

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

Stock Condition Survey Policy

Landlord: MAL Affordable Living RP Limited “MAL”

Version: MAL 1.0

Created: February 2026

Review: February 2028

Authors: Director Asset Management

1. Our Policy Statement

- 1.1. M&G understands its responsibilities to maintain an accurate stock condition survey of its residential portfolio.
- 1.2. The purpose of this policy is to outline the process and procedures for conducting stock condition surveys to assess the age and condition of the main constructional elements and components of our shared ownership / affordable living portfolio.

2. Scope

- 2.1. Due to the nature of our shared ownership / affordable living portfolio, the stock condition surveys that we will commission will extend to the external fabric and common parts of the freehold blocks that we own. For the avoidance of doubt, it does not extend to the inside of individual shared owner or leaseholder dwellings nor blocks where our interest is limited to a leasehold interest.

3. Objectives

- To improve the quality of information we hold about our housing stock.
- To provide an accurate picture of the overall condition of our residential portfolio.
- To ensure that our data is up to date and reliable for future maintenance and improvement planning.
- To inform and support our Section 20 consultation procedures and help keep our residents informed of our plans.

4. Equality, diversity and Inclusion

- 4.1. M&G is committed to ensuring all services are accessible to all our customers. Our staff, including managing agents acting on our behalf, will be trained to ensure they communicate appropriately with our customers and have the relevant information.
- 4.2. This policy will be applied in a way that ensures we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership, and any other protected characteristic defined within the Equality Act 2010.
- 4.3. On request, we will provide translations of all our documents, policies, and procedures in various languages and formats, including braille and large print.

5. Survey process

- 5.1. Due to the age, condition and quality of our shared ownership / affordable living portfolio, the stock condition survey programme will commence in April 2026 (at the earliest) and will be carried out on a 5-year (quinquennial) cycle.
- 5.2. Where we, or our appointed surveyors, plan to carry out a stock condition survey, residents included in the survey programme will be informed of our plans.

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- 5.3 Our appointed surveyors will inform residents of the scope of the survey and the date on which the survey will be conducted. We will inform residents of our intention to carry out a survey using various methods including our website, customer newsletters and individual letters.
- 5.4 We will only appoint surveyors that have the necessary experience, knowledge and skills in completing stock condition surveys for various organisations across the UK. Surveyors will carry photographic ID and hold a letter of authority from M&G which will be shown on arrival or if asked to do so.
- 5.5 Surveyors carrying out inspection will need access to all external areas, internal compartments (affordable rent tenures only) and common parts, including lofts and secure storage areas, within blocks. Photos will be taken for internal use and record purposes only.
- 5.6 Data collected during the surveys will be used to update our records and improve the accuracy of the information we hold. A copy of the survey report will be shared with residents upon request.

6. Costs

- 6.1 The cost of carrying out the condition survey is likely to incur a nominal charge. The anticipated cost of the survey will be included in the annual service charge estimate for the block and the cost per shared owner/leaseholder is unlikely to exceed £100 plus VAT.

7. Confidentiality

- 7.1 All information collected during the survey will be treated as confidential and used solely for the purposes outlined in this policy.

8. Policy review

- 8.1 We will review this policy at least once every two years to ensure it remains relevant and accurate, or more frequently where:
- Legislation, regulation or industry changes require otherwise, ensuring it continues to meet our aims and industry best practices.
 - We identify any problems or failures in our procedures as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.
 - We become aware of any other circumstances that may affect the content of this policy.

9. Version control

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