



COMPLAINTS PERFORMANCE AND SERVICE IMPROVEMENT REPORT

March 2026

Who are Milestone?

Milestone exclusively offers shared ownership properties, provided by Shanly Homes. These properties are tenure blind, ensuring they match the finish, quality, and specification of those available from Shanly Homes on the private market. Milestone does not offer properties with social rent or affordable rent.

What is the purpose of this report?

Milestone is required to give an update on the progress made in our management of complaints and our self-assessment against the Housing Ombudsman Complaint Handling Code which came into force on 1 April 2024.

Analysis of Milestone's complaint handling performance?

In the past year, Milestone has not received any formal complaints. There have been no findings of non-compliance with the Housing Ombudsman's Complaint Handling Code.

Service improvements made as a result of the learning from complaints

Currently, Milestone gathers feedback through new build customer satisfaction surveys conducted by In-house Research. Milestone uses Clixifix to record and manage snagging and other new build defects. Following customer feedback, Milestone (via its sister company Shanly Homes) has taken several actions to improve defect management. This includes improvements to the reporting process, defect diagnosis, and the referral process with construction partners. There remains a desire to improve consistency in construction and finish quality.

Milestone's Board's response to the annual complaints performance and service improvement report

The Milestone Executive Board is ultimately responsible for determining and directing Milestone's response to service failures and Ombudsman complaints, and has responsibility and ownership over the Complaints Policy and related processes.

The Board review the annual complaints performance and service improvement report to ensure that any identified improvements are implemented and that Milestone continues to provide high-quality homes and excellent customer service.

The Milestone Board are pleased that there have been no formal complaints in the period and have challenged themselves to maintain this going forward.