

MAGENTA



OUR ANNUAL REPORT — SEE THE HIGHLIGHTS

A SUMMARY OF OUR 2023/24 ANNUAL REPORT AND RESULTS FROM OUR TENANT SATISFACTION MEASURES SURVEY ARE INCLUDED

find out more on page 10

Page 6

MEET OUR MAGENTA
CUSTOMER & COMMUNITIES
COMMITTEE

Page 8

MAGENTA IN BLOOM:
THE WINNERS

Page 16

COST OF
LIVING SUPPORT



HELLO AND WELCOME

Hello, I'm Wendy, the Chair of Magenta Customer and Communities Committee and I hope you enjoy reading our magazine.



In this edition you can find out more about the Committee – who we are, what we do and how you can get involved. Find out more on page 4.

Magenta have released their 2023/24 annual report and have provided a summary of how they have performed on page 10-11. This includes an overview of our Tenant Satisfaction Measures (TSMs) which have been introduced by the Regulator of Social Housing. These assess how well all social housing landlords in England are doing at providing good quality homes and services which landlords like Magenta, must report on. You can view the TSMs on page 12-13.

As we enter the colder months, Magenta has lots of ways to support customers who may need a helping hand. With the challenges that Winter can bring, please remember that you can contact Magenta if you need support managing your money, paying your rent or need advice about reducing your energy bills.

The Magenta Team are here to support you. They can also help with accessing benefits and grants that you may not realise that you were entitled to – last year they helped over 900 customers gain £2.67m in additional benefits and grants, which is amazing!

So, a bit more about Magenta Customer and Communities Committee (MCCC) – it consists of Magenta customers, including myself who are supported by members of Magenta's Board and independent community members. Working in partnership with Magenta colleagues and the Board, we ensure the organisation is transparent and accountable and the services are influenced by customer views and feedback.

2024 was a busy year for us and some of the highlights include:

- Contractor scrutiny – responding to customer feedback, we have instigated a scrutiny review of the work done by Magenta contractors to ensure what they provide on Magenta's behalf, aligns with the standards we expect as customers.
- Working with Magenta's Chief Executive Debi, and the Executive Team to understand how they are strategically guiding Magenta forward to focus on delivering the best for both Magenta's customers and communities. This will be done by supporting the delivery of the strategic vision and plan 'Be More Magenta: Road to 2030' – this is a comprehensive roadmap that sets the course of our journey through to 2030.

- We have welcomed new members to the Committee who will ensure that the views of younger customers and leaseholders are taken on board.

Welcome to Millie Starkey and Dawn Edwards – you can find out more about them on page 6.

- Attending the Magenta Board meetings to give a customer perspective.
- And lots more including attending Magenta events to ensure the customer and colleague relationship continues.

I would really encourage you to get involved in any way you can. It's a great

way to learn new skills, meet new people and truly have a say in how Magenta provides and delivers its services. Through its 'Road to 2030' plan, Magenta has a clear vision to provide safe, affordable and sustainable homes for current and future customers and improve the customer experience, which you can help shape and deliver.

On behalf of myself and fellow members, we are here to represent you and ensure all customers have a voice.

All the best

Wendy

HELLO FROM DEBI

Just like the seasons change, we continue our journey of transformation here at Magenta Living too. We've seen numerous projects come to fruition – all with the aim of improving services for you, our customers.

Did you know we have introduced a new service that enables us to talk to you over video and diagnose repair needs in your home? And there are more exciting digital projects on the horizon too! Including the launch of new telephone and online repair systems making us more accessible to you.

Alongside this, we're building more new homes while continuing to maintain and repair existing homes. We'll also continue improving ways to make homes more energy efficient and reduce fuel bills.

I hope you enjoy reading the magazine, which looks back at our performance over

the past year and sets out how we are working to empower more customers to have a say on the services that matter most.



I look forward to continuing our journey of change with you, but please remember one thing remains constant, we are always here to help.

Thank you

Debi

Debi Marriott-Lavery
Magenta Living CEO



INTRODUCING MAGENTA CUSTOMER AND COMMUNITIES COMMITTEE

What do they do?

They represent the customer voice within Magenta. They are a voluntary Committee of customers and independent members who work in partnership with Magenta.

They ensure that the organisation is transparent, and that policies and services are influenced by them and they are accountable to customers.

National Representation

As well as working with Magenta, MCCC wants to make sure that customers are represented on a wider scale and that the customer voice nationally represents our views from the Wirral.

Wendy Gooley and Adam Costello, members of MCCC are part of the Housing Ombudsman Resident Panel. The Housing Ombudsman is the independent service which oversees customer complaints and will get involved if a customer and their landlord, such as Magenta have not reached an agreeable solution together.

In addition, another member of MCCC, Sean Yewdale is a member of the National Housing Federation (NHF) tenant panel. The NHF is a trade body in the housing sector which campaigns on housing issues on behalf of housing associations and customers. Again, having a Magenta customer on this panel enables issues which are raised by Magenta customers to influence national policies and the Government.

CUSTOMER VOICE

How you can get involved?

Empowering people is our purpose and that's why we offer various ways for customers to get involved, have a voice and provide feedback. This holds us to account and helps shape our services.

We are constantly looking to engage with customers who want to give us

their views and feedback about how we do things here at Magenta. This can be as simple as completing a survey, right up to being on a Committee to influence how we work, with lots of options in between.

The easiest way to find out more is by signing up to Magenta Connect.

HERE ARE SOME OF THE WAYS YOU CAN GET INVOLVED...

Magenta Customer and Communities Committee

Customer-led committee that works alongside our Board and senior leadership team to ensure customer views are part of the decision-making process at the highest level.



The People Network

Brings together Magenta Living customers and community organisations, to share more about the services and what's available in the wider community and how you can be supported through effective partnership working.



Scrutiny panels

Provide feedback on our services, helping to shape them and ensure they are fit for purpose.



Volunteering

We offer lots of ways to volunteer and this is a great way to keep yourself active, meet new people and learn new skills.



Block Champions

Customers living in our high-rise and low-rise accommodation, who contribute to and enhance their community by providing feedback about where they live and share ideas with us.



Neighbourhood Champions

A Neighbourhood Champion is passionate about the street, area or community where they live and someone who wants to create a positive impact.



Magenta Connect

Is our digital engagement platform where you can get involved in many ways at a time that suits you. Sign up and join the Magenta Connect community today by visiting: www.magentaconnect.org.uk or scanning the QR code.



FIND OUT MORE ABOUT SOME OF OUR MAGENTA CUSTOMER AND COMMUNITIES COMMITTEE MEMBERS HERE...

Dawn Edwards

MCCC Member and Leaseholder

Hi, I'm Dawn and I have been a Magenta tenant/leaseholder for over 30 years now. Before joining MCCC, I must admit that I was completely unaware of Magenta's involvement in the community. I, like many others, thought that they were just another Housing Association. How wrong was I!

I have recently been appointed to MCCC. However, in the short space of time I have been involved, I have learnt so much about how Magenta works together with and for their communities. They do so much good, and I feel that this is not always recognised by Magenta customers.

I am compassionate about learning and helping others and want to be a part of making a difference for all customers, whilst helping Magenta realise their vision for the future. I hope we can all become a little bit more Magenta!



Millie Starkey

MCCC Member, Magenta Customer and Colleague

Hi, I'm Millie and I am a dedicated member of the People Team here at Magenta. I live in one of our Magenta properties with my brother and parents and our little dog Tilly.

Being both a colleague and customer gives me a unique relationship with Magenta, and it's provided me with valuable insights into both the colleague and customer experience.

Having this perspective allows me to understand the challenges and needs of our customers, as well as the

strategic goals of our organisation. I am interested in initiatives that promote community engagement, customer support, and organisational growth. I am honoured to be a member of MCCC and be able to contribute to our shared goal of fostering a strong, inclusive, and supportive community.



Sean Yewdale

MCCC Member and Magenta Customer

Hi, I'm Sean and I initially joined Compass, which was a Magenta customer forum and then asked to join MCCC. I truly believe I've made a positive impact by actively engaging in meetings, projects and training days and in a small part helping to bring people together to build better communities.

It really has expanded my passion for all things social housing, to the extent that it gave me the confidence to apply and successfully join the National Housing Federation's Tenant Advisory Panel.

I truly enjoy working with my MCCC colleagues and being able to openly question Magenta about new ideas, policy changes and ensuring our

fellow customers have the best quality and safe homes to live in.

If you're thinking of getting involved, just do it and get involved! The easiest way is to join Magenta Connect, have your say and get your voice heard. I've been involved through Magenta Connect from day one and I have recently become the champion for the supported and assisted living service.



Adam Costello

MCCC Member and Magenta Customer

Hi, I'm Adam and I've lived in a Magenta home for nearly thirty years. I joined MCCC almost by accident – I had just started a new community role and I reached out to Magenta for referrals and ended up being invited to join MCCC.

I feel we make quite a large customer impact by providing oversight to Magenta's policies and procedures, right down to how Magenta communicates with customers. We do our best to ensure that customers have a voice.

I have learnt so much from being a MCCC member, including the legislation that governs housing providers, and although I have been in the role now for just over two years, I'm still learning. As the legislation is ever evolving, I don't think I will ever stop, and this is a challenge that I truly relish.

To those who would like to get involved, I would say "go for it". The members that are on the committee don't come with any inside or specialist knowledge, they come with a passion for social housing and a desire to ensure that our Magenta neighbours are treated the way we all want to be treated. Not just as customers, but as vibrant communities that we can be proud to live in and call home. We're people like you!



MAGENTA IN BLOOM 2024 COMPETITION



CONGRATULATIONS TO EVERYONE WHO ENTERED!

Following the success of our previous 'Magenta in Bloom' competition and based on how much those who entered enjoyed it, we launched the competition again in 2024. We listened to your feedback and introduced three new categories – back garden, wildlife garden and tray garden.

We had lots of outstanding entries, and the standard was really high, making it a tough decision for our judges.

Congratulations to everyone who entered! We know how much hard work goes into creating the welcoming environments that brings joy and communities together.

The awards event was held at Tomorrow's Women Wirral, in Birkenhead back in September. The event was a great evening to congratulate everyone who entered but to acknowledge those who were shortlisted for each category, and they are:

Front garden

- * Runners up: Michael from Birkenhead and Tom & Jean from Upton
- * Winner: **Lynn from Bidston**



Front Garden Winner

Wildlife garden

- * Winner: **Peter from Moreton**



Wildlife Garden Winner

Tray garden

- * Winner: **The winning tray garden is from Prenton**



Tray Garden Winner

Back garden

- * Runners up: Ann from Greasby and Emma from Birkenhead
- * Winner: **Diana from West Kirby**



Back Garden Winner

Magenta in Bloom

- * Overall Winner: **Karen from Runcorn**



Magenta in Bloom Winner

Communal garden

- * Runners up: Ann & June from Greasby
- * Winner: **Sonia, Irene & Alice from Pensby**



Communal Garden Winner



Communal Garden Winner



Overall Winner



Community Award

✿ Three winners include:
**Happy Times Activities,
The Silverbacks – BEE
Wirral, and Prenton
Tenant and Resident
Association**



The Silverbacks, BEE Wirral



Prenton Tenant and Resident Association



Prenton Tenant and Resident Association



Happy Times Activities



Community Award Winner

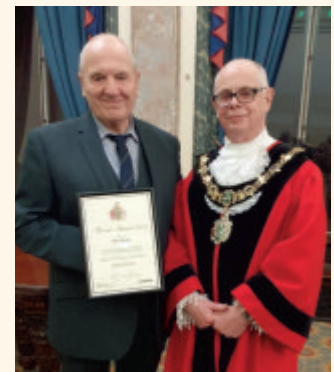
HAPPY RETIREMENT ALAN!

After over 25 years of voluntary work to support his local community, Chair of Prenton Tenants and Residents Association, Alan Dollery has decided to retire.

Alan has worked in a voluntary capacity for many years and will be well known to many people in his Prenton Dell neighbourhood and beyond. He has worked tirelessly to champion Magenta customers and other residents and will be sorely missed as the figurehead of the Association and the go-to person for advice or support.

Alan has led too many projects to list, but highlights include, providing food parcels to those in need, brightening up the neighbourhood with Prenton in Bloom, an award-winning gardening project, litter picks, a speed awareness campaign and providing advice and support to countless people.

In recognition of his voluntary service, Alan received an award from the then Mayor of Wirral, Jerry Williams pictured.



From all at Magenta, we would like to thank Alan for everything he has done over the past years and wish him well. We would also like to thank all the other volunteers across our communities who strive to make people's lives better.

Thanks and well done to you all!



OUR ANNUAL REPORT 2023/24 IN SUMMARY

Each year we produce and publish an annual report to let you know how we are performing against our targets. We have included a summary here of our 2023/24 Annual Report from across the year.

You'll find the full report on our website by visiting www.magentaliving.org.uk/annual-reports or scan the QR code to view the full report.



We really value your feedback and encourage you to let us know any improvements we can make to our annual report for next year. Your feedback is always welcome, and you can do this by emailing communications@magentaliving.org.uk

HIGHLIGHTS FROM 2023/24

12,805

HOMES OWNED

187

NEW HOMES WERE COMPLETED WITH **114** NEW HOMES STARED ON SITE

99.4%

RENT COLLECTED

£30.2M

CREATED IN SOCIAL VALUE

100%

OF OUR HOMES MEET THE DECENT HOMES STANDARD

15%

REDUCTION IN CARBON EMISSIONS

£2.67M

IN ADDITIONAL BENEFITS AND GRANTS CLAIMED FOR OVER 900 CUSTOMERS

76.7%

CUSTOMERS SATISFIED WITH THE OVERALL SERVICE THEY RECEIVE FROM US

REPAIRS

31,088

routine repairs completed

93.2%

were completed within target (our target was 93%)

10,293

emergency repairs carried out

93.3%

were completed within target (our target was 99%)

96.7%

repairs were completed on the first visit

89.9%

of customers were satisfied with their most recent repair

We invested **£8.3million*** during the year to keep our customers' homes warm, energy efficient and safe places to live.

(*This figure includes energy efficiency (Social Housing Decarbonisation Funding) and compliance work including fire safety).

FEEDBACK

Your feedback is vital in helping us deliver excellent services. When you send us a compliment, suggestion or complaint, we use this to shape the services we provide.

Here's how we performed during the year:

991

COMPLAINTS RECEIVED (DOWN FROM 1,016 THE PREVIOUS YEAR)

60%

COMPLAINTS UPHELD (SAME AS THE PREVIOUS YEAR)

11 DAYS

(AVERAGE AMOUNT OF DAYS TO RESOLVE A STAGE 1 COMPLAINT)

6

COMPLAINTS CONSIDERED BY THE HOUSING OMBUDSMAN

The top three reasons for making a complaint:

- **Delays in starting or completing repairs**
- **Quality of service and workmanship**
- **Communication**

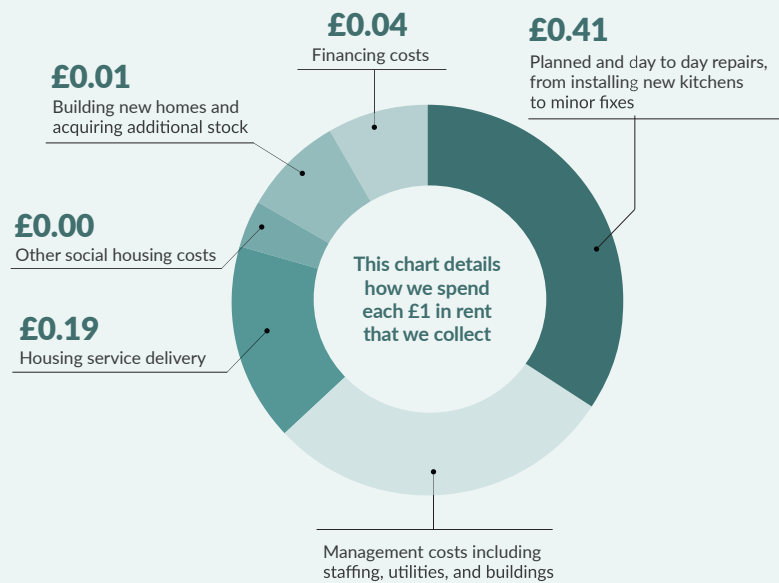
The Housing Ombudsman Complaint Handling Code

This enables landlords to resolve complaints raised quicker, drive service improvements and create a more positive complaint handling process. To read our latest self-assessment against the Code visit www.magentaliving.org.uk/feedback

158 compliments received in 2023/24

How each £1 in rent received is spent:

£1 SPEND BREAKDOWN



NEW HOMES

We have a target to build at least **1,000** new homes over the next five years.

2023/24 development progress:

114

NEW HOMES STARTED

187

NEW HOMES WERE COMPLETED

ANTI-SOCIAL BEHAVIOUR (ASB)

In 2023/24 we...

Received 348 ASB cases

Closed 299 ASB cases

The top three reasons included:

- Harassment, intimidation and threatening behaviour
- Noise
- Drug and substance misuse, drug dealing and cases of Cuckooing.

TSM PERCEPTION MEASURES

In this year's annual report, we included our performance against the newly introduced Tenant Satisfaction Measures (TSMs). This covers our performance from April 2023 to March 2024. We have included our full TSM performance here.

01

Proportion of respondents who report that they are satisfied with the overall service from their landlord.

76.7%

02

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.

80.9%

03

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.

76.8%

04

Proportion of respondents who report that they are satisfied that their home is well maintained.

70.9%

05

Proportion of respondents who report that they are satisfied that their home is safe.

73.7%

06

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.

53.5%

07

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.

60.8%

08

Proportion of respondents who report that they agree their landlord treats them fairly and with respect.

78.5%

09

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.

38.3%

10

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.

72.0%

11

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.

55.3%

12

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.

53.9%

TSM MANAGEMENT MEASURES

BS01

Proportion of homes for which all required gas safety checks have been carried out.

100%

BS02

Proportion of homes for which all required fire risk assessments have been carried out.

100%

BS03

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

100%

BS04

Proportion of homes for which all required legionella risk assessments have been carried out.

94.4%

BS05

Proportion of homes for which all required communal passenger lift safety checks have been carried out.

94.6%

RP01

Proportion of homes that do not meet the Decent Homes Standard.

0%

RP02(1)

Proportion of non-emergency responsive repairs completed within the landlord's target timescale.

93.4%

RP02(2)

Proportion of emergency responsive repairs completed within the landlord's target timescale.

98%

CH01(1)

Number of stage one complaints received per 1,000 homes.

72.1

CH01(2)

Number of stage two complaints received per 1,000 homes.

5.8

CH02(1)

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

95%

CH02(2)

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

82.2%

NM01(1)

Number of anti-social behaviour cases, opened per 1,000 homes.

27.8

NM01(2)

Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.

0.6

In contacting a wide range of our customers to ensure that we met the confidence levels required for the survey, and in using different methods to contact our customers, Magenta Living were able to ensure that responses were representative of our customer characteristics including age, tenancy type and tenancy length.

HOW TO AVOID DAMP AND CONDENSATION IN YOUR HOME

WE WANT YOU TO BE HAPPY AND SAFE IN YOUR HOME AND WE TAKE REPORTS OF DAMP AND MOULD VERY SERIOUSLY. YOUR SAFETY AND WELL-BEING ARE OUR TOP PRIORITY, AND WE ARE HERE TO HELP.

REPORTING DAMP AND MOULD

If you notice signs of damp or mould in your home, please contact us as soon as you can to report it to us. Our team is here to support you in identifying the issue and implementing effective solutions to remove it. You can report it to us by:

- Calling us on **0808 100 9596**
- Emailing **contactus@magentaliving.org.uk**
- Visit our office to report your concerns in person, Monday to Friday from 9am to 5pm at Partnership Building, Hamilton Street, Birkenhead CH41 5AA
- Remember, if you have any new or unresolved repair issues, contact us and we will ensure these are raised

To help us understand what is causing the problem and what we need to do to put it right, we will need to visit you in your home. You will need to provide us with as much detail as possible including if anyone living in your home is vulnerable or has any health issues.



We may also request to arrange a video call with you. This will help us to diagnose your report as quickly as we can. The cause may be an issue with something outside such as your roof, gutters or windows.

WHAT IS CONDENSATION?

Condensation usually occurs in colder weather, so with temperatures dropping, we are providing you with advice and tips on how to reduce condensation and prevent damp and mould in your home.

Condensation occurs when cold air meets with warm air and produces tiny droplets of water on surfaces. You can usually see this on windows or bathroom surfaces following a bath or shower. It's really important you wipe any moisture away and keep surfaces as dry as you can.

Excessive condensation can lead to dampness in your home, which can then turn into mould. Mould can mainly be seen on walls and ceilings but can also grow on furniture, carpets, clothes, window frames, doors and skirting boards.

Here are some tips to reduce condensation and prevent damp and mould forming in your home:

THINK ABOUT VENTILATION

- Open windows and exterior doors to allow excess moisture to escape. Even if only slightly and for a short period of time, especially when cooking and bathing. This will really help reduce the moisture build-up which can cause condensation.
- If you have extractor fans, make sure you switch them on when cooking and bathing or use your window vents.
- Remember to clean the fans or vents so they work as they should.
- Never block or cover your ventilation fans so that air can flow freely through them.
- Let us know as soon as possible if your extractor fan or window vents aren't working properly.

When cooking

- Always cook with pan lids on and turn the heat down once the water has boiled.
- This saves energy and reduces the amount of moisture that enters the air.



Washing and drying clothes

- Drying clothes outside is always best and try to avoid drying them on radiators.
- If you are drying clothes inside your home, do this in a heated, well-ventilated room.
- If you do use heated airers, remember to open windows, the moisture still needs to escape your home.

Controlling the temperature in your home

- Warm air holds more moisture than cool air and is therefore less likely to deposit droplets of water around your home.
- Keeping your home at a controlled, warm temperature will help reduce condensation.
- The recommended temperature to heat your home is 18°C.

For further information scan the QR code or visit www.magentalive.org.uk/damp-and-mould



COST OF LIVING SUPPORT AND ADVICE

The cost-of-living continues to impact us all and we recognise that this time of year can be a difficult time especially with rising prices, higher energy bills and the colder weather. If you're worried about money or paying your household bills, please reach out to us and we'll work together to find solutions that can make things a bit easier for you.

Magenta has a team of advisors who are here to help you, by providing specialist support and advice on how you can better manage your money.

DO YOU NEED HELP PAYING YOUR RENT?

If you are experiencing financial difficulties and are struggling to pay your rent, please get in touch with your Income Officer – they can provide you with advice and support, working with you to reach a suitable solution that works best for you and your circumstances.

Contact your Income Officer by calling **0808 100 9596**.

ARE YOU ENTITLED TO ADDITIONAL FINANCIAL SUPPORT?

Our in-house Income Advice Team have recently helped **over 900 customers claim £2.67million in additional benefits and grants** that they didn't know they were entitled to.

We want to help you maximise your income and benefit entitlement and ensure you're in a good position to manage your money and pay your household bills. Our easy-to-use 'Benefits Calculator' will provide you with information about benefits that you may be entitled to claim and give you the widest possible range of support.

The calculator 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.

To access the Benefits Calculator and other advice and support visit **www.magentaliving.org.uk/cost-of-living-2** or scan the QR code.



You can also contact Magenta Living's Income Advice Team by calling **0808 100 9596**.

REDUCE YOUR ENERGY BILLS WITH ENERGY PROJECTS PLUS

Energy Projects Plus is working with Magenta to help our customers to reduce their energy bills, especially as we enter into the colder months.

As well as providing advice over the phone, one of their Energy Advisors can visit your home and conduct a mini survey, offering the best advice specifically for you and your home. This includes:

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

You can get in touch with Energy Projects Plus by:

- Calling their Save Energy Advice Line on **0800 043 0151**
- Emailing their Advice Team on **advice@epplus.org.uk**
- Completing their self-referral form on their website here: **www.epplus.org.uk/contact-us**

You may be entitled to a fuel voucher

If you are experiencing difficulties with your energy bills and heating costs, our team is here to support you. You may be eligible for a fuel voucher that will help top-up your heating bills. If you would like to know more about this extra support, contact our Income Team by calling **0808 100 9596**.

For further information about support available visit our website **www.magentaliving.org.uk**

PREPARING YOUR HOME FOR WINTER WEATHER

Winter is one of our busiest times in terms of repairs, frozen pipes and boiler breakdowns – naturally we see our calls and messages from our customers increase during this time of year. We're here to support you and make sure your

home is safe and warm and help you to prevent any further problems happening.

Here are some useful tips to ensure you are winter ready or what to do in an emergency. If you have any issues with your boiler, heating or other repairs, please contact us to report them as soon as you can by calling **0808 100 9596**.

For further information about repairs, visit **www.magentaliving.org.uk/repairs**

- **Check your boiler is working properly** – your boiler is vital in your home to ensure your house is warm and you have hot water when you need it. Test your boiler and heating work before it gets too cold! The healthy room temperature for your living room is 21 degrees and 18 degrees for the rest of your home.
- **Frozen pipes** – this is one of the biggest problems during colder weather and causes problems with heating and boilers, potentially leaving you without running water. You can prevent this by running your taps regularly. In really cold weather, keep your heating on low to prevent the pipes from freezing and know where your water stop tap is, just in case a pipe bursts – you will need to turn the water off from the stop tap.
- **Power cut** – if you experience a sudden power cut, don't panic! Firstly check the trip switch in your fuse box is in the 'on' position. If not, reset the switch to on. If it still hasn't operated, call 105 to report the issue. Ensure you have an alternative source of lighting e.g. torches to hand, avoid using candles and a fully charged mobile phone. Check with neighbours or look at street lights to see if the problem is wider than in your home.



For further Winter support information, visit **www.magentaliving.org.uk/winter-support**

SAFETY SPOTLIGHT

BUILDING SAFETY

Magenta Living takes your safety extremely seriously. We have a legal obligation to ensure the buildings we own, including high-rise and low-rise accommodation and the communal areas meet with fire safety regulations.

Following the tragic Grenfell Fire in 2017, the government introduced the Building Safety Act 2022. This is a set of new requirements for the management of building safety in 'higher risk buildings'. This is defined as buildings of 18 metres or more, or seven or more storeys high.

What is Building safety?

This covers everything to keep you, your home, your building and any shared spaces as safe as possible. It includes the construction, maintenance and management of your building, including the systems and measures that keep

these areas safe and meet our legal obligations, which include:

- Fire safety – including fire and evacuation plans
- Gas, electrical, water and asbestos safety
- Mechanical equipment such as passenger lifts, automatic doors and gates
- Shared spaces, including ensuring communal areas and escape routes are well maintained and clear of obstructions, trip hazards and rubbish

If you have any concerns about the safety of where you live, or to discuss any improvements or repairs please contact us by calling 0808 100 9596.

BALCONY SAFETY

Due to changes in fire safety legislation, keeping balcony areas safe is now seen as an integral part of our fire safety responsibilities. If a fire breaks out it has the potential to spread to both your home and your neighbours. As a reminder:

- Don't store any combustible items on your balcony. This includes the likes of storage boxes/structures of any type, wooden furniture, screening or matting, rubbish or recycling, fuel, gas cylinders or flammable liquids
- If you smoke always make sure cigarettes or any other smoking materials are completely extinguished using a proper ashtray or a bucket with sand in it



- Never drop cigarettes over the side of your balcony

Please don't hesitate to get in touch if you have any concerns about the safety, improvements or repairs in your building. Contact us by calling us on **0808 100 9596** or by emailing **firesafety@magentaliving.org.uk**

To request a free Home Fire Safety Check visit or for fire safety advice, contact Merseyside Fire and Rescue Service on **0800 731 5958**.

WINDOW SAFETY

Improving window safety in your home

Your safety is very important to us. After reviewing our approach around window safety, for those customers who live in our higher risk buildings, we will be or may have already contacted you to arrange to fit a secondary window safety restrictor to all windows in your home. The window safety devices will be fitted by our trained technicians and existing restrictors will be inspected at the same time.

This project is due to be completed by March 2025. If you haven't already

been contacted, we will contact you to make an appointment.

On the day of your appointment, please remove any furniture from in front of your windows and any items from your window ledge or nearby. This will ensure that our technicians have easy access to the window area and the work is carried out as quickly as possible.

It's essential that you allow us access to your home to carry out this important work, to ensure that we are keeping you safe in your home.

For customers who live in some of our higher risk buildings, it's important to be aware of window safety, how your windows work and how to keep yourself, your family and visitors safe.

Here is some guidance about window safety:

- Familiarise yourself with how your windows work, in particular any restrictors or safety devices that may have been fitted
- Window restrictors prevent windows being opened more than 100mm unless they are manually released
- Only release the safety devices for cleaning purposes and re-attached once finished
- If you have key lockable handles, always lock them using the key when the window is closed and keep the key in a safe and accessible location in the event of an emergency
- Never paint over UPVC windows, in particular the handles, hinges and restrictors, as this can prevent them working properly
- Never tamper with your windows or safety devices for any reason



It's important if you have young children or anyone vulnerable living in your home that you never leave them unsupervised in rooms with open windows. Think about where furniture is placed, avoid putting anything under open windows which could be used to climb on. Ensure any ropes, cords on blinds or curtains are out of reach.

TALK TO US

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 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:



Calling us on 0808 100 9596



Emailing us at contactus@magentalive.org.uk



Website visit www.magentalive.org.uk



Visit us at **Partnership Building, Birkenhead, Wirral CH41 5AA**
(9am – 5pm, Monday to Friday)



Provide feedback about our services, including make a complaint or share a compliment with us by emailing yourvoice@magentalive.org.uk or using any of the above contacts.



Get involved through Magenta Connect by visiting www.magentaconnect.org.uk



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

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

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Frost | <input type="checkbox"/> Decorations |
| <input type="checkbox"/> Hot Chocolate | <input type="checkbox"/> Blizzard |
| <input type="checkbox"/> Snow | <input type="checkbox"/> Turkey |
| <input type="checkbox"/> Christmas | <input type="checkbox"/> Present |
| <input type="checkbox"/> Snowman | <input type="checkbox"/> Stocking |
| <input type="checkbox"/> Festive | <input type="checkbox"/> Bauble |
| <input type="checkbox"/> Lights | <input type="checkbox"/> Fireplace |
| | <input type="checkbox"/> Rudolph |



Please recycle this magazine once you have read it.