



Ministry of Housing,  
Communities &  
Local Government

**Matthew Pennycook MP**  
*Minister of State for Housing and Planning*  
2 Marsham Street  
London  
SW1P 4DF

Our reference: PO2026/07046

Suzanne Muna  
Secretary and Cofounder - SHAC

By email:  
[shac.action@gmail.com](mailto:shac.action@gmail.com)

05 May 2026

Dear Suzanne,

Thank you for your correspondence of 3 March regarding shared ownership and staircasing.

I appreciate how important this matter is and I am grateful to you for taking the time to write. I have asked my officials to address your concerns in the letter appended.

Please be assured that I am conscious of the matters you have raised, and I appreciate the insight your correspondence provides.

I hope the attached response suitably addresses your enquiry. If that is not the case, please don't hesitate to let me know.

Best wishes,

**MATTHEW PENNYCOOK MP**  
Minister of State for Housing and Planning



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Dear Ms Muna,

Thank you for your correspondence to which the Housing Minister has asked me to reply.

Shared ownership has an important role to play in supporting households into home ownership who would otherwise struggle to purchase a property on the open market that meets their needs.

However, the Government recognises that some Shared Ownership customers have faced challenges. That is why, as part of the funding agreements for newly built shared ownership homes, it has introduced new expectations for landlords to improve the customer experience. These include giving greater consideration to long-term customer affordability, increasing transparency and fairness on costs, including ensuring that fees do not generate a profit, and giving customers the ability to opt out of fees for services that are optional.

While some of these improvements will mainly benefit new buyers, the Government is continuing to consider what more can be done to improve the customer experience for all shared owners. For example, shared owners will also benefit from the Government's wider leasehold and commonhold reforms in a variety of ways. Upcoming legislation will, for example, grant shared owners the right to statutory lease extensions.

Thank you again for taking the time to write and for setting out SHAC's views. Unfortunately, due to diary pressure, the Minister is unable to accept your kind invitation to meet at this time. However, officials working on Shared Ownership would be happy to engage to understand any evidence or insights you can share on shared ownership outcomes, including experiences of staircasing and costs, to help inform our ongoing work. You may find it helpful to share this evidence in writing, or we could arrange a short meeting with officials for that purpose.

Yours sincerely,

**ALEX BADRICK**  
Deputy Principal Private Secretary