

M&G UK Shared Ownership Ltd

23/24 Board Response to Complaints Performance

August 2024



A key objective of M&G Shared Ownership Limited (MSO) is to provide high standards of property management services to our customers. We also recognise that we don't always get things right. We are committed to working with our managing partners to ensure that the services that we provide our customers is always improving.

We have reviewed the annual complaints performance and improvement report and the self-assessment against the Housing Ombudsman complaints handling code. We consider that the number of stage 1 complaints the Company received last year (65) is reasonably high given the small number of properties owned throughout the period.

We understand that 51% of complaints received have related to the management of communal areas or wider estates. Whilst these areas are generally not owned by MSO, as our customer's landlord, we are responsible for ensuring that these areas are well managed and our customers are provided with a high-quality service from our estate or building owners. It is a key objective of MSO to hold third party freeholders and estate managers to account to the benefit of our residents.

MSO has trained all of its customer facing staff in managing complaints in line with the Housing Ombudsman's code and the MSO Complaints Policy. MSO is also committed to increasing its visibility to customers so that customers have an alternative means of providing feedback or registering complaints other than via our managing partners. As such MSO will be launching a website providing customers with better access to our complaints policies and procedures and MSO staff by the end of 2024.

