



113 Uxbridge Road  
Ealing  
W5 5TL

23 January 2026

**T:** 0800 432 0077  
**E:** [customer.services@a2dominion.co.uk](mailto:customer.services@a2dominion.co.uk)  
[a2dominion.co.uk](https://a2dominion.co.uk)

Dear Customer,

## Re: Update to the service charge section of your tenancy agreement

Thank you to everyone who took part in our recent consultation about updating the way service charges are shown in your tenancy agreements. The consultation is now closed and we'd like to share the outcome with you.

### Our proposals

In December 2025, we wrote to you to suggest a new, standard format listing all the possible services that could be covered by a service charge. We enclosed a copy of this list, called a common schedule, with that letter.

The proposed change was to make tenancy agreements clearer and more consistent for everyone. It doesn't change the services you receive or how your costs are calculated.

### Your feedback

Your feedback has helped us to understand what matters most to you. Here's a summary of what you told us on the proposal:

- There were people who supported the change, with feedback saying it felt more inclusive.

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

Scan the QR code, visit [a2dominion.co.uk/translations](https://a2dominion.co.uk/translations) or call 0800 432 0077.



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

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

- There were people who asked us to make sure they still get an annual list of the actual services they pay for, which we will continue to provide in February each year.

We also received a few queries about our services that were unrelated to the consultation. We'll be following up on these with the individuals who raised them.

### **What will change**

As a result of carefully considering your feedback, we can now confirm that we will be proceeding with our proposals. From 1 April 2026, we'll be standardising the service charge section of tenancy agreements so that everyone has the same common schedule of services.

### **What will stay the same**

Again, we want to reassure you that this change does not affect your services or costs. This is simply about standardising services listed in tenancy agreements.

You'll still:

- Receive the same services you do now.
- Only pay for the services you actually receive (not everything on the new schedule).
- Get a breakdown of the services you actually receive in your annual service charge estimate. Your most recent one was for 2025/26 and the next one for 2026/27 will be sent to you in February 2026.

We'll also continue to review your service charges each year as usual. And if we ever need to add or remove a service (for example, following customer requests or other needs), we'll consult with you where required and give you plenty of notice of what will change.

### **Next steps**

This letter is your official notice of the change to update the service charge schedule in your tenancy agreement with a common schedule of services from 1 April 2026.

You don't need to do anything, but please keep this letter with your tenancy documents.

### **Further information**

For further information, you can find the following:


- [Your New Schedule of Service Charges](#): The service charges in the new common schedule are the same as the list we sent to you in December 2025 with your

consultation letter. You can view a digital version here:  
[a2dominion.co.uk/service-charge-headings-for-tenants](http://a2dominion.co.uk/service-charge-headings-for-tenants).

- Your FAQs: There are some Frequently Asked Questions on our website, which can be viewed here: [a2dominion.co.uk/tenancy-consultation](http://a2dominion.co.uk/tenancy-consultation).
- Any other queries, including information in alternative formats: If you have any other queries on this, or would like this information in an alternative format, including another paper copy, please get in touch with us in the usual ways:
  - Call us on 0800 432 0077
  - Visit our website – [a2dominion.co.uk/contact](http://a2dominion.co.uk/contact)
  - Log in or register for My Account: [a2dominion.co.uk/myaccount](http://a2dominion.co.uk/myaccount).

Thank you again to everyone who shared their feedback with us. We're grateful for your input and will keep listening so our services and information work better for you. We're also here to help if you have any further questions about what this change means for you.

With kind regards,



AB Karunaratne  
Interim Chief Customer Officer  
A2Dominion