



M&G Shared Ownership Limited (MSO)

Complaints Performance and Improvement Report

August 2024

Complaints Performance 23/24

A key objective of M&G UK Shared Ownership Ltd (MSO) is to provide high standards of property management services to our customers. This paper sets out a summary of the complaints handled by M&G UK Shared Ownership Ltd (MSO) and their managing agents between 1 April 2023 and 31 March 2024. MSO owned 382 units at the beginning of the period and 1,571 units at the end of the period. However, of these units, 965 were acquired on 28th March 2024, the last working day of the period.

Complaints Summary	Total		Per 1000 homes	
Stage	Stage 1	Stage 2	Stage 1	Stage 2
No of Complaints	65	9	41	1
Not responded to within target timescales	15	2	0	0
Proportion responded to in time ST 1	76.9%			
Proportion responded to in time ST 2	77.8%			

Complaints By Manager	Stage 1	Stage 2	% Responded in time
Hyde	48	8	70%
CHP	12	1	100%
PPHA	5	0	100%
Total	65	9	77%

Top 5 Themes for Complaints	%
Estate Management	51%
Response to repairs	20%
Service Charges	13%
Defects / snagging (new builds)	9%
Complaint Handling	4%

Improvement Plans

MSO Summary and Improvement Plan

- MSO received a total of 65 stage 1 complaints in the period. 77% (50) of these were responded to within the target timescales. MSO received a total of 9 stage 2 complaints in the period, 78% (7) of these complaints were responded to within our target timescales.
- All complaints in the period have been handled by MSO's managing partners on behalf of MSO. Hyde Housing Group (Hyde), Chelmer Housing Partnership (CHP) and Park Place Housing Association (PPHA).
- 51% of complaints received have related to the management of communal areas or wider estates. These areas are not owned by MSO but as our resident's landlord MSO is responsible for ensuring that these areas are well managed and our residents 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.
- In respect of complaints handling, 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 will provide a copy of this policy on request at no cost, in large print, in Braille, in audio or other non-written format, and in a variety of languages.
- MSO is also committed to increasing its visibility to residents so that residents 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 residents with better access to complaints policies and procedures and MSO staff by the end of 2024.

Hyde Summary and Improvement plan

- Over the period Hyde have handled 48 stage 1 complaints from residents (from a total resident population of XXX). 15 of these complaints were not responded to within our target timescales.
- Hyde have handled 8 stage 2 complaints on behalf of MSO, 2 of which were not responded to within target timescales.
- The majority of complaints handled by Hyde relate to the management of communal areas or wider estates, management of service charges and handling of complaints.
- Responding appropriately to complaints and efficiently communicating with residents is a key focus area for MSO in relation to the Hyde managed residents.
- MSO have been working with Hyde to implement improvement plans across their service lines to the benefit of MSO's residents. The following summarises the most relevant service improvements relevant to complaints on MSO's portfolio:
 - In January 2024 Hyde launched the new Customer Service Centre increased the number of staff in their customer facing teams, this has enabled them to resolve more than 80% of customers enquiries at the first point of contact
 - Hyde have trained staff to help identify customer vulnerabilities and specific needs, backed by better record keeping and improved systems, such as a new customer relationship management system (CRM).
 - The Complaints Team now work more closely with colleagues across the Hyde business to ensure problems are resolved, before they are allowed to escalate to complaints.
 - The addition of a Commitment Officer who's has the responsibility of ensuring that Hyde's commitments to actions are delivered as promised.
 - Complaint related objectives set for all colleagues, embedding our approach to complaints handling across Hyde
 - Hyde's new CRM system, Salesforce will improve the live tracking of cases, allow better record keeping, and enable us to provide up to date information, to support complaint resolution

Improvement Plans

CHP Summary and Improvement plan

- Over the period CHP handled 12 stage 1 complaints from residents (from a total customer base of 167). All of these complaints were acknowledged and responded to within target timescales.
- CHP have handled 1 stage 2 complaints on behalf of MSO.
- 8 of the 12 stage 1 complaints received related to dissatisfaction related to response to repairs of defects. Furthermore, 8 of the complaints also related to a single building owned by MSO in Chelmsford, a number of which relate to ongoing issues with the water supply to the building.
- In response, MSO and CHP have implemented a semi-permanent solution to restore the supply while a full investigation into the design of the water system is carried out. We anticipate that a comprehensive solution will be in place by end 2024.
- Other relevant service improvements implemented (or planned) by CHP include:
 - Embedding a new, robust method of tracking actions, reducing the percentage of complaints progressing to stage two.
 - Four new positions in eh Customer Feedback Team, strengthening capacity in this area to ensure the timescales for acknowledging and responding to complaints.
 - Improved collaboration between CHP's Repairs and Neighbourhoods teams so they can work closely with customers to help identify and resolve reasons for delays.

PPHA Summary and Improvement plan

- Over the period PPHA handled 5 complaints from residents (from a total customer base of 86). All of these complaints were acknowledged and responded to within target timescales.
- PPHA have handled no stage 2 complaints on behalf of MSO.
- 3 of the 5 complaints received related to dissatisfaction related to the management of snagging or defects on new build properties.
- Typically these issues are resolved by developers in accordance with the development contracts.
- In response, PPHA have implemented a process improvement to ensure that internal teams and Employers Agents are satisfactorily identifying snagging and defects at both handover and prior to any release of retentions to developers to ensure these issues are resolved effectively.