



Resident Consultation
July 2026

Welcome - Meet the team

A2Dominion team

- Shantha Weerasekera – Head of Property Transactions
- Amy Saunders – Senior Property Transactions Manager
- Kenna Hewitt – Property Transaction Officer
- Balraj Bisran – Property Transaction Officer
- Celdirito De-Campos – Property Transaction Officer



VIVID team

- Alex Nagle – Customer Service Director
- Sarah Phillips - Director of Strategy, Planning & Corporate Development
- Stephen Lovelace – Finance Business Partner
- Luke Keaveney – Building Compliance Manager
- Marc Boyes – Head of Repairs and Maintenance
- Andrew Weir – Asset Manager
- Beth Holmyard – Head of Neighbourhoods
- Jane Hope – Neighbourhood Services Team Leader
- Tom Stevens - Neighbourhood Services Team Leader
- Damian House – Neighbourhood Manager



Working with A2Dominion

- Independent consultants - Faithorn Farrell Timms
- Legal advisors - Penningtons Manches Cooper

Ask questions and share your views

- You'll be able to ask questions at the end of the presentation
- If you'd rather not ask in front of others, you can speak to us afterwards or use the contact details we'll share
- We'll keep a record of all questions and send out full answers in our next update
- You can also raise any concerns privately with a member of our team after the session
- Please be respectful and considerate to staff and other residents



Agenda

01

Consultation: What you need to know

02

What is the consultation process

03

Why are we making changes and what this means for you

04

Homes included in the proposal

05

Proposed change to your landlord

06

Introduction from VIVID

07

What happens next

08

Key information



01 – Consultation: What you need to know

What is the consultation?

- A chance for you to have your say on the proposed transfer to a new landlord
- Part of the Transparency, Influence and Accountability Standard (TIAS)
- This standard ensures you:
 - Receive clear, easy-to-understand information
 - Can ask questions, raise concerns or make complaints
 - Have an opportunity to influence decisions

How does it work?

- The consultation takes place in stages
- At each stage, you can share your views or raise concerns
- We will explain the full process on the next slide

How long does it last?

- Started: 26 June 2026
- Ends: 07 August 2026 (minimum 6 weeks)
- You will be kept updated throughout

How can you get involved?

- Call, email or write to us
- Join one of our online or in-person events
- Full contact details will be shared at the end

GET INVOLVED

02 - What is the consultation process?



03 - Why are we making changes

Our aim

- To be a trusted housing provider delivering safe, high-quality homes
- To provide homes that people are happy to live in

What we are doing

- Reviewing how we use our resources to improve services
- Focusing on providing better value for money for residents

Why this is needed

- We have homes spread across different areas
- In some locations, we manage only a small number of properties
- These areas are often far from our main offices

This means

- It can be harder to respond quickly to - Repairs, Anti-social behaviour, Complaints
- Managing these homes costs more and is less efficient



03 - What this means for you

Our proposal

- Transfer your home to a housing association with a stronger local presence

What this could improve

- Better access to local services
- Faster response times
- More staff based in your area
- Improved overall customer experience

Important reassurance

- This is not about making a profit
- Any money received will be:
 - Reinvested into our existing homes
 - Used to improve services for residents

04 – Homes included in this proposal

We are consulting with residents across four areas:

- Chichester
- Eastleigh
- Southampton
- Fareham

Total homes included in this proposal

- 632 homes in total
- Plus 15 non-residential spaces (such as parking areas and a community centre in Chichester)

Why this works better for residents

- These homes are spread across different areas
- In some places, we manage only a small number of properties
- This is why we are proposing a more local landlord with a stronger presence in your area

Chichester
District
Council

542 homes:

433 General Needs homes
39 Shared Ownership homes
25 Leasehold homes
41 Freehold homes
4 Supported Housing homes

Eastleigh
Borough
Council

53 General Needs homes

Southampton
City Council

34 General needs homes

Fareham
Borough
Council

3 General needs homes

05 - Proposed change to your landlord

We are proposing a change of landlord for your home

What is being proposed?

- Your home would transfer from A2Dominion to VIVID

Who is VIVID Housing?

- A not-for-profit housing association
- Registered with the Regulator of Social Housing
- Provides and manages affordable homes
- Reinvests money back into homes and services

Important to know

- This potential transfer is to another regulated housing association
- Your home will continue to be managed by a not-for-profit provider
- Services will continue, with a stronger local presence

Current landlord



Proposed new landlord





VIVID

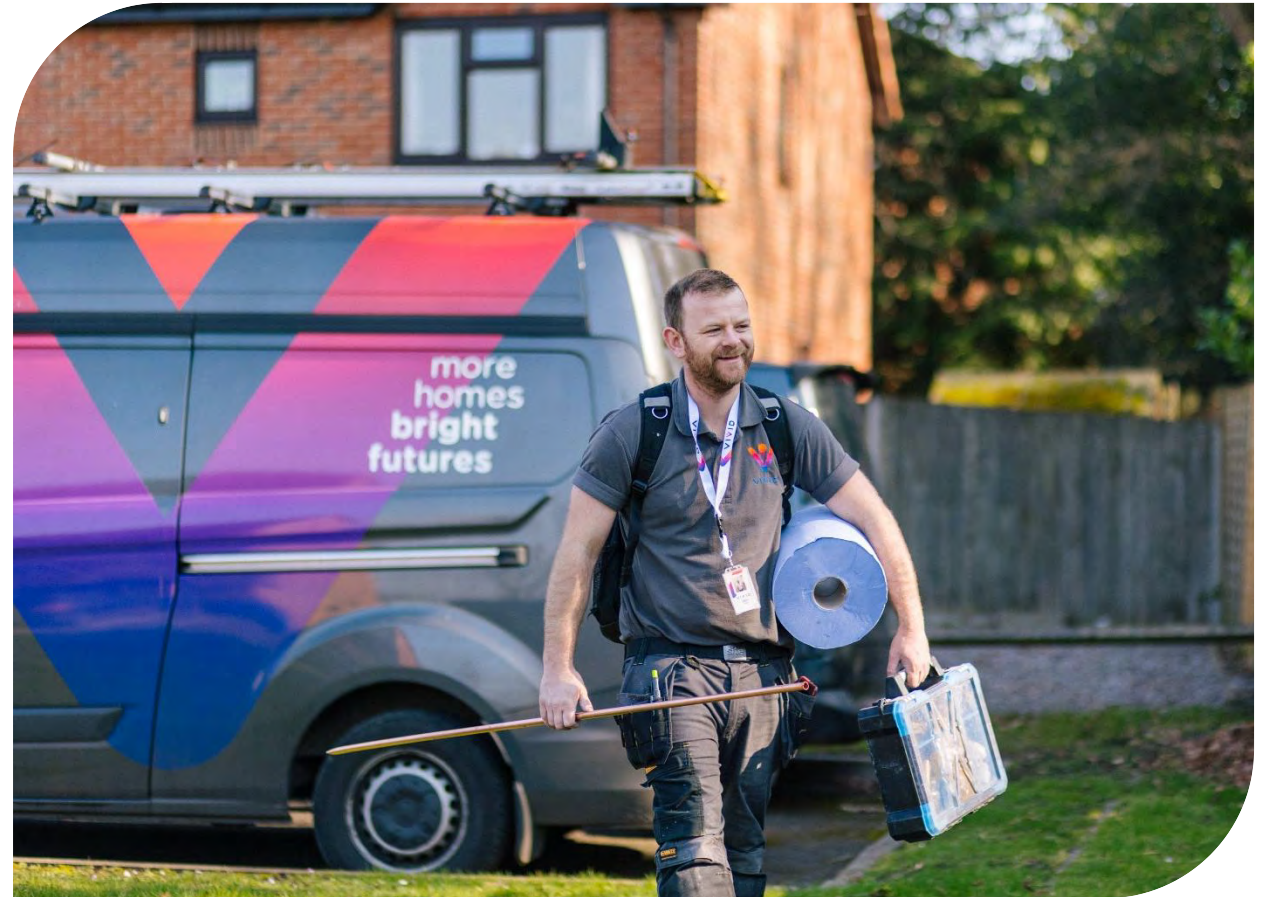
Who we are

- A leading provider of affordable homes and services in the South of England
- We support our customers to live in homes across Hampshire, Surrey, Berkshire, West Sussex and Wiltshire, operating in more than 20 local authority areas in the Central South
- Around 37,000 homes and 80,000 customers



What you can expect

- Easy ways to contact us through digital channels and the phone
- The 'Customer Online Account' where you can pay your rent and check your balance, raise a repair, track open queries etc – 7 days a week 24 hours a day
- Repairs delivered by our own in-house team
- Support available if and when you need it
- Patch based officers who manage our blocks and estates



Support from our teams



We have specialist teams delivering the full range of services including:

Customer experience team

Neighbourhood officers

Income officers

Anti social behaviour officers

Service charge and leasehold officers

Financial inclusion officers

Lettings coordinators

Customer resolution officers

Repairs and compliance supervisors

Asset management officers

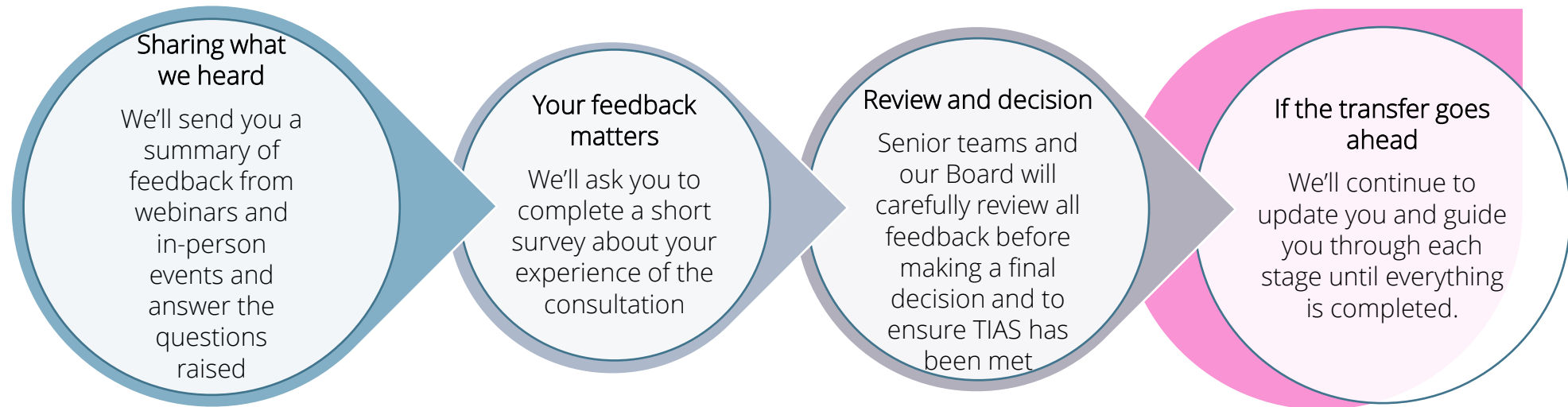
Getting involved

We have a range of ways that our customers can work with us to help to shape our services

From being a member on our Customer Services Committee, to becoming an estate representative, to giving views and feedback on our policies and standards.



07 - What happens next?



Expected timeline

- If the transfer goes ahead, it is likely to take place in August 2026
- We will keep you updated and let you know what to expect at each stage

08 - Key information

Who will manage my home?

If the transfer goes ahead, VIVID would become your new landlord and manage your home.

Who will carry out repairs after completion?

VIVID will be responsible for repairs and maintenance after the transfer has taken place. Prior to this, all repairs should be reported to A2Dominion in the usual way.

Will I keep my tenancy or lease?

Yes. If the proposed transfer goes ahead, your tenancy agreement or lease will be transferred to VIVID, and your rights will remain the same unless you agree to any changes.

What about my garage or parking space?

These will stay the same and transfer with your home.

Will my rent change?

Your rent will continue to be reviewed in line with your current agreement and government guidelines.

Will my service charge change?

Any service charges will still follow the terms set out in your tenancy or lease.

Who do I contact?

For now, please continue to contact A2Dominion.

If the transfer goes ahead, VIVID will provide their contact details before any changes happen.

Thank you & Contact Us

Thank you for attending. We value your feedback, input and questions in relation to this proposal.



Customer contact centre - 0800 432 0077



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