

MAGENTA

SYCAMORE PLACE OFFICIALLY OPENS

OUR NEW EXTRA CARE SCHEME IN WALLASEY OFFERS
INDEPENDENT LIVING FOR PEOPLE OVER 55

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BE MORE MAGENTA
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IS BACK FOR 2024

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STAY CONNECTED!
FREE SIM CARDS FROM THE
NATIONAL DATABANK



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HELLO AND WELCOME

With Spring finally here, bringing with it new beginnings, Magenta is also experiencing a period of growth and change. In this latest edition of our newsletter, we're excited to share our new extra care scheme, Sycamore Place, Magenta in Bloom and much more.

At Magenta Living, we're embarking on a new chapter with the recent launch of our six-year plan, 'Be More Magenta: Road to 2030'. Our strategy, born out of collaborative efforts and planning from our colleagues, our Board, and you – our customers, sets our course, and we have big ambitions. Our six-year plan will see us invest £166m into our existing homes, create 1,000 new homes, drive £30m social value into our communities, enhance the way we communicate with you online, and much more.

A huge aspect of our plan is the great opportunity we have to totally redefine the tenant-landlord relationship. We're here to be your partners every step of the way. Whether it's providing support, resources, or just a listening ear, we're dedicated to making sure you have a

positive experience with us. We know we won't always get it right, which is why your feedback is vital to us. We want to hear it all - the good, the bad, and everything in between. Together, we can identify areas for improvement and work towards creating better homes, communities, and opportunities for everyone.

Of course, we're not naive to the challenges. But we also see the immense potential for positive change. With determination, innovation, and your support, we will continue to create homes full of love, communities full of life, and a world full of possibilities. For more information about our Road to 2030, turn to page 4.

So, as we embrace the spirit of spring, know that our door, my door, is always open. Your voice matters, and we're here to listen.



Debi Marriott-Lavery
Magenta Living CEO



LISTENING TO THE CUSTOMER VOICE

Hi, Wendy Gooley, here. I'm Chair of Magenta Communities Committee.

Magenta Communities Committee (MCC) is made up of a majority of tenants and works alongside Magenta Living's Board of management and senior staff. We work in partnership to ensure that the tenant voice is heard and that all Magenta Living services incorporate tenants' views.

Once again, it has been a busy few months for the Committee, and some of the important services we have recently reviewed include:

- Working with Magenta's leadership team on the strategic direction of the organisation and making sure customers and communities are at the heart of everything Magenta does.
- Repairs and maintenance including damp and mould, working together to improve standards and services.
- A new lettable standard for empty properties, assisting new customers to understand the standards they can expect when renting a property from Magenta.
- Supported housing services and service charges, where we will shortly be doing some further scrutiny on behalf of customers.

These are just a few of the priority areas we have been working together on in recent months. In addition, we have also looked beyond Magenta, travelling to conferences such as the National Housing Federation's Customer Experience and Engagement Conference, in London, to learn from experiences of Housing Association customers from around the country.

I'm thrilled to share that one of our Committee members and a Magenta customer, Sean Yewdale, has been appointed to the National Housing Federation's Tenant Advisory Panel. Sean's appointment speaks volumes about his dedication to representing tenants' voices both locally and nationally. Sean was selected for the skills and abilities we see him use regularly here, so I'm sure he will be a success in the role and I wish him well.



As part of the Committee and as a tenant myself, we are determined to work with all at Magenta to offer the best possible experience for every customer.

If you'd like to get involved, find out more by contacting the Community Regeneration Team by calling **0808 100 9596** or emailing **communityregenerationteam@magentaliving.org.uk**

All the best
Wendy

Congratulations to Wendy and fellow MCC member Adam Costello for being accepted to join the Housing Ombudsman Resident Panel. This allows resident panel members to share their experiences, help shape its service, learn more about the Housing Ombudsman and talk to other residents about the service. To find out more visit **www.housing-ombudsman.org.uk/residents**

THE ROAD TO 2030

Empowering Your Future with Magenta Living

Magenta colleagues, the Magenta Community Committee, the Board, and customers alike have been instrumental in shaping our strategic vision for the next six years - a comprehensive roadmap that sets the course for our journey through to 2030. This ambitious plan represents a significant milestone for our culture, our customers and our communities.

Over the past year, we've engaged in collaboration, listening intently, learning diligently, and adapting thoughtfully to ensure that this strategic plan not only meets your current needs but also anticipates and addresses your needs and aspirations for the future.



OUR VISION

At Magenta Living, we are more than homes. We believe in opening doors to homes full of love, communities full of life, and a world full of possibilities.

2024

How do we achieve this?

Customer first

Your satisfaction is at the heart of everything we do. Your feedback guides our decisions, ensuring that we're always focused on meeting your needs.

Innovation

Adapting our technology and digital offerings to ensure you have the best customer experience, making each interaction smoother and more personalised.

Sustainability

Committing to practices that protect the environment and reduce living costs.

Our Goals by 2030:

We will have built



new homes

We will have Customer Satisfaction levels of

90%



We will be delivering Social Value of

£30M

per annum, within our communities

We will have invested



in our existing homes (not including routine & emergency repairs)

100%



of our homes will be rated to EPC-C+

and so much more...

To read more about our strategic plan and discover how it shapes our future together, visit www.magentaliving.org.uk/who-we-are



2030

"It's like a hotel"

SYCAMORE PLACE

EXTRA CARE SCHEME OPENS IN WALLASEY

Sycamore Place Extra Care Scheme was officially opened in March by the then Mayor and Mayoress of Wirral.

Sycamore Place enables people over 55 to live independently in their own home, with the added benefit of on-site care and social activities, amongst other facilities.

Sycamore Place was developed by Magenta Living and is our third extra care scheme. Completed in January this year, Magenta Living will oversee the running of the scheme which welcomed its first residents in February.

Deputy Leader of Wirral Council, Cllr Jean Robinson joined the Mayor and Mayoress, members of Magenta Living's project team and Sycamore Place residents and staff at the opening.

The scheme, based on Greenheys Road in Wallasey, combines accommodation with care and support services for those that need it. Some of the facilities include:



53 one and two-bedroom apartments



Independent living with round the clock support on hand



Residents' lounge with tea/coffee facilities



Beautiful garden and outdoor space to enjoy



On-site hairdresser





Mr Moore, one of the first residents to move into Sycamore Place said:

“ I’m delighted to be living here at Sycamore Place. It’s like a hotel! The staff and other residents are great, and I feel right at home.”

Cllr Jean Robinson said:

“ Extra care schemes like Sycamore Place offer a safe and secure living environment for over 55s who want to enjoy their independence with care and support available, as and when they need it.

Extra care bridges the gap between independent living and residential care homes for those who meet the eligibility criteria for Extra Care Housing. Sycamore Place is a fantastic new addition to our extra care offer across the borough. It will help fulfil a gap in older persons living in Wirral ”

Ian Thomson, Executive Director of Assets and Development at Magenta Living, said:

“ I’m really excited to officially open Sycamore Place, our third extra care scheme. Empowering our customers to maintain their independence with our support in their own home is paramount to us.

We couldn’t be prouder of Sycamore Place and it’s fantastic to see customers settled in and already enjoying the new facilities. We truly believe in opening doors to homes full of love and communities full of life, whilst providing opportunities to build communities for our customers to thrive. Sycamore Place offers this, and I know our customers will truly enjoy living here.”

IMPORTANT UPDATE: UNIVERSAL CREDIT



The Department for Work and Pensions (DWP) has begun the process of moving individuals who claim a legacy benefit onto Universal Credit. This process is known as Managed Migration.

What will happen?

The following benefits are ending and being replaced by Universal Credit (UC):

- Housing Benefit
- Income-related Employment and Support Allowance
- Income-based Jobseeker's Allowance
- Child Tax Credits
- Working Tax Credits
- Income Support

Other benefits, such as Personal Independence Payment (PIP), will remain the same.

Wirral is migrating customers over to Universal Credit if you are currently receiving tax credits.

What do I need to do?

You will receive a Universal Credit Migration Notice letter from the Department of Work and Pensions (DWP).

You will have **three months to make a claim** for Universal Credit to receive the transitional protection payment. If you do not claim by the deadline, your **tax credit entitlement will end on the day before the deadline**, and you will lose any transitional protection payments if applicable.

If you cannot claim Universal Credit by the deadline date, you should contact the Universal Credit Migration Notice helpline on the **GOV.UK** website as soon as possible.

Seeking assistance

Citizens Advice Bureau

You can get help and advice from the Citizens Advice Bureau (CAB). Their Help to Claim Advisors can be contacted on **0800 144 8 444**. This service is free and open from 8am to 6pm, Monday to Friday.

Magenta Living's Welfare and Benefits Advice Team

Our team of advisors are here to help you by providing specialist support and advice on how you can better manage your money.

Please contact them by calling us on **0808 100 9596** or emailing contactus@magentalive.org.uk

Try our Benefit Calculator today!

It's really easy to use and will provide you with information about benefits that you may be entitled to and give you the widest possible range of support.

It will use the information that you provide to calculate your income and outgoings and help you plan from month to month, so you can really take control of your money and become financially stronger.

For more information about welfare and benefits, and to use our Benefits Calculator please visit our website www.magentalive.org.uk/welfare-and-benefits

COST OF LIVING - SUPPORT AND ADVICE

Remember, you're not alone. If you're feeling the pinch, reach out to us. We'll work together to find solutions that can make things that bit easier. We're here to support you.

Do you need help paying your rent?

Advice and support are available for you.

If you are experiencing financial difficulties and are struggling to pay your rent, please get in touch with your Income Officer for advice and support. Your Income Officer will work with you to reach a solution, suitable for you and your circumstances.

We're here to help you. To speak to your Income Officer, contact our Income Team by calling **0808 100 9596**.



Wirral InfoBank

Wirral InfoBank is a website for community services, organisations and adult social care providers to:

- Provide a wide range of resources to support Wirral residents with health and wellbeing
- Provide information on local community activities in your area
- Provide information on the adult social care providers on the Wirral

There are many other support services available on Wirral InfoBank including support with Cost of Living, employment and education and staying safe. The website also includes where you can get support outside of usual working hours (9am – 5pm).

To find out more visit:

www.wirralinfobank.co.uk

Community Connectors

If you live in Wirral and need help finding support, an activity, or a service for yourself or a loved one, contact the Community Connectors at Involve Northwest (Monday to Friday 9am to 5pm).

Contact them by calling:

0151 644 4516 or email connectus@involenorthwest.org.uk

Debt Advice

If you require Debt Advice please contact the National Debt Line on **0808 808 4000** or visit Citizens Advice on www.citizensadvice.org.uk/debt-and-money

FOOD BANK SUPPORT

Emergency food support is available for those who need it.

Wirral Foodbank can provide you with a 3-day supply of essential food based on a successful application. You will be issued with a voucher to use at one of the Wirral Foodbank Centres: www.wirral.foodbank.org.uk/locations

Contact Wirral Foodbank as follows or visit: www.wirralfoodbank.org.uk

Emergency food support:

Monday to Thursday:
10am to 1.30pm
0151 638 7090

Out of hours support:

Monday to Friday:
2pm to 5pm
07947 387930

Emergency out of hours:

Monday to Sunday:
5pm to 9am
0151 677 6557

You can also contact Citizens Advice Wirral on freephone **0808 278 7848** or Wirral Council Helpline on **0151 666 5050** (Selecting option 1).

SOCIAL SUPERMARKETS

Social supermarkets sell food at a reduced price which can help make your budget go further.

Here are the details of the supermarkets operating in your area:

CORE Project, Bidston Rise
Community House, 29/31 Clover
Drive, Bidston, CH41 7DZ
Wednesdays - 11am - 2pm
Fridays - 11am - 3pm

Cafe Number 7 & Citizens
Supermarket,
7 Princes Pavement,
Grange Precinct,
Birkenhead CH41 2XY
Monday to Friday - 8:30am - 3pm



ENERGY PROJECTS PLUS

Energy Projects Plus is working with Magenta Living to help our customers to reduce their energy bills.

As well as providing advice over the phone, one of their Energy Advisors can visit your home, and conduct a mini-survey and offer the best advice specific to your property and your household, including:

- Switching your energy tariff to ensure you get the best deal
- Installing energy saving measures to reduce running costs
- Offering advice if you have fallen behind on electricity, gas or water payments

Call their Save Energy Advice Line free on **0800 043 0151** or pop them an email at **advice@epplus.org**, or you can complete their self-referral form on their Contact page, here: **www.epplus.org.uk/contact**

Further advice and support is available here:

www.helpforhouseholds.campaign.gov.uk/help-with-your-bills

www.gov.uk/cost-of-living



DUE OUT SOON!

Look out for our summer magazine which will feature more information about the great projects we have been working on here at Magenta Living. This includes our findings from a survey that some of our customers took part in towards the end of last year.

This included questions about the Tenant Satisfaction Measures which have been developed by the Regulator of Social Housing. We will also include our Tenant Satisfaction Measures which will update you on how well we are doing in providing



good quality homes and services. A feature about our Annual Complaints Review and what this means as part of the Housing Ombudsman's Complaint Handling Code and much more!

We hope you enjoy reading our magazine. If you do have any comments, suggestions or feedback, please email us at **communications@magentaliving.org.uk**

MAGENTA IN BLOOM IS BACK!

Following the resounding success of last year's Magenta in Bloom competition, we are thrilled to announce its return for 2024!

At Magenta, we believe in the power of outdoor spaces for everyone's enjoyment and wellbeing. Magenta in Bloom isn't just about pretty flowers; it's about creating welcoming environments that spark joy, bring our communities together and encourage spending time outdoors. We've carefully considered your feedback and along with our traditional categories, we have introduced three new categories for this year's Magenta in Bloom:

- ✿ Overall Garden
- ✿ Communal Garden
- ✿ Front Garden
- ✿ Community Garden
- ✿ Back Garden (new)
- ✿ Wildlife Garden (new)
- ✿ Tray Garden (new)

New for 2024!

Back Garden

Your back garden is your sanctuary, your private oasis. This category celebrates the creativity and ingenuity of those who transform their backyards into beautiful and functional spaces for relaxation, entertainment, and enjoyment.

Wildlife Garden

This category celebrates the importance of creating habitats for wildlife, even in our towns and cities. Whether it's providing shelter for birds, creating a haven for insects, or cultivating native plants, the Wildlife



Garden category aims to promote environmental awareness and encourage sustainable gardening.

Tray Garden

Don't have a traditional garden space? No problem! The Tray Garden category invites you to unleash your creativity and find joy in gardening, even in the smallest of spaces. This category is purposely accessible, allowing everyone, regardless of their mobility, to join in the fun and cultivate their own little slice of nature.



How do I enter?

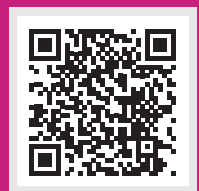
Entries for Magenta in Bloom are now open. Find out more and how to enter by visiting www.magentaconnect.org.uk

Some points to note:

- You can enter more than one category. Please complete a separate entry form for each category that you wish to enter.
- Entries will be accepted by submitting a photograph of each category that you enter.
- The closing date for entries is Friday 16 August.

We're really looking forward to seeing all the amazing entries. Look out for further details about the awards ceremony being held in September. **Good luck!**

Or scan the QR code



JOIN THE MAGENTA CONNECT COMMUNITY



Magenta Connect is our digital platform where you can get involved in many ways, all online at a time that suits you.

On Magenta Connect, you can:

- Share your views and have your voice heard
- Engage with other Magenta customers
- Find out what's going on in your community
- Provide your feedback and influence our services
- Contribute your ideas and take part in exciting projects
- Find out about training, gaining new skills and support into work
- And much more...

Why not get involved and have your voice heard. Your feedback and how we engage with you, our customers is really important to us. We want to ensure we provide as many ways as possible for you to do this, with Magenta Connect being one of them.

To find out more and to sign up today, visit www.magentaconnect.org.uk

THE PEOPLE NETWORK NEEDS YOU!

In addition to Magenta Connect, the People Network brings together Magenta Living customers and community organisations to find out more about our services and provides you with an opportunity to ask questions about what we offer.

We want to hear your views as a Magenta Living customer, about how we do

things here at Magenta Living, whilst sharing opportunities about what is happening in the wider community.



We are excited to be expanding the People Network and gaining a better understanding of how we can support you through effective partnership working.

Interested?

We welcome all Magenta Living customers to join and get involved.

Our next People Network takes place in person on Tuesday 2nd July, 10am to 12noon, at Magenta Living's office - Partnership Building, Hamilton Street, Birkenhead CH41 5AA.

For more information, please contact our Community Regeneration Team:

By calling **0808 100 9596**

Drop them an email at communityregenerationteam@magentaliving.org.uk

WE LOOK FORWARD TO SEEING YOU THERE!

DAMP AND MOULD: OUR COMMITMENT TO YOU

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

When you report damp and mould to us, we will...

-  01 Take your report seriously and raise a damp and mould case
-  02 Inspect your home within five working days
-  03 Investigate and identify if there is an issue with the fabric of the property and check for leaks
-  04 Ensure the property has sufficient ventilation
-  05 Discuss the next steps with you and the timeframes in which you can expect work to take place
-  06 Regularly keep in touch with you, until we are all satisfied the problem has been resolved

Some tips to prevent damp and mould:

Think about ventilation:

Open windows and exterior doors to allow excess moisture to escape whenever it is sensible to do so.

When cooking:

Put lids on pots and pans and turn down the heat once the water has boiled. This saves energy and reduces the amount of moisture that enters the air.

Washing & drying clothes:

If possible, avoid drying clothes on radiators. Instead, dry clothes outdoors or in the bathroom with the door closed and the window open or extractor fan on. If you do use heated airers, remember to open windows. the moisture still needs to escape your home.

Use fans & window vents:

If you have extractor fans, make sure you turn them on when cooking and washing. In addition, remember to clean and to clear the dust out of window vents. Let us know as soon as possible if your extractor fan is not working.

REPORTING DAMP AND MOULD

If you notice signs of damp or mould, please do not wait to reach out to us. Our team is here to assist you in identifying the issue and implementing effective solutions swiftly. Your safety and well-being is our priority.

Call us on **0808 100 9596**

Email us at contactus@magentalive.org.uk

You can even visit us in person! Visit our office Monday to Friday, 9am to 5pm at Partnership Building, Hamilton Street, Birkenhead CH41 5AA

STAY CONNECTED

FREE SIM CARDS FROM THE NATIONAL DATABANK



Magenta Living is proud to announce our participation in the National Databank, and as a member of the National Databank we can offer **FREE** preloaded SIM cards to customers who are unable to afford data or whose data costs are impacting on their ability to pay for other essentials.

The National Databank, is a crucial initiative akin to a food bank but for mobile data.

Internet access is essential for digital inclusion, allowing people to engage in everyday activities such as connecting with opportunities, accessing essential services, and staying in touch with loved ones. Recognising the importance of connectivity, Magenta Living is committed to ensuring that everyone has access to this fundamental resource should they need support.

Need support? If you or someone you know is struggling to afford data or facing challenges due to data costs, you may be eligible to receive a **FREE** preloaded SIM card from one of our partner networks. Simply complete our straightforward referral form on **Magenta Connect** – www.magentaconnect.org.uk/free-data-from-the-national-databank and we'll take care of the rest.

For more information about this or if you have any questions, contact our Community Regeneration Team:

 By calling **0808 100 9596**

 Drop them an email at **communityregenerationteam@magentaliving.org.uk**

 Visit **www.magentaconnect.org.uk**

Together, let's bridge the digital divide and ensure that everyone has the opportunity to stay connected.

UNLOCKING LEARNING OPPORTUNITIES WITH MAGENTA LIVING

Launching our new Learning Fund - providing support for up to £500

Are you or someone you know keen on pursuing a course or qualification but hindered by financial constraints? We can help!

Our new Learning Fund aims to help anyone living in a Magenta Living household with the costs of learning.

Whether it's covering course fees, purchasing books or equipment, or even covering exam fees, our Learning Fund can provide assistance of up to £500. Applying is easy.



Introducing Live and Learn – your gateway to learning opportunities

'Live and Learn' is our one stop shop for information about courses and

training opportunities in your local area. Fancy learning how to drive a forklift truck? We know someone who can help you rise to the challenge. Or if Customer Service is more your thing, then we can assist you with that.

Ignite Your Dreams with Inspiring Dreams

Inspiring Dreams is our motivational programme aimed at supporting you to develop the skills and knowledge and empower you to take the next step and reach new heights!

Over two weeks you'll learn things like teamwork and communication skills, pick up health and wellbeing tips, explore what inspires you and boost your confidence as well as making new friends.

Heather, an attendee of Inspiring Dreams, shared her experience:

"After moving back to Wirral, I needed to make friends and find work, so I signed up for Inspiring Dreams."

"The course was so supportive, and it gave me enough confidence to find a part time job, and I'm also now volunteering with a craft group."

Interested? To find out more please visit www.magentaliving.org.uk/inspiring-dreams

For more information on any of our learning programmes or if you have any questions, contact our Community Regeneration Team:



By calling **0808 100 9596**



Drop them an email at **communityregenerationteam@magentaliving.org.uk**



Visit **www.magentaconnect.org.uk**



Magenta art receives national recognition!

Magenta Living collaborated with Happy Times Activities and Open Door Charity to present an inspiring art exhibition. The aim? To share narratives and defy stereotypes about social housing through art.

Held at Open Door's Bloom Building in Birkenhead, the exhibition showcased artwork crafted during four workshops. Participants used vibrant and thought-provoking pieces to express their thoughts and feelings about social housing.

But the success didn't stop there. Artwork produced by Magenta customers and colleagues gained national recognition and was displayed at the National Housing Federation (NHF) Customer Experience and Tenant Engagement Conference in London in February. The LENS (Lived Experiences) Project facilitated collaboration between customers and colleagues to discuss their housing experiences, offering insights to other housing organisations.

Explore more captivating images from the exhibition at www.magentaconnect.org.uk/lens-magenta-living and witness the impact of community artistry first hand

Keen to participate in future projects? Sign up at: www.magentaconnect.org.uk/lens-get-involved-in-future-projects

A standout example is the transformation depicted in artworks like "Young Frustrations" and "Calm Through the Storm." Created by young individuals, these pieces illustrate their journey from chaos to calm, highlighting the transformative power of art.

Young Frustrations



Calm Through the Storm



KEEPING OUR COMMUNITIES SAFE

Magenta Living takes anti-social behaviour seriously, prioritising the safety and well-being of our neighbourhoods.

We collaborate closely with Merseyside Police and other partners through the **#EVOLVE** project, aimed at fostering stronger, safer, and more resilient communities.

What you can do

If you witness or suspect serious anti-social behaviour or organised crime, we urge you to reach out. You can contact us directly at **0808 100 9596** or report anonymously through Crimestoppers at **0800 555 111** or Merseyside Police at **101**.

Recent action

Recently, we took decisive action by evicting tenants involved in multiple instances of serious anti-social and criminal behaviour. This eviction, conducted in collaboration with Merseyside Police under the **#EVOLVE** initiative, helped reclaim control from organised crime groups that targeted vulnerable residents.

Why It matters

We stand united with our partners to tackle anti-social behaviour effectively, utilising all available resources to protect our communities.

REPORTING ANTI-SOCIAL BEHAVIOUR

Our Neighbourhood Housing Officers and Community Safety Officers are here to assist you with any concerns. To report an issue:

- Call our 24/7 Contact Centre at **0808 100 9596**.
- Use our ASB Reporting Form at www.magentaliving.org.uk/asb
- Utilise our Remote Reporting App, available on App Store or Google Play Store www.magentaliving.org.uk/the-remote-reporting-app

For serious incidents, such as hate-related crimes or domestic abuse, our Community Safety team will respond within one working day.

For more information and support, visit our website at www.magentaliving.org.uk/asb



SAFETY SPOTLIGHT

Smoke and Carbon Monoxide Alarms – Keeping you safe in your home.

Smoke Alarms

Each year there are a number of fatalities as a result of fires in the home. Smoke alarms are a vital piece of equipment that ensures you, your family, visitors and your neighbours remain safe.

Installation and Inspection:

We install smoke alarms in your home and conduct annual inspections to ensure they work perfectly.

Weekly testing:

Remember to test your alarms every week by pressing the TEST button.

Faulty alarms:

If any alarm doesn't respond during testing, contact us immediately. We'll swiftly repair or replace it, keeping you and your loved ones safe.

Carbon Monoxide Alarms

We also provide you with a Carbon Monoxide alarm. Carbon Monoxide poisoning is very similar to the flu – symptoms include headache, nausea, dizziness, and sleepiness. You might not realise what is happening until it is too late.

Action Plan:

If your carbon monoxide alarm sounds, act fast. Turn off your gas supply, ventilate the property by opening doors and windows, and evacuate immediately. Dial the National Gas Emergency Service at **0800 111 999** and notify our Contact Centre at **0808 100 9596**.

Safety precautions:

Remember, don't tamper with or disconnect alarms, cover them, or attempt DIY repairs.

For more information, please visit the 'Safety in your home' section on our website www.magentaliving.org.uk/health-and-safety-in-your-home

THINKING OF LEAVING US?

We're sorry to hear that. Is there something we could do to help change your mind? Call us for a chat on **0808 100 9596** to discuss how we can help you.

If you have already made up your mind, please remember that your current tenancy clearly states that you need to give 28 days' notice in writing, so make sure you let us know.

Please be aware that we accept your notice on the day you contact us, but your tenancy will end on the 4th Sunday after the notice is given.

Once we have received your notice, we will make an appointment to complete a short visit, this gives us an opportunity to assess any work we will need to do to before the next person can move into the property.

We can also offer support and advice to make sure you have a smooth transition into to your new home.

For any further information, please visit our website: www.magentaliving.org.uk/ending-your-tenancy or contact your housing officer who will be able to advise you.

ENGAGING WITH US

Magenta Living is continually reviewing how we engage and communicate with you, our customers. Your feedback is very important to us, and we want your voice to be heard, no matter what the circumstances are - the good, the bad and everything in between.

Our teams are committed to actively listening to your valuable feedback, understanding your concerns and using this information to make informed decisions that enhance your customer experience with us. We want our services to be the best they can be, working together with you.

We hope you are pleased with the services that we offer. However, we realise that we don't always get it right. If you did feel that you have a reason to complain when things go wrong, we will aim to make it right for you. We treat every complaint as an opportunity to improve

the services we deliver. It is important to use what we learn from your experiences to shape our future services.

There are several ways you can contact us, get involved and provide feedback.

This includes:

-  contactus@magentaliving.org.uk
-  0808 100 9596
-  www.magentaliving.org.uk/contact-us
-  www.magentaconnect.org.uk
-  Magentaliving
-  Magentalive
-  Magenta Living, Partnership Building, Birkenhead CH41 5AA

L	F	F	G	W	D	S	Y	S	H	J	K	T	F	D
A	L	R	K	R	Z	P	L	J	E	L	E	J	C	A
D	W	R	W	P	O	R	F	Y	P	B	T	R	E	N
Y	A	P	R	I	L	I	R	L	T	L	G	F	T	D
B	W	R	F	C	Z	N	E	C	U	O	T	U	R	E
I	J	S	X	N	G	G	T	T	L	S	B	M	A	L
R	D	Q	D	I	J	D	T	G	I	S	R	D	J	I
D	A	D	F	C	W	H	U	K	P	O	K	G	E	O
L	R	C	F	W	S	W	B	D	U	M	L	D	K	N
S	U	N	S	H	I	N	E	A	G	W	X	H	J	R
D	Q	H	D	A	F	F	O	D	I	L	S	H	J	K
W	P	O	L	L	E	N	C	E	G	H	J	A	F	W
Q	U	L	H	L	T	W	A	S	R	E	W	O	L	F
B	U	M	B	L	E	B	E	E	Q	K	D	U	E	Q
N	V	B	E	W	S	H	O	W	E	R	S	A	G	Q

This wordsearch contains 15 words that are commonly associated with the Spring season. The words are listed below and are ready for you to tick once you find each one. Good luck!

- April
- Blossom
- Bumble Bee
- Butterfly
- Daffodil
- Dandelion
- Flowers
- Ladybird
- Lambs
- Picnic
- Pollen
- Showers
- Spring
- Sunshine
- Tulip

