

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 to customers. You'll be notified of any changes to your charges in advance, as usual.

- **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 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 letter outlining the final change before it takes effect.

- **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 our [web form](#).

You can also look at your last annual service charge statement if you have questions about your current charges.

If you have questions specifically about the proposed standardised list of services outlined in this letter, please use the feedback contact methods provided before the consultation closes.

- **Where can I find out more about service charge?**

Visit the Help hub on our customer website (a2dominion.co.uk/help) and search 'service charge'