

Welcome

We want it to be easy for you to understand how Magenta Living is performing and how we manage our homes and services. We have brought this information together as part of the Social Tenant Access to Information Requirements, known as STAIRS. These requirements are designed to make sure social landlords share clear and useful information with customers.

This report brings together key facts and figures about our homes, rents, property condition, lettings, empty homes, sales, transfers, demolitions and repairs. We have explained technical terms as we go and used plain English wherever possible. The information is based on figures for the year ending 31 March 2026 unless we say otherwise.

If you have a question about anything in this report, would like more detail or need the information in another format, please contact us in the following ways:

- Visit www.magentaliving.org.uk/contact-us
- Use live chat on our website (between 10am and 4pm)
- Email us contactus@magentaliving.org.uk
- Call us free on 0808 100 9596 - calls between 8pm and 7am are for emergencies only

Rent rates and collection

Social Housing Rent

About this information

This section explains the low-cost rental homes Magenta Living owns or manages and the average rents we charge for social housing. Low-cost rental homes are homes let at social or affordable rent, which is usually lower than renting a similar home privately. Social rent is one type of low-cost rent and is usually lower than affordable rent and private rent.

How many low-cost rental homes we own and manage

Magenta Living owns and directly manages 12,657 low-cost rental homes and rooms in shared supported accommodation. We also manage 53 homes for other organisations. This means we own or manage 12,710 homes and rooms in total.

Types of homes

Most of these are general needs homes. General needs homes are for customers who do not need specialist housing or regular on-site support. We own and directly manage:

- 9,161 general needs homes
- 43 supported homes
- 1,614 homes for older people
- 60 intermediate rent homes
- 1,779 affordable rent homes.

Intermediate rent is usually below market rent but above social rent. Affordable rent can be set at up to 80% of the rent for a similar privately rented home in the local area, including service charges.

Where our homes are

Most of our homes are in Wirral. We own:

- 10,538 general needs homes
- 51 supported homes
- 1,689 homes for older people in Wirral.

We also own 379 homes outside Wirral: 177 in Halton, 141 in Cheshire West and Chester, and 61 in Cheshire East.

Supported homes and rooms in shared accommodation

We own 1,636 self-contained supported homes and homes for older people. Self-contained means the home has its own kitchen, bathroom and living space. We also own 21 rooms or bedspaces in shared supported accommodation. A bedspace means an individual place for one person in shared supported accommodation, where they usually have their own bedroom but may share facilities such as a kitchen, bathroom or living area.

Average weekly social rent

For our general needs social rent homes, the average weekly net rent is £109.48 across 9,161 homes. Net rent means the rent before any service charges are added. A service charge is a payment towards shared services, such as cleaning, maintaining communal areas or providing services in shared buildings.

Average weekly net rents by home size

The average weekly net rent is:

- £80.36 for a bedsit
- £91.83 for a one-bedroom home
- £104.38 for a two-bedroom home
- £117.60 for a three-bedroom home
- £127.23 for a four-bedroom home
- £125.87 for a five-bedroom home.

The average formula rent is £108.57. Formula rent is the rent calculated using a government formula based on things like the value of the property, local income levels and the size of the home.

Service charges

Some homes have service charges as well as rent. For general needs social rent homes, 3,779 homes had service charges that may be eligible for Housing Benefit or Universal Credit, with an average charge of £9.99 a week.

A further 117 homes had service charges that are not eligible for Housing Benefit or Universal Credit, with an average charge of £7.52 a week. Housing Benefit and Universal Credit are benefits that can help eligible customers with housing costs.

Supported housing and homes for older people rents

For supported housing and homes for older people, the average weekly net rent before service charges are added is:

- £91.69 for a room with shared facilities
- £103.42 for a bedsit
- £101.34 for a one-bedroom home
- £114.20 for a two-bedroom home
- £131.40 for a three-bedroom home

We also have 15 specialist supported homes that follow different government rent rules, so they are not included in these average rent figures.

Age and type of social rent homes

Looking at our owned social rent homes, not including affordable rent homes or care homes 7,191 are houses or bungalows and 3,687 are flats. Most were built between 1945 and 1980, with 3,723 built from 1945 to 1964 and 4,061 built from 1965 to 1980.

We also own 2,833 homes built between 1919 and 1944, 132 built from 1991 to 2000, 61 built from 2001 to 2010, four built from 2011 to 2020, 58 built after 2020 and six built before 1919.

Affordable Housing Rent

About this information

We want to be open about our affordable rent homes and the rent we charge. Affordable rent is a type of rent for some homes funded through government affordable homes programmes. It can be set at up to 80% of the rent for a similar home rented from a private landlord in the local area, including any service charges. A service charge is a payment towards shared services, such as cleaning or maintaining communal areas. The information below is based on figures reported to the Regulator of Social Housing for the year ending 31 March 2026.

How many affordable rent homes we own

Magenta Living owns 1,779 affordable rent homes. Of these, 1,607 are general needs homes for customers who do not need specialist

housing or additional on-site support. The remaining 172 are supported homes, homes for older people or rooms in shared supported accommodation, where customers may receive extra help to live independently.

Types of affordable rent homes

Our affordable rent homes include 1,230 houses or bungalows and 549 flats.

Of the flats, 473 are in buildings under 11 metres high with fewer than five storeys, 33 are in medium-rise buildings and 43 are in buildings that are at least 18 metres high or have seven or more storeys.

When the homes were built

Most of our affordable rent homes were built from 2011 onwards. This includes 868 homes built from 2011 to 2020 and 319 built after 2020. We also have 577 homes built between 1945 and 2010, 15 built between 1919 and 1944, and nine built before 1919.

Average weekly rents

For our 1,607 general needs affordable rent homes, the average weekly rent is £147.10. This is the gross rent, which means it includes any service charges. Average weekly rents are:

- £117.37 for a one-bedroom home
- £139.51 for a two-bedroom home
- £155.83 for a three-bedroom home
- £177.59 for a four-bedroom home
- £171.70 for a five-bedroom home

Supported homes and homes for older people

We own 172 affordable rent supported homes, homes for older people and rooms in shared supported accommodation. The average weekly rent, including any service charges, is £232.13. This includes 10 rooms with shared facilities at an average of £112.15 a week, 130 one-bedroom homes at an average of £237.48 a week and 32 two-bedroom homes at an average of £247.92 a week.

Where our affordable rent homes are

Most of our affordable rent homes are in Wirral, where we own 1,450. We also own 141 in Cheshire West and Chester, 131 in Halton and 57 in Cheshire East.

Changes during the year

During the year ending 31 March 2026, we let 130 affordable rent homes to new customers. We did not change any homes from social rent or another rent type to affordable rent, and we did not change any affordable rent homes to another rent type. We sold 33 affordable rent homes during the year: six to customers living in them and 27 to other buyers.

Homes we own and manage

Social Housing

About this information

This section explains the homes Magenta Living owns and manages, the condition of those homes and the rent information we report each year. Low-cost rental homes means homes let at social or affordable rent, which is usually lower than renting a similar home privately.

How many low-cost rental homes we own and manage

Magenta Living owns and directly manages 12,657 low-cost rental homes and rooms in shared supported accommodation. We also manage 53 homes for other organisations. This means we own or manage 12,710 homes and rooms in total.

Types of homes

Most of our homes are general needs homes. These are homes for customers who do not need specialist housing or regular on-site support. We own and directly manage:

- 9,161 general needs homes
- 43 supported homes
- 1,614 homes for older people
- 60 intermediate rent homes
- 1,779 affordable rent homes

Intermediate rent is usually below market rent but above social rent. Affordable rent is a type of rent that can be set at up to 80% of the rent for a similar privately rented home in the local area, including service charges.

Supported homes and homes for older people

We own 1,636 self-contained supported homes and homes for older people. Self-contained means the home has its own kitchen, bathroom and living space. We also own 21 rooms or bedspaces in shared supported accommodation. A bedspace means an individual room in shared accommodation.

Condition of our homes

The Decent Homes Standard is a national standard for social housing. It sets out the minimum condition homes should meet, including being safe, in a reasonable state of repair, having reasonably modern facilities and providing a reasonable level of warmth. The standard applies to 12,657 of our homes. At the end of the year (March 2026), three homes did not meet the Decent Homes Standard because they did not provide the required level of warmth. We had remediated, or made decent, 41 homes during the year.

How we check home condition

Our most recent stock condition survey took place in 2025/26. A stock condition survey is a check of a home's main parts, such as kitchens, bathrooms, roofs, windows, heating and insulation. In that survey, 1,626 homes were inspected and 46 were identified as not meeting the Decent Homes Standard at the time of inspection.

Over the last five years, 89% of our current homes have been physically inspected to check whether they meet the standard.

Energy ratings

An Energy Performance Certificate, or EPC, shows how energy efficient a home is. Ratings go from A, which is the most efficient, to G, which is the least efficient. Of the homes we own 8,558 have an EPC rating of A, B or C. This includes:

- 17 homes rated A
- 916 rated B
- 7,625 rated C
- 3,856 are rated D
- 191 are rated E
- 23 are rated F
- Four are rated G
- Two homes the EPC rating is not known
- 23 do not require an EPC

Social rent homes

Social rent is usually lower than affordable rent and private rent. For our general needs social rent homes, the average weekly net rent is £109.48 across 9,161 homes. Net rent means the rent before any service charges are added. A service charge is a payment towards shared services, such as cleaning, maintaining communal areas or providing services in shared buildings.

Average weekly net rents by home size

The average weekly net rent is:

- £80.36 for a bedsit
- £91.83 for a one-bedroom home
- £104.38 for a two-bedroom home
- £117.60 for a three-bedroom home
- £127.23 for a four-bedroom home
- £125.87 for a five-bedroom home

The average formula rent is £108.57. Formula rent is the rent calculated using a government formula based on things like the value of the property, local income levels and the size of the home.

Supported housing and homes for older people rents

For supported housing and homes for older people, the average weekly net rent before service charges are added is:

- £91.69 for a room with shared facilities
- £103.42 for a bedsit
- £101.34 for a one-bedroom home
- £114.20 for a two-bedroom home
- £131.40 for a three-bedroom home

We also have 15 specialist supported homes that follow different government rent rules, so they are not included in these average rent figures.

Age and type of homes

Looking at our owned social rent homes, not including affordable rent homes or care homes, 7,191 are houses or bungalows and 3,687 are flats. Most were built between 1945 and 1980, with 3,723 built from 1945 to 1964 and 4,061 built from 1965 to 1980.

We also own 2,833 homes built between 1919 and 1944, 132 built from 1991 to 2000, 61 built from 2001 to 2010, four built from 2011 to 2020, 58 built after 2020 and six built before 1919.

Affordable Housing

About this information

This section explains the affordable rent homes Magenta Living owns, where they are, the types of homes available and the average rents we charge. Affordable rent is a type of rent for some homes funded through government affordable homes programmes. It can be set at up to 80% of the rent for a similar home rented from a private landlord in the local area, including any service charges. The information below is based on figures reported to the Regulator of Social Housing for the year ending 31 March 2026.

How many affordable rent homes we own

Magenta Living owns 1,779 affordable rent homes. Of these, 1,607 are general needs homes. General needs homes are for customers who do not need specialist housing or regular on-site support. The remaining 172 are supported homes, homes for older people or rooms in shared supported accommodation, where customers may receive extra help to live independently.

Types of affordable rent homes

Our affordable rent homes include 1,230 houses or bungalows and 549 flats. Of the flats, 473 are in buildings under 11 metres high with fewer than five storeys. A further 33 are in medium-rise buildings, and 43 are in buildings that are at least 18 metres high or have seven or more storeys. Storeys means the total number of floors in the building, not the floor where an individual flat is located.

When the homes were built

Most of our affordable rent homes were built from 2011 onwards. This includes 868 homes built from 2011 to 2020 and 319 built after 2020. We also own 577 affordable rent homes built between 1945 and 2010, 15 built between 1919 and 1944, and nine built before 1919.

Average weekly rents for general needs homes

Across our 1,607 general needs affordable rent homes, the average weekly gross rent is £147.10. Gross rent means the total rent including any service charges. A service charge is a payment towards services provided for a home or shared area, such as cleaning, grounds maintenance or maintaining communal spaces.

The average weekly gross rent is:

- £117.37 for a one-bedroom home
- £139.51 for a two-bedroom home
- £155.83 for a three-bedroom home
- £177.59 for a four-bedroom home
- £171.70 for a five-bedroom home

These are average amounts, so the actual rent for an individual home may be different.

Supported homes and homes for older people

We own 172 affordable rent supported homes, homes for older people and rooms in shared supported accommodation. The average weekly gross rent across these homes is £232.13.

This includes:

- 10 rooms with shared facilities, with an average weekly rent of £112.15
- 130 one-bedroom homes, with an average weekly rent of £237.48
- 32 two-bedroom homes, with an average weekly rent of £247.92

A room with shared facilities means a customer has their own room but shares facilities such as a kitchen, bathroom or living area with other residents.

Where our affordable rent homes are

Most of our affordable rent homes are in Wirral, where we own 1,450. We also own 141 in Cheshire West and Chester, 131 in Halton and 57 in Cheshire East.

Changes during the year

During the year ending 31 March 2026, we let 130 affordable rent homes to new customers. We did not change any homes from social rent or another rent type to affordable rent, and we did not change any affordable rent homes to another rent type.

We sold 33 affordable rent homes during the year. Six were sold to customers living in them and 27 were sold to other buyers.

Stock Transfers, sales and demolitions

About this information

This section explains how the number of homes Magenta Living owns changed during the year ending 31 March 2026. It covers new homes, homes bought or transferred to us, homes sold or transferred to other organisations, sales to customers and demolitions. A stock transfer is when ownership of a home moves from one landlord to another. A demolition is when a home is permanently removed because the building is taken down.

Homes added during the year

We added 120 low-cost rental homes during the year. Low-cost rental homes are homes let at social or affordable rent, which is usually lower than renting a similar home privately. This total included 102 newly built homes: two general needs homes, 31 intermediate rent homes and 69 affordable rent homes. Intermediate rent is usually below market rent but above social rent.

We also added 18 homes through purchases, transfers and other changes. This included two homes transferred from an organisation in the same group that is not registered as a social landlord, two homes from other registered providers, 13 homes from other sources and one general needs home created by converting a former guest room. A registered provider is an organisation registered with the Regulator of Social Housing to provide social housing.

Homes sold or transferred to other landlords

We sold or transferred 28 homes so they could continue to be used as social housing. This included 27 affordable rent homes transferred to another registered provider and one general needs home transferred to a local authority registered provider. None of these homes had a customer living in them at the time of the transfer.

Other sales

We sold two empty general needs homes on the open market. Open-market sales are sales to buyers who are not purchasing the home through a social housing scheme. These homes were no longer counted as social housing after the sale.

Homes bought by customers

During the year, 69 homes were bought by customers who were living in them. This included 46 Right to Buy sales, 20 Right to Acquire sales and three sales through other shared ownership or shared equity schemes.

Right to Buy and Right to Acquire are government schemes that allow some eligible social housing customers to buy their home at a discount. Shared ownership or shared equity schemes allow a customer to buy part of a home, with arrangements in place for the remaining share.

Of the 69 homes bought by customers, 67 were freehold sales and two were leasehold sales. Freehold usually means the buyer owns the home and the land it stands on. Leasehold means the buyer owns the home for a set period under a lease, while another organisation owns the building or land.

Homes demolished

We demolished 14 general needs homes during the year. Demolished homes are removed from our housing stock and are no longer available to rent.

Where sales and demolitions took place

All 28 transfers to registered providers, 69 sales to customers, two open-market sales and 14 demolitions took place in Wirral.

Overall change in the number of homes

After taking account of homes added, sold, transferred and demolished, the total number of homes we owned increased by seven during the year. The mix of homes changed: general needs homes reduced by 72, while supported homes and homes for older people increased by 14, intermediate rent homes increased by 28 and affordable rent homes increased by 37.

Property Condition

About this information

This section explains the condition of the homes Magenta Living owns, how we check whether homes meet the Decent Homes Standard and what the latest figures show. The Decent Homes Standard is a national standard for social housing. It says homes should be safe, in a reasonable state of repair, have reasonably modern facilities and provide a reasonable level of warmth.

How many homes the standard applies to

The Decent Homes Standard applies to 12,657 Magenta Living homes. At the end of the year (March 2026), three homes did not meet

the standard. All three did not meet the required level of thermal comfort, which means they did not provide the expected level of warmth or energy efficiency.

What we check

The Decent Homes Standard looks at four main areas: whether a home meets the minimum safety standard, whether it is in a reasonable state of repair, whether it has reasonably modern facilities and services, and whether it provides a reasonable level of warmth. In our year-end figures, no homes failed because of safety, repair or modern facilities. Three homes failed because of warmth.

Homes where work could not be completed

There were 40 homes where the required work had not been carried out because the customer did not want the work completed at that time. This is known as customer refusal. These homes are reported separately from the three homes that did not meet the standard at year end.

How we check the condition of homes

Our most recent stock condition survey took place in 2025/26. A stock condition survey is a detailed check of key parts of a home, such as the roof, windows, doors, kitchen, bathroom, heating, insulation and other main components. The survey helps us plan repairs, replacements and investment in homes.

In the latest survey, 1,626 homes were inspected and 46 were identified as not meeting the Decent Homes Standard at the time of inspection. Of these, 40 related to the minimum safety standard, one related to the state of repair, three related to modern facilities and services, and four related to warmth. A home can be counted under more than one reason if it does not meet more than one part of the standard. Over the last five years, 89% of our current homes have been physically inspected to assess whether they meet the standard.

Action during the year

At the start of the year, one home had been reported as not meeting the Decent Homes Standard. During the year, 43 more homes were identified as not meeting the standard. This made a total of 44 homes requiring action. We completed work to make 41 homes decent, leaving three homes reported as not meeting the standard at year end.

How we use survey information

Where our data shows a home may not meet the standard, we take action. This could mean replacing parts of the home, carrying out a repair, or completing a follow-up survey to check whether the home meets the standard. Our latest survey was carried out by Rand Associates, an external surveying company, together with our in-house Asset Management team.

How our homes are used: lettings, exchanges and empty homes

About this information

This section explains how our low-cost rental homes were used during the year ending 31 March 2026. It covers homes let to customers, mutual exchanges, evictions and homes that were empty at year end. Low-cost rental homes are homes let at social, intermediate or affordable rent, which is usually lower than renting a similar home privately.

Homes let during the year

We completed 657 lettings during the year. A letting is when a tenancy starts and a customer moves into a home. This included 477 general needs homes, 20 supported housing homes or shared supported accommodation, and 160 homes or shared supported accommodation for older people.

General needs homes are for customers who do not need specialist housing or regular on-site support. A bedspace is an individual place for one person in shared supported accommodation, where they usually have their own bedroom but may share facilities such as a kitchen, bathroom or living area.

Mutual exchanges

There were 96 lettings through mutual exchanges. A mutual exchange is when two or more social housing customers agree to swap homes, with permission from their landlords. This included 83 general needs homes, two supported housing homes or bedspaces, and 11 homes or bedspaces for older people.

Evictions

We carried out 17 evictions during the year. An eviction is the legal process used to end a tenancy and require a customer to leave their home. It's a serious step and is generally taken only after other options to resolve the situation have been considered.

Of the 17 evictions, three were because of rent arrears, 13 were because of anti-social behaviour, and one involved both rent arrears and anti-social behaviour. Rent arrears means rent that is overdue and has not been paid.

Anti-social behaviour means behaviour that causes, or is likely to cause, harassment, alarm, distress, nuisance or annoyance to other people. Three of the anti-social behaviour evictions were from supported housing or housing for older people; the remaining 14 evictions were from general needs homes.

None of the evictions for anti-social behaviour involved a demoted tenancy. A demoted tenancy is a tenancy with reduced rights for a set period after a court order, usually because of anti-social behaviour.

Empty homes as at end of March 2026

At 31 March 2026, 182 homes or bedspaces were empty. This included 145 general needs homes or bedspaces, 10 supported housing homes or bedspaces, and 27 homes or bedspaces for older people.

Of the 145 empty general needs homes or bedspaces, 74 were available to let, 48 were temporarily unavailable and 23 were permanently unavailable.

Temporarily unavailable means a home cannot be let for a period, for example while major work is completed. Permanently unavailable means the home is not expected to return to use as a rented home. Of the supported housing vacancies, three were available to let and seven were temporarily unavailable. Of the homes for older people, 18 were available to let and nine were temporarily unavailable.

How long homes had been empty

Of the 145 empty general needs homes or bedspaces, 52 had been empty for fewer than six weeks, 21 for between six weeks and six months, and 72 for more than six months.

For supported housing, none had been empty for fewer than six weeks, five had been empty for between six weeks and six months, and five for more than six months. For homes for older people, 17 had been empty for fewer than six weeks, seven for between six weeks and six months, and three for more than six months.

Where empty general needs homes were located

Of the 145 empty general needs homes, 109 were in Wirral, 35 were in Halton and one was in Cheshire East. In Wirral, 38 were available to let, 48 were temporarily unavailable and 23 were permanently unavailable. All 35 in Halton and the one in Cheshire East were available to let.

Repairs

About this information

This section explains how many repairs we completed during the year ending 31 March 2026 and how many were completed within our target times. These figures support our Tenant Satisfaction Measures, or TSMs. TSMs are measures set by the Regulator of Social Housing to show customers how well landlords are delivering important services, including repairs.

Repairs completed during the year

We completed 42,556 repairs during 2025/26, compared with 40,269 in 2024/25. Repairs were completed by our Property Services team and specialist contractors. A contractor is an external company we use to complete particular types of work, such as drainage, door-entry systems, heating or other specialist repairs.

Emergency repairs

We completed 15,140 emergency repairs during 2025/26. Of these, 14,068 were completed within the target time, which is 92.9%.

In 2024/25, 95.2% of emergency repairs were completed on time. An emergency repair is urgent work needed where there is an immediate risk to people, a home or essential services.

Non-emergency repairs

We completed 27,416 non-emergency repairs during 2025/26. Of these, 24,829 were completed within the target time, which is 90.6%.

This improved from 87.3% in 2024/25. Non-emergency repairs are work that is needed but does not present an immediate risk, so an appointment can be arranged within the relevant target timescale.

Overall repairs completed on time

Across emergency and non-emergency work, 38,897 of the 42,556 completed repairs were finished within the relevant target time.

This means 91.4% of all completed repairs were on time. "On time" means the repair was completed within the target set for that type and priority of work.

Repair requests raised and cancelled

During 2025/26, 48,838 repair requests were raised. A repair request is recorded when work is first reported or identified.

Of these, 6,002 were cancelled or put on hold, equal to 12.3% of requests. A repair may be cancelled or held for reasons such as duplicate requests, access issues, a change in the work needed or because the job needs to be rearranged.

Repairs still open at year end

At 31 March 2026, 1,790 repairs were still open. An open repair is work that has been reported but had not yet been completed at the reporting date. Of these, 1,209 were completed in 2026 and 581 had been issued for work or were awaiting completion when the figures were prepared.