monoxide detectors which will be checked as part of the gas service. Both the gas service and the testing of detectors will keep you safe from any potential hazards such as carbon monoxide, which doesn't smell and can't be seen but can be fatal.

By law we must:

- Repair and maintain gas pipework, flues and appliances in a safe condition. We are not responsible for your own appliances such as cookers but we will carry out a visual inspection and notify you of any concerns. If your appliances pose a risk to your or anyone else's safety we will turn them off and disconnect them
- Ensure a gas safety check is undertaken every 12 months by a Gas Safe registered engineer who will contact you prior to the 12 months anniversary date
- Keep a record of each gas safety check and issue you with a copy of the Certificate within 28 days of the check being undertaken

When your gas safety check is due, we will contact you with an appointment.



If we do not gain access to your home to carry out the gas safety check when required, we will resort to legal action which may result in you incurring legal costs or ultimately us having to end your tenancy.

It is important that you:

- Reply promptly when you receive your annual gas safety check appointment. If it is not a suitable time for you, please contact us immediately and we will make alternative arrangements. We are very flexible with times and can offer many appointment times throughout the day and week
- Allow us access to your home at the agreed appointment time to carry your annual gas safety check and any follow on repairs
- Report any faults or damage to any gas appliance, installations or detectors **immediately**
- Make sure any air vents are not blocked up if you have a gas appliance
- Let us know if a room that contains a gas fire changes and becomes a bedroom
- Regularly test your smoke and carbon monoxide detectors to make sure they are working correctly and report any issues immediately

It is very important for your health and safety that this is carried out so help us to help you.

Gas leaks

Make sure you know where the main gas emergency control valve is located (this is usually beside the meter which can be under the stairs, kitchen sink or other location in or outside your home). In an emergency, turning off the gas valve immediately which will stop the gas supply to your home.

If you think there is a gas leak, you need to:

- Open doors and windows to ventilate the property
- Turn off the gas at the meter (unless the meter is in a cellar or basement)
- Don't use electric switches or naked flames
- Extinguish cigarettes and all naked flames
- Check if a gas tap/ appliance has been left on accidentally, or if a pilot light has gone out
- Phone the National Gas Emergency Service, Cadent on 0800 111 999 (Free service 24 hours a day) or visit [cadentgas.com/contact-us](https://www.cadentgas.com/contact-us)



You must not:

- Operate electrical switches, lights and doorbells as this may cause a spark
- Use matches or other naked flames
- Carry out any work to gas appliances or installations in your home unless you have our written permission to do so and are using a Gas Safe registered engineer

Carbon Monoxide Activation

If your carbon monoxide detector goes off, follow these steps:

- Open doors and windows to ventilate your home
- Turn off your gas supply
- If you are feeling unwell, leave your property and seek medical assistance

Contact us immediately so we can arrange for a gas engineer to attend and investigate why the detector has gone off.

Our service standards

Magenta Living recognises the importance of providing an efficient, effective and customer focused repairs and maintenance service.

We work in partnership with our internal and external service providers to ensure tenants and leaseholders receive the highest possible level of service.

We will:

- Aim to keep the appointments we make with you
- Make every effort to complete repairs right first time
- Aim to complete all repairs within target date timescales
- Check you are satisfied with the service you receive
- Ensure the quality of the repairs we carry out are to a high standard
- All health and safety checks are completed



Code of Conduct

We aim to provide a high-quality service to all customers. All our service providers will work to meet the following standards.

Customer care, we will:

- Keep noise and disruption to a minimum
- Park vehicles appropriately and not run over grass verges
- Check for any special requirements you may have before starting work protect your home by using clean dustsheets to cover furniture and floor coverings where appropriate and wear protective shoe coverings
- Keep safe all materials and equipment used to avoid danger
- Use materials of a good quality and from sustainable sources
- Make sure that all services are reconnected at the end of the day, or when the repair is completed, e.g. water, gas, electricity
- Clear away all rubbish created from the work
- Remove scaffolding within one week of the completion of the work



Presentation and behaviour, we will:

- Be tidy and appropriately dressed
- Introduce ourselves, show our identification (ID) card and explain why we are visiting
- Always inform you when we are leaving your home, be polite, courteous and professional at all times
- Not shout or use language or behaviour that discriminates or offends
- Not smoke or play audio equipment in or around your home
- Avoid involvement in any confrontational situations and report any incidents

Communication, we will:

- Offer you alternative forms of communication if required
- Give you the time and date of any scheduled appointments we may have arranged with you
- Inform you if we are going to be late for an appointment
- Contact you if we are unable to keep an appointment
- Explain and demonstrate the use of any newly fitted appliance or product

Care of your home, we will:

- Not use your facilities without permission
Take care of your home and belongings



Our expectations

To promote good customer relations, we request that you are polite and courteous to all staff members and Trade Technicians visiting or carrying out work in your home. Magenta Living takes a 'zero tolerance' approach to violence and aggression towards its staff. This is to protect everyone who works for our organisation from possible harm.

We kindly ask that you refrain from smoking whilst our repair Technicians or Contractors are carrying out repairs inside your property.

Contents Insurance

Remember:

You should always take out adequate home contents insurance to cover your own belongings and accidental damage to internal decoration.

Low cost home insurance is available for our tenants. You can find out more about this scheme at: magentaliving.org.uk/contents-insurance

Complaints, comments and compliments

We are committed to providing high quality services and, although we do our best sometimes things can go wrong.

The complaints, comments and compliments we receive help us to:

- Develop and improve our services
- Put things right when they have gone wrong

We welcome feedback from all our customers. This is your opportunity to say what was good and what could be improved about the service you received. Complaints, comments and compliments can be made in the following ways:



Online feedback forms
magentaliving.org.uk/feedback



Visit our Customer Hub,
Partnership Building, Hamilton
Street, Birkenhead, CH41 5AA



Email us at
yourvoice@magentaliving.org.uk



Contact Centre
0808 100 9596



Magenta Living
Partnership Building
Birkenhead
CH41 5AA



Visit our website
www.magentaliving.org.uk



Email us
contactus@magentaliving.org.uk



Phone us on 0808 100 9596



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