

M&G Affordable Living RP Limited (“MAL”)

Domestic Abuse Policy

Landlord: MAL Affordable Living RP Limited “MAL”

Version: MAL 1.0

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1. Our Policy Statement

- 1.1 M&G Real Estate recognises freedom from abuse as essential to wellbeing and that domestic abuse has a serious and harmful impact on victims, survivors, and their families.
- 1.2 We are committed to minimising the harm from domestic abuse in our communities and understand duty of care in such circumstances.
- 1.3 This policy aims to ensure that those who are subjected to domestic abuse are dealt with in an understanding and non-judgemental manner, in accordance with their individual needs.
- 1.4 As a landlord we acknowledge that the managing agents that we employ to manage our shared ownership portfolio we may, in the course of their work, see warning signs relating to domestic abuse.
- 1.5 We aim to ensure that staff employed by our managing agents have received the appropriate level of training and guidance to support people who need it.
- 1.6 We are committed to supporting victims and survivors who find themselves in abusive and violent relationships, and to helping them rebuild their lives away from harm.
- 1.7 Our commitment, and that of our managing agents, extends to supporting victims and survivors in abusive relationships and helping them to rebuild their lives away from harm.
- 1.8 Our managing agents will support survivors who wish to remain in their homes and collaborate with the relevant organisations to help improve safety and security in the home, when needed.
- 1.9 We recognise the harmful effects of growing up in a family affected by domestic abuse. Working with our managing agents, we are dedicated to helping to safeguard and support individuals through a multi-agency response, including police services, to deliver a multi-agency response.
- 1.10 Our managing agents take a victim-centred and risk based approach when handling threats of domestic abuse and violence, including ongoing threats against survivors of domestic abuse.
- 1.11 Where needed, our managing agents will participate in local meetings to ensure victim-centred approach to housing advice and support. Our goal is to assist customers in making decisions that best secure their safety, with their consent. The only exception is if there is a risk of serious harm.
- 1.12 We will ensure our managing agents work reflectively, using the experiences of victims and the impact of their actions to review and improve services.
- 1.13 This policy has been developed in accordance with:
 - Domestic Violence, Crime and Victims Act 2024.
 - Crime and Disorder Act 1998
 - Protection from Harassment Act 1997

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- The Housing Act 1985 and 2004.
- Equality Act 2010.
- Care Act 2014.

2. The scope of this policy

- 2.1 This policy applies to all homes owned and managed directly by M&G Real Estate and the appointed agents acting on its behalf.
- 2.2 This policy applies to all of M&G Real Estate’ new-build or shared ownership homes. However, we acknowledged that there may be restrictions on the action we are able to take depending on the tenancy type.
- 2.3 We recognise that abuse is not always physical, and it does not discriminate. It can happen to anyone regardless of their gender, gender reassignment, sexuality, age, disability, race, religion or beliefs, marriage or civil partnership, pregnancy or maternity or any other protected characteristic.
- 2.4 M&G Real Estate define domestic abuse within the context of the Domestic Abuse Act 2021:
 - Domestic abuse is “any incident or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence.”
- 2.5 The terms Domestic Violence and Abuse include but are not limited to:
 - Psychological and Emotional abuse
 - Physical abuse.
 - Sexual abuse.
 - Violence against women and girls.
 - Financial or Economic abuse.
 - Honour-based Violence.
 - Forced Marriage.
 - Female Genital Mutilation.

3. Equality, diversity and inclusion statement

- 3.1 M&G Real Estate will develop and implement operational policies and procedures that provide a fair, accessible and friendly service and will ensure none of its employees or customers are treated less favourably. This principle also extends to managing agents acting on our behalf.
- 3.2 Through our managing agents, we will seek PPHA seeks to identify the needs of disadvantaged groups in the areas in which we operate and to ensure that all groups and individuals can access housing and support services on a fair and equitable basis.
- 3.3 We will seek to combat all forms of anti-social behaviour. Our Anti-Social Behaviour Policy ensures that our managing agents report any incidents of anti-social behaviour encountered our estates. We will ensure that our managing agents provide employees with training and support to deal effectively with incidents of anti-social behaviour and neighbourhood nuisance.
- 3.4 We will regularly monitor and assess tenant satisfaction across our housing and property management services to ensure that no group receives the same level of customer service irrespective of personal characteristics, including race, gender, age, disability or ethnicity.
- 3.5 M&G, and our managing agents, will monitor the level of arrears and evictions across our portfolio to identify any disproportionate impact related to the protected characteristics of our resident groups, and provide support to individuals or groups where appropriate.

4. Policy review

We will review this policy at least every two years to make sure it remains relevant and accurate, or more frequently where:

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- Legislation, regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice.
- We identify any problems or failures in this policy or procedure as a result of customer, colleague or stakeholder feedback, complaints, or findings from an independent organisation.
- We become aware of any circumstances which may affect the content of this policy.

5. Version Control

Version.	Checked by.	Amendments.	Date of Approval.	Review date.
V1.0	Director Fund Management	Policy adoption.	Feb. 2026	Feb. 2028