



113 Uxbridge Road
Ealing
W5 5TL

T: 0800 432 0077
E: customer.services@a2dominion.co.uk
a2dominion.co.uk

11 December 2025

Dear Customer,

Re: Consultation on proposed update to the service charge section of your tenancy agreement

We'd like to let you know about a proposed update to the way the service charges are shown in your tenancy agreement.

We're suggesting a new, standard format that lists all the possible services that could be covered by a service charge. This common schedule (enclosed) will make tenancy agreements clearer and more consistent for everyone.

This proposed change is only about standardising how services are listed in your tenancy agreement. It won't change the services you receive or how your costs are calculated.

Why are we making this change?

Over time, we've joined with many other housing providers. As a result, we describe service charges in different ways across our tenancy agreements. By moving to a standard format, we can make things simpler and easier for everyone to understand.

Do you need this information in a different format or language?

Scan the QR code, visit a2dominion.co.uk/translations or call 0800 432 0077.



a2dominion.co.uk

Registered Office: A2Dominion, 113 Uxbridge Road, Ealing, W5 5TL
VAT No. GB 731 6211 68



What does this mean for you?

The only change you will notice is how service charges are shown as part of your tenancy agreements. You will still:

- **Receive the same services you do now**
- **Only pay for the services you actually receive** (not everything on the enclosed list)
- **See a breakdown of your services** in your annual Service Charge booklet, most recently for 2025/26
- **Have your service charges reviewed each year as usual** (next due in February 2026).
- **Be informed in advance about any changes to services.** If we ever need to add or remove a service to your estate or block – whether because of customer requests or other needs – we'll consult with you where required and let you know what will change well in advance.

Again, we want to reassure you that your services and costs will not be affected by this proposed change. This is only about standardising services listed in your tenancy agreement. No services will be removed or added as a result of this change and it does not affect the annual review of your service charges.

How you can share your feedback

We'd love to hear your thoughts on this proposal to standardise the service charge section of your tenancy agreement. Please let us know if you have any feedback by:

- Completing our online form: a2dominion.co.uk/tenancy-consultation
- Calling us: 0800 432 0077
- Writing to us:

Service Charge Consultation
113 Uxbridge Road
London
W5 5TL

The consultation window will close on **18 January 2026**.



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What happens next?

All comments from customers will be considered and we'll send a letter which will confirm the outcome and any legal updates to your tenancy agreement.

If you have any queries outside the proposed changes, please get in touch with us in the usual ways:

- Call us on 0800 432 0077
- Visit us at a2dominion.co.uk
- Log in or register for My Account: a2dominion.co.uk/myaccount

With kind regards,

A handwritten signature in black ink, appearing to read 'AB Karunaratne', is centered on a light grey rectangular background.

AB Karunaratne
Interim Chief Customer Officer
A2Dominion



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Frequently asked questions

Why are you doing this now?

We want to make sure services included in tenancy agreements are consistent and clear for all residents. By standardising the list of services we offer, it will be easier for you to understand what you are paying for and why.

Does this mean my service charge will go up?

No, this is simply about including a standardised list of all the services we provide customers. You'll be notified of any changes as usual in your yearly February statement.

Will I be charged for every single service on the enclosed list?

No. You will only be charged for the services that are provided to your specific home, building, or estate. For example, if you live in a block of flats with no lift, you won't be charged for lift maintenance. The enclosed list simply covers all possible services we might offer across all our properties.

You mention updating my tenancy agreement. Does this change my tenancy rights?

This proposal does not change other terms of your tenancy or your tenancy rights. It only relates to the section of your tenancy agreement that outlines which services you receive. Once the consultation is complete, we'll send you a formal Notice of Variation outlining the final change before it takes effect.

The deadline for feedback is 18 January 2026. What happens after that?

We'll review all feedback received by the deadline. We'll provide a summary of the feedback with any proposed changes.

I have questions about my current charges. Who do I ask?

We're happy to answer any questions you have about your current charges. You can call us on 0800 432 0077 or raise a query using the web form provided at my.a2dominion.co.uk/query-your-service-charge.



You can also look at your last annual service charge statement if you have questions about your current charges. You'll receive your estimated service charge costs for 2026/27 in February 2026. You can raise any questions on these once received.

If you have questions specifically about the proposed standardised list of services outlined in this letter, please use the feedback contact methods provided above by 18 January 2026.



[a2dominion.co.uk](https://www.a2dominion.co.uk)

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