

Your **home**  
Your **community**  
Your **voice**





# Hello!

& welcome to your  
**Annual Report...**

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# Hi, I'm Sean Yewdale and I'm the Interim Chair of Magenta Customers and Communities Committee (MCCC).

MCCC is a committee made up of Magenta customers who are supported by members of Magenta's Board and independent community members. We put the customer voice at the heart of everything we do, shaping Magenta's services together so every customer is heard.

I'm delighted to present the 2024/25 Customer Annual Report, which reflects how together Magenta customers, colleagues and community partners play a vital role in delivering for people in Wirral and beyond.

We don't just talk about listening to our customers - we really do it. This report was shaped by customers just like you, using your feedback from our Magenta Voice survey and MCCC. So, when we say your voice matters, we mean it at every step.

As this report demonstrates, our role as involved customers doesn't stop at the annual report! Over the past year, customers have been involved in several projects including changes in how Magenta manage customer interactions in-person, online and on the phone.

I'm really pleased to share the progress we've made together in this year's annual report. It's great to see how far we've come by working closely with the Magenta Board, Senior Leadership Team and all colleagues.

Customer satisfaction with services has risen to 81.7%, up from 76.7% last year – a clear sign that the changes we're making are having a real impact. We know there's always more to do, and it's clear that everyone at Magenta is committed to being the best they can be for customers and communities – and we're just getting started!



*Sean Yewdale*  
Interim Chair of MCCC

“We don't just talk about listening to our customers – we really do it.”



*Ged Lucas*

**Board Chair**

## Hello, I'm Ged Lucas, Chair of Magenta's Board

This year's report is a great example of how your voice continues to shape what we do at Magenta. From improving services and investing in homes, to launching new ways for you to share your views - your feedback is helping us make real, lasting change.

We understand the challenges you face, from rising living costs to a shortage of affordable homes, that's why we're working hard to support our customers. This year alone, Magenta helped over 950 people claim £2.8million in benefits and grants. Magenta delivered 68 new homes during the year and remain firmly on track to build 1,000 new homes by 2030.

“With your voice leading the way, Magenta is focused on ‘doing the right thing’ for you, your home and your community.”

# Our year at a glance...

**81.7%**

are **satisfied** with the **overall service** provided by us



**12,650**

homes owned



**£10.26M**

invested in our homes



**100%**

of our homes meet the **decent homes** standard



**68**

new homes



**163**

new homes started on site



**£2.8M**

claimed in **benefits & grants** for our customers



**584**

people employed



**£44M**

created in **social value**



“I'd like to see a simpler, condensed quick look with the main points available, along with the report in full.”

Customer feedback from the Magenta Voice Annual Report survey

# Customer voice

## Your feedback really matters

We believe that when customers share their thoughts and experiences, whether it's through surveys, chats, community events or complaints, it helps us make things better for everyone. We want to hear your ideas, concerns, and suggestions so we can improve our services and make sure we're meeting your needs.

Through the following ways, your voice is really shaping decisions and improving services.



### Magenta Customer Communities Committee (MCCC)

is a customer led committee that works alongside our Board and senior leadership team, to ensure customers' views are part of the decision-making process at the highest level of the organisation.



**Scrutiny panels** where customers investigate a process or part of the business to offer feedback and improve the way we work.



**The People Network** plays a vital role in bringing customers together to share experiences, influence service delivery, and celebrate community success.



### Block & Neighbourhood Champions

they provide real-time feedback on services that directly affects them and are delivered within the high-rise blocks or neighbourhood where they live, including reporting safety and general issues.



# What you told us, what we changed

In 2024/25, our Magenta Customer & Communities Committee (MCCC) asked us to take a deeper look at contractor performance after reviewing complaint themes.

Seven customers (including four MCCC members) formed a scrutiny panel, supported by colleagues. The panel focused on the contracts that touch customers the most and those with the highest complaint volumes - gas servicing and grounds maintenance - so that recommendations would make the biggest difference.

Based on the recommendations, here is the action we are taking:

- **Customer first procurement & onboarding**  
MCCC members will now be invited into key parts of major customer facing procurements, and every new contractor will receive a customer focused induction that sets out our standards and values
- **Transparency & accountability**  
We will regularly check the quality of repairs and grounds maintenance so you can be confident it's delivered to the right standard. This includes measures to track progress, overall performance and complaint themes. Customer satisfaction will be shared with MCCC for challenge and assurance
- **Better information for customers**  
We're publishing grounds maintenance information including seasonal calendars so customers know when we are due to visit to carry out the service and will grow our Block Champions network to check the quality of work in communities and on estates

We'll continue to work closely with MCCC to progress the above following this scrutiny review.



“ This was very informative. I feel like MCCC are really listened to, and our feedback is taken on board. ”

MCCC Panel Member

## MagentaVoice

Our new customer involvement and research platform, for customers to share feedback through live surveys and polls, take part in research studies and collaborate with the Magenta team to help shape services that matter most to customers.

Since launching **MagentaVoice** in May 2025, we have nearly 300 customers signed-up and providing valuable feedback. To join the **MagentaVoice** community, visit [magentavoices.org.uk](https://magentavoices.org.uk) or scan the QR code.



# You Said... We Did!

Doing the right thing for our customers means listening and acting...

Engaging and involving our customers in shaping our services and how we provide them is so important to us. Through customer feedback we've introduced changes to meet customer's needs and improve their overall experience. Here are some examples of how customers have empowered and influenced change for the better.

## You Said...

Customers told us that they wanted a better digital solution to pay their rent and check their rent account and report repairs.

## We Did!

We upgraded our customer portal, **MyMagenta**, to make it easier to report non-emergency repairs, choose a repair appointment time, pay rent and charges and check account details anytime, anywhere.

  
**MyMagenta**

Access **MyMagenta**

Scan the QR code to login or register...



## You Said...

Customers at Sycamore Place, one of our extra care schemes, wanted to look at ways they could reduce isolation and keep active.

## We Did!

Customers have been supported to set up their own Residents Group and successfully secured £200 funding to purchase garden equipment to enhance the outdoor space. They are planning to run a trip and hold a summer event to encourage more involvement.

## You Said...

Customers who have limited front garden space, weren't able to enter the Magenta in Bloom Garden Competition. They asked if we would introduce a back garden category, as they loved gardening and that would mean they could enter.

## We Did!

We totally took this on board and introduced this new category for the 2024 Magenta in Bloom Garden Competition. We received over 20 entries and it's now a permanent category!





### You Said...

Customers raised about involving them in reviewing and providing feedback on customer focussed information and contributing content and ideas to reports and magazines.

### We Did!

Through a **Magenta Voice** survey, customers provided feedback on last year's Customer Annual Report which has helped shape this report. We've made this report shorter, included information that matters most to you and introduced a 'Looking Ahead' section.

### You Said...

A customer raised a complaint about reoccurring fly-tipping and the general condition of the area where they live.

### We Did!

We delivered six community clean up days across our neighbourhoods. Clean up days include litter picking, skips for unwanted items, tidying up grassed areas, hedges and alleyways. Our team are also on hand to provide information about rubbish disposal and other useful support to keep our communities safe and tidy.

### You Said...

Some customers have concerns about letting us into their home to carry out work. We totally understand that this can be unsettling for customers, depending on their circumstances.

### We Did!

We created a specific Neighbourhood Housing Officer role to liaise with customers, to provide support and explain why we need to access their home. We've reviewed our communications making them clearer for customers to understand when we contact them about needing access to their home, all of which has improved overall engagement with customers around no-access.

# Our Tenant Satisfaction Measures

The TSMs were introduced by the Regulator of Social Housing to assess how well all social housing landlords in England, like Magenta, are at providing good quality homes and services. We must report on our TSM measures which are based on a set of questions that a sample of our customers [1,000 in total] were asked.



There are **22** measures in total which include **10** management information measures and **12** tenant perception measures.

The following measures are broken down into the five TSM themes and are compared against our previous year's measures and against other social housing landlords. It shows how we have performed from last year's measures, either by increasing, decreasing or staying the same - we're working hard to make sure we improve our year-on-year change during 2025/26.



## Keeping properties in good repair

TSM	2023/ 2024	2024/ 2025	Year on Year Change	Housemark Early Findings Median 2024/2025	Benchmark Median Comparison
Proportion of homes that do not meet the Decent Homes Standard.	<b>0.0%</b>	<b>0.0%</b>	→	<b>0.3%</b>	<b>Above</b>
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	<b>92.0%</b>	<b>87.3%</b>	↓	<b>88.3%</b>	<b>Below</b>
Proportion of emergency responsive repairs completed within the landlord's target timescale.	<b>95.8%</b>	<b>95.2%</b>	↓	<b>96.0%</b>	<b>Below</b>
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	<b>80.9%</b>	<b>79.6%</b>	↓	<b>73.9%</b>	<b>Above</b>
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.	<b>76.8%</b>	<b>78.1%</b>	↑	<b>66.9%</b>	<b>Above</b>
Proportion of respondents who report that they are satisfied that their home is well maintained.	<b>70.9%</b>	<b>75.6%</b>	↑	<b>72.8%</b>	<b>Above</b>

## Maintaining building safety



<b>TSM</b>	2023/ 2024	2024/ 2025	Year on Year Change	Housemark Early Findings Median 2024/2025	Benchmark Median Comparison
Proportion of homes for which all required gas safety checks have been carried out.	100%	100%	→	Not Provided	N/A
Proportion of homes for which all required fire risk assessments have been carried out.	100%	100%	→	100%	Same
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	100%	100%	→	100%	Same
Proportion of homes for which all required legionella risk assessments have been carried out.	94.4%	100%	↑	100%	Same
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	94.6%	98.0%	↑	100%	Below
Proportion of respondents who report that they are satisfied that their home is safe.	73.7%	79.3%	↑	79.1%	Above

## Respectful and helpful engagement



<b>TSM</b>	2023/ 2024	2024/ 2025	Year on Year Change	Housemark Early Findings Median 2024/2025	Benchmark Median Comparison
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	53.5%	66.1%	↑	61.9%	Above
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	60.8%	72.5%	↑	73.0%	Below
Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	78.5%	80.2%	↑	78.1%	Above

## Effective handling of complaints



\*For measures per 1,000 homes, higher figures indicate worsening performance [↓], lower figures indicate improvement from last year [↑].

TSM	2023/2024	2024/2025	Year on Year Change	Housemark Early Findings Median 2024/2025	Benchmark Median Comparison
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%	43.2%	↑	35.3%	Above
Number of stage 1 complaints received per 1,000 homes.*	72.1	76.0	↓	49.3%	Above
Number of stage 2 complaints received per 1,000 homes.*	5.8	11.1	↓	8.2%	Above
Proportion of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	95.0%	87.7%	↓	93.4%	Below
Proportion of stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	82.2%	97.1%	↑	91.5%	Below

## Responsible neighbourhood management



TSM	2023/2024	2024/2025	Year on Year Change	Housemark Early Findings Median 2024/2025	Benchmark Median Comparison
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	72.0%	75.6%	↑	67.3%	Above
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	55.3%	67.5%	↑	66.3%	Above
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	53.9%	65.7%	↑	60.1%	Above
Number of anti-social behaviour cases, opened per 1,000 homes.*	27.8	24.2	↑	39.4%	Below
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.*	0.6	0.9	↓	Not Provided	N/A

# Investing in your home

We understand how important it is to keep your home safe and in great condition. We also understand how important it is to you that we carry out repairs to the expected standard and how we report on how many repairs we completed on time.

Each year we carry out emergency and non-emergency repairs, which includes planned work.

## Emergency

**14,728**  
repairs  
completed



**95.2%**  
completed  
within target  
timescale  
[our target is 99%]

## Non-emergency

**32,906**  
repairs  
completed



**87.3%**  
completed  
within target  
timescale  
[our target is 93%]

**16.3**  
average number of  
days to complete  
a non-emergency  
repair



**96.4%**  
of repair  
appointments  
made & kept



**95.7%**  
repairs  
completed  
on the  
first visit



**89.1%**  
customer  
satisfaction  
with their most  
recent repair



We encourage all customers to report any repairs to us, making sure that we fix any issues before they get worse.



# Stock condition surveys

To help identify long-term improvements to our homes, we carry out a stock condition survey every five years. A stock condition survey is like an MOT for your home to assess the age and condition of major elements such as the kitchen, bathroom, windows and doors. The survey normally only takes about 30-minutes to complete and isn't a formal inspection, so isn't too intrusive. This information lets us see what needs to be prioritised for future planning and maintenance.

It's important that we carry out a stock condition survey in your home but understand that this can be inconvenient for you when we arrange an appointment. To support with this, we offered a prize draw approach rewarding customers for booking their surveys in advance with us. The outcome - we were able to engage with more customers and demonstrate how quick and simple the surveys are.

# 1,244

stock condition surveys carried out



“I was made up with how quick the survey was, & the surveyor who came out was lovely.”

We spent **£10.26M** keeping customers' homes warm, energy efficient & safe places to live.

# 158

new kitchens



# 83

paint & repair jobs in homes



# 30

paint & repair jobs in communal spaces



# 46

new bathrooms



# 30

additional toilets



# 41

new windows & doors



# 27

new roofs



Find out more about our future plans...

Read our five-year Asset Management Strategy here: [www.magentaliving.org.uk/asset-management-strategy](http://www.magentaliving.org.uk/asset-management-strategy) or scan the QR code...



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# Keeping you **safe** in your home

**100%** gas, fire risk assessments, electrical safety, asbestos & legionella checks were carried out



**98%**

of homes with communal lifts had a safety check



## Damp & mould

We have a proactive approach to identifying, managing and supporting customers with cases of damp and mould in their home. This includes how to spot it and report it to us.

In July 2024 we launched a Video Remote Assistance (also known as VRA) service when customers contact us to report repairs and cases of damp and mould. This allows our Contact Centre to share a link with the customer, to then be able to view in real time live images / videos of any repairs or damp and mould whilst on the call. This means we can get a better understanding of the issue much quicker than having to send someone out. This has also resulted in quicker responses to emergency repairs being identified. Customer feedback has been really positive, with the technology easy to use and customers said they would use it again.



“They sent an invite straight to my phone. I was nervous at first – but honestly, it turned out to be one of the easiest things I’ve ever done. Plus, the repair got sorted much quicker!”



**2,226**

damp & mould cases opened



**1,700**

VRA calls activated

# Building Safety High-Rise Buildings

We have eight high-rise buildings in Wirral, which are carefully managed and maintained by our Building Safety Team. This includes regularly engaging and listening to our customers and providing easy ways to talk to us and raise any concerns or suggestions. This is done through regular drop-in events, through our customer Block Champions, on-site Site Management Officers and Neighbourhood Housing Officers.

To make sure our buildings and customers are safe, **we have:**

**570**  
windows  
restrictors  
fitted



**1,049**  
fire door  
inspections



**8**   
Annual fire risk  
assessments  
carried out at  
all our **high-  
rise buildings**  
[communal areas]

**280**  
fire risk  
assessment  
actions  
completed



**595**  
fire door  
actions  
completed



**3**  
high-rise buildings  
had unfavourable  
[not high-risk]  
cladding removed



**85%**  
Person Centred Fire Risk  
Assessments completed  
& Personal Emergency  
Evacuation Plans with  
the remaining **15%** to  
be completed by **end of  
October 2025**



During the year, we provided information to the Building Safety Regulator as part of their assessment process. Following this, in August 2025 we received our first Building Assessment Certificate for our high-rise building, Sunningdale.

“We’re proud to have this endorsement, which further confirms that customer & building safety is right at the heart of what we do.”

Wayne Cole, Magenta’s Chief Compliance & Sustainability Officer

# Keeping our communities safe

We take anti-social behaviour (ASB) extremely seriously and we want to make sure everyone feels safe and secure in their home.

Through our Community Safety Team, we collaborate with Merseyside Police and other partners to work together to create stronger, safer and more resilient communities. Also working with our Neighbourhood Housing Officers, helping to reduce ASB, the following shows the number of cases and interventions reported.

Since 2022 we have been part of EVOLVE Wirral. This is a partnership with Merseyside Police funded by the Home Office, designed to reclaim areas worst affected by serious and organised crime and rebuild safer, stronger communities. This includes arranging community days of action and clean up days to bring customers and partners together to help tackle ASB.

This video example highlights that by championing the customer voice and listening, we can make our communities safer together.



Click here to watch our ASB Awareness video or scan the QR code...



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During the year our Community Safety Team managed:

**309**

ASB cases opened



**245**

actions



**109**

days to close a case on average



Types of ASB incidents:

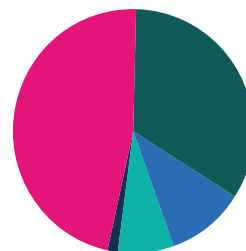
**372** noise

**267** harassment

**83** drug use

**59** physical violence

**11** garden nuisance



The actions we use to resolve ASB cases include:

- formal warnings
- acceptable behaviour contracts
- good neighbour agreements
- mediation
- civil injunctions
- evictions

**65.7%**

customer satisfaction with our approach to handling ASB cases

# Compliments & complaints

Here's what you did and didn't like about us!

**139**

compliments  
received



We love to receive and hear the positive ways we're delivering our services to you.

Complaints are an opportunity to highlight when things aren't right. To improve on this, we must see our services through our customers eyes – our complaints process provides one of the most powerful opportunities to do just that. We use complaints as positive feedback, learn from them to help shape the services we provide.

## Stage 1

**1,104**

complaints  
received



**961**

complaints  
resolved



**76.0**

complaints  
per 1,000  
homes



**87.7%**

complaints  
resolved  
within  
timescale\*



## Stage 2

**140**

complaints  
received



**138**

complaints  
resolved



**11.1**

complaints  
per 1,000  
homes



**87.1%**

complaints  
resolved  
within  
timescale\*



\*Complaints responded to within the Housing Ombudsman Complaint Handling code timescales

**8** complaints  
considered by  
The Housing  
Ombudsman

**17** findings,  
which included -  
property condition,  
complaints handling,  
anti-social behaviour,  
charges, health &  
safety, reimbursement  
& payments

## Our top 5 complaints were...

**18%**

heating &  
hot water



**7%**

damp, mould  
& condensation



**7%**

roofing



**7%**

plumbing



**6%**

pest control



Find out more...

Read our 2024/25 Complaints Annual Performance & Service Improvement Report by visiting [www.magentaliving.org.uk/complaints-performance](http://www.magentaliving.org.uk/complaints-performance) or scan the QR code...



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# Homes & communities

We're committed to providing an additional 1,000 homes in Wirral and beyond by 2030.

By working together with our partners, we aim to offer excellent quality, affordable homes, which meets the diverse needs of the local community. We want to create places where everyone can feel safe and empowered to take pride in where they live.

68

new homes  
completed



We were delighted to support Kerry and Andy into their new home at Three Sails Point, Widnes. We guided them through the Shared Ownership process and helped them get on the property ladder.

“Claire from Magenta's Sales Team was fantastic throughout. We're thrilled with the quality of the finishes & the chance to make the home our own.”

We provide a range of services to support customers to live independently in their home.

Through home adaptations and our Tenancy Sustainability Service, which is tailored to meet individual needs.

Extra Care schemes and sheltered housing provide extra help that customers may need, whilst able to live in their home.



# Our green journey to Net-Zero

Being kinder to the environment is an important part of our objectives. We're committed to being a net-zero organisation by 2050, which is in line with the government's targets.

To support this, we continue to deliver a retrofit programme to some of our homes.

Our retrofit programme is designed to significantly enhance the energy efficiency of our customer's homes. This will improve the overall living quality and reduce energy costs for our customers, playing a crucial role in reducing fuel poverty in some of our communities.

The retrofit programme is funded by the Government's Social Housing Decarbonisation Fund (SHDF) Wave 2.

The programme included a range of measures and installations, including External Wall Cavity, Cavity Wall Insulation, fitting Air Source Heat Pumps and Solar Panels.

**We will be retrofitting a further 61 homes during 2025/26 due to gaining further SHDF funding.**

The work completed to homes as part of the retrofit programmes boosted the properties' Energy Performance Certificates (EPC) to at least a C rating.

During the year, we also secured grant funding from the government's Warm Homes Fund, to deliver sustainable energy efficiency improvements to our homes, through a £2.4M project. This was a result of submitting a successful bid through the Liverpool City Region group.

The homes identified for this project are those with an EPC rating below C, located in some of the highest areas of fuel poverty to make sure we are doing everything we can to support our customers who live in these homes.



**Find out more...**

Read our ESG Report 2024/25 by visiting [www.magentaliving.org.uk/annual-reports](http://www.magentaliving.org.uk/annual-reports) or scan the QR code...



# Giving back to our communities

**£44M**  
generated in  
social value

## What do we mean by social value?

We want to make a bigger difference in our communities by providing more than just homes. By working with our local partners, we offer a range of ways to create positive outcomes for our customers. Through offering local job initiatives to support customers into work and career routes, local community support, health and wellbeing initiatives and environmental projects.

This is what we call social value, meaning we care about making your community a better place to live for everyone.

Magenta JobsPlus is a pilot project, one of ten nationally, based in our community facility in Bidston Rise, Birkenhead.

The project uses our unique relationship with our customers and partners to create person-centred employment support. It offers an extensive approach alongside financial incentives to support customers into new or better employment opportunities.

The project is government-funded with over £200k supporting Magenta to offer this ground-breaking approach.



Click here to watch our  
JobsPlus video or  
scan the QR code...



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# Your rent explained

**100%** rent collected 

## How each £1 was spent

- £0.41** Planned work and day to day repairs, from installing new kitchens & minor fixes
- £0.35** Management costs: staffing, utilities & office maintenance
- £0.19** Housing services
- £0.04** Financing costs
- £0.00** Development costs & buying additional stock
- £0.01** Other social housing costs

## Where our money comes from

- £0.89** Housing rent received
- £0.01** Grants received
- £0.01** Shops & garage rent
- £0.05** Service charge income
- £0.02** Other social housing activities
- £0.02** Other income

## How we're helping customers financially

As well as providing great places to live, we want to make sure people have the means to enjoy them.

**£2.8M** additional benefits & grants claimed for customers

**950** customers supported through our **Income Advice Team**



## Directors remuneration & management costs

Below, as set out in the Regulator of Social Housing's Transparency, Influence and Accountability Standard.

These are calculated based on the number of social housing homes owned & managed as of **31st March 2025**:

**£15** per home - The remuneration payable to the highest paid Director relative to the size of the landlord.

**£82** per home - The aggregate [total] amount of remuneration paid to Directors, relative to the size of the landlord.

**£2,124** per home - Management costs relative to the size of the landlord.

**£5,715** - Headline social housing cost per unit [home] – Value for Money [calculation as reported in Private Registered Providers statutory accounts].



## Find out more...


Read our Financial Statements 2024/25 by visiting [www.magentaliving.org.uk/financial-statements](http://www.magentaliving.org.uk/financial-statements) or scan the QR code...



SCAN ME

# Looking ahead...

We're excited about the future and the projects that will continue to put customers at the heart of everything we do. Based on your feedback, you asked about our future plans and the following provides an update on some of the key projects we're already working on.



This year we're celebrating our 20th Anniversary with the launch of the Magenta 20 Community Fund.

We received **110** applications and funded **13** projects across **17** organisations, committing over **£170K** with the help of MCCC. We look forward to sharing their progress in the months ahead.



MAGENTA  
LIVING  
**20**  
YEARS  
of opening doors



We'll be soon welcoming a new Chief Executive and Customer Board Director, who will Chair our Customer & Communities Committee.

We'll update you once we know more.

## MagentaVoice

Through **MagentaVoice**, our customer's voice will continue to be heard. We will use customer feedback to shape our services and better understand our customer's needs.

## Making Improvements

To make sure we're doing our best for our customers, we continue to make improvements in line with the Regulator of Social Housing's Consumer Standards.

## Awaab's Law

We're planning for the introduction of Awaab's Law in October 2025.

We'll be sharing more information about this, so our customers are aware of what it means for them.



## Development update

We have exciting plans to build **175** new homes.



## MyMagenta

We'll continue to improve how customers can contact us and access our services through our portal, MyMagenta.

We're also working behind the scenes on developing a new website, which will be live by Spring 2026.



Together, these projects represent our dedication to innovation and progress and our focus on delivering exceptional services and value to our customers.

# OUR PURPOSE

Empowering people  
is our purpose



# OUR VISION

Homes full  
of love



Communities  
full of life



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