

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

Shared Ownership Repairs and Maintenance Policy

Landlord: MAL Affordable Living RP Limited “MAL”

Version: MAL 1.0

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Review: February 2027

Author: Director Asset Management

1. Introduction

This policy outlines the terms and conditions for the use of the annual repairs allowance and the responsibilities during the Initial Repair Period (IRP). This policy applies to all shared owners holding a lease under the 2021-2026 model.

2. Repairs Allowance Overview

Annual Allowance: Shared owners are entitled to an allowance of up to £500 per year for qualifying repairs and maintenance works carried out to their property.

- **Claim Limit:** There is no annual claims limit, but the total claims value is limited to £500 per annum.
- **Roll-Over Provision:** If not fully claimed, up to £500 can be carried forward to the next year, but only for one additional year.

Qualifying Repairs: Include repair and maintenance of installations for services supply to the home, essential and genuine repairs not caused by tenant breaches.

Exclusions: Repairs covered by warranties, damage from vandalism, repairs due to lack of routine servicing, and non-essential installations like kitchen cabinets or appliances.

3. Initial Repair Period (IRP)

Duration: The IRP spans 10 years from the date of the lease while the home remains under shared ownership or until the owner reaches 100% ownership, whichever comes first.

Landlord and Freeholder Responsibilities:

- The landlord and/or freeholder are responsible for repairs to the external fabric of the building and structural repairs inside the home. These costs must not be passed to leaseholders via service charges or sinking funds.
- Flat leases explicitly state the external fabric maintenance as the landlord's responsibility.
- Sinking funds can be collected but not used for external and structural repairs during the IRP; they can be used for cyclical works like painting.

Leaseholder Responsibilities:

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- Leaseholders manage general repairs but can apply for the annual £500 repair contribution.

Exclusions from IRP:

- Communal maintenance, redecoration and renewal works will be charged via service charges.
- Warranties claimed by the landlord cannot result in excess or administration fees being passed to the leaseholder.

4. Applicable and Non-applicable Repairs

This list is not exhaustive.

Applicable: Essential repairs to external fabric, structural parts, service media, and plant; essential structural repairs inside homes; fixtures, and fittings for utilities.

Non-Applicable: Installation of non-essential fixtures/fittings, appliances, repairs under warranties, vandalism, and repairs due to lack of servicing.

5. Claiming the Allowance

Procedure: It is the Shared owner’s responsibility to obtain quotations for works required, if approved, works must be arranged with and carried out by a qualified tradesperson.

All receipts and invoices must be kept in order to be reimbursed for the claim value.

Claims must be submitted with evidence to your property manager for approval.

Timeframe: Claims for the current year’s allowance by the fiscal year-end; carry-over must be claimed within the next year.

6. Approval and payment

Claims are reimbursed up to the available allowance limit upon approval, we will respond within 5 working days to let you know if your claim has been approved or rejected. If approved, the reimbursement payment will be made within 21 working days.

7. What you can do if you are not happy with our decision

You may follow our Complaints process if you are unhappy with how we handled your request or feel we haven’t followed this Policy.

8. Policy review

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

- Legislation, regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice.

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- 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.

Version	Checked by	Amendments	Date of Approval	Review date
MAL Affordable Living Limited.	Director Fund Management	Policy adoption.	Feb. 2026	Feb 2027

9. Version Control