

Prime Time News

Autumn/Winter 2026



Welcome to Prime Time News, the newsletter for Curo sheltered housing customers and older residents in the prime of life.



Our Big Get Together brought customers, colleagues and community partners together for a fantastic day of fun, activities and conversation at Mulberry Park in Bath on 26 September.

Almost 500 customers joined us for the event, which was packed with things to see and do. There was something for everyone, a barbecue, a bouncy castle and the chance to meet Curo teams and community partners.

Bath and Wiltshire Air Ambulance, Curo's Charity of the Year, joined us to share more about their work, alongside Dorothy House, Share and Repair and B&NES Council, who were on hand to talk about support and local services.

Andrew Snee, our Director of Housing and Support, spoke about Curo introducing housing officers and how this will strengthen the support we provide to customers. Aileen Evans, a member of the Curo Board and Chair of our Customer

Experience Committee, shared an update on the proposed partnership with Abri.

Customers also had the chance to put their questions directly to Curo's senior leadership team during a Q&A session.

Resident Engagement Co-ordinator Hannah Gavin said: "It was wonderful to see so many customers come along and enjoy the day. There was a real sense of community, and it was lovely to see people chatting, getting involved in the activities and taking the opportunity to meet our teams.

A huge thank you to everyone who came along and helped make the day such a success. We really enjoyed spending time with you and hope you did too!"

Have your say...

We're consulting about Curo's proposal to form a new partnership with Abri, and we want to hear your views.

Both organisations share a commitment to good quality homes, putting customers first and supporting local communities. A partnership could give us greater financial and operational strength to invest more in our homes, services and communities.

Your views matter. We want to know what you think about the proposal and what you'd like us to focus on in your local area.

You should have received an invitation to take part by email or post. If you need help, call our Customer Contact Team on **01225 366000**. The consultation closes on **19 October 2026**.

Turn to page 2 for answers to some frequently asked questions about the proposal.



Your questions answered

We know you may have questions about our proposed partnership with Abri and what it could mean for you, your home and your community. Here are answers to some of the questions customers have been asking. You can find more information on our website, including answers to other frequently asked questions.

What would this mean for my tenancy or my lease?

Any changes would not affect your tenancy or lease.

What does it mean for my rent or my service charges?

There are no changes to your rent or services charges as part of these discussions.

Will I still receive the same local service?

Yes, and we'll invest to improve it further. Bringing both organisations together will allow us to reinvest any efficiency savings in service improvements and things that will benefit you where you live.

Would I still deal with the same colleagues?

There wouldn't be any immediate changes, but if there are any changes to colleagues working in your area in future, of course we'll let you know and give you plenty of notice.

Would it take longer to carry out my repair?

No. These proposals are designed to improve our service to you. Together, Abri and Curo will have more capacity to carry out repairs in the south west area.

Would the same support and community services be available?

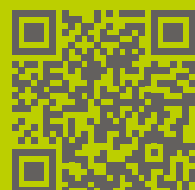
There wouldn't be any immediate changes, but if we change the services we offer, we'll let you know. Abri has a dedicated community investment arm, called the Octavia Foundation, who work locally to support customers.

Have your contact details changed?

No, Curo customers can still call on our main number, 01225 366000 or use any of the other usual ways to get in touch with us. You can find more information on our website: curo-group.co.uk/contact-us

For more information about the proposed partnership and the consultation, scan the QR code or visit:

curo-group.co.uk/consultation



Who is Abri?

Abri is a large housing provider, spanning from London to Devon, Oxford to the south coast. It owns and manages more than 59,000 homes and community assets and serve more than 117,000 customers.

Abri believes everyone has the right to a good quality, safe, warm and sustainable home in a community where they can belong, grow and thrive.

Abri's 2026-2031 corporate strategy aims to make this a reality by giving colleagues the confidence and ability to address today's realities while striving for tomorrow's ideals.

Abri aims to build a minimum of 1,000 homes a year, delivering 20,000 new homes by 2036. It is also investing more than £450m (inclusive of grant funding) into its existing homes to improve quality, affordability, safety and efficiency, and a further £161m on major regeneration projects.

Find out more at abri.co.uk



Our Memory Cafés are welcoming and social days out for our customers living with memory changes in rural Bath & North East Somerset. These monthly events are a chance for customers, families and carers to connect with other people, enjoy activities and refreshments, and access extra support from our team.

We caught up with Verity Baetke, one of Curo's Dementia Challenge Rural Coordinators, who runs our Memory Café sessions in Chew Magna.

"People can come together and have a good time in a place where everyone is understanding of their needs. You can expect lots of tea, cake, music and chatting!" says Verity. "We're passionate about helping people to stay as independent as possible, get out and about socially, and enjoy life."

Verity organises activities like sing alongs, seated dancing and quizzes, as well as visits from Singing for the Brain and Remind Memory Clinic. She also gives customers and families advice about benefits, home adaptations, finding a carer and accessing other local services.

"We get to know people and like to help out, whether it's giving someone a phone call to remind them about the session"

Singing, sharing and supporting

or supporting them to meet new people," says Verity.

The Memory Cafés in Peasedown St John and Chew Magna are one of many ways people in rural Bath & North East Somerset can get support from Curo's Rural Independent Living Service.

If you live in another area, there are Memory Cafés run by organisations like Age UK which may be closer to home. Curo's Independent Living Service can help you find out more information.

Peasedown St John Memory Café Hillcrest Community Room, last Thursday of every month. Please contact: Liz Casson Liz.Casson@curo-group.co.uk 07967 458049

Chew Magna Memory Café Chew Magna Baptist Church Hall, last Tuesday of every month. Please contact: Verity Baetke Verity.Baetke@curo-group.co.uk 07972 205984

If you live outside rural Bath & North East Somerset, please contact the Independent Living Service for more advice:

T: 01225 366135
E: ILS@curo-group.co.uk

Curo residents attending a recent Memory Café



Your right to information



The Social Tenant Access to Information Requirements (STAIRs) are new government requirements designed to give social housing customers greater access to information about how their landlord works.

From 1 October 2026, we're required to publish certain information about Curo, including how we manage our homes, deliver services, make decisions and spend money.

We've published a Publication Scheme on our website, explaining what information is available and where to find it. From April 2027, customers will also have the right to request certain information directly from their landlord.

Need help? If you need help finding information or would prefer it in a different format, please call our Customer Contact Team on 01225 366000. We'll be happy to help.

Find out more: curo-group.co.uk/our-publication-scheme

Introducing Housing Officers in your area



We've made changes to the way we deliver housing and support services to provide you with a better experience.

You told us you wanted us to be more visible in your neighbourhood and better able to support you when issues come up. We've listened and acted on that feedback. We've brought our housing teams together into one larger team. By working more closely, we can make better use of our expertise and provide the right help and support when you need it.

What does this mean for me?

Our new Neighbourhoods and Communities team includes 23 Housing Officers, Neighbourhood Managers and Resident Engagement Coordinators, each looking after a patch of around 550 homes. They work with specialist teams who can help with housing issues and any additional support you may need.

What will my Housing Officer do?

Your Housing Officer will be at the heart of your community, getting to know you, your home and what matters to you. They'll be a local point of contact who can coordinate your enquiries, help resolve neighbourhood issues and connect you with the right support.

They'll carry out home audits, community inspections and regular neighbourhood visits, helping them stay visible and available where you live. They'll also follow up after issues have been resolved to check that the solution is working and that your neighbourhood continues to be a great place to live.

How will I get hold of them?

Our Customer Contact Team and specialist services are still here to help with any issues or concerns. We'd like you to continue contacting us in the usual ways, so we can make sure you get the right support as quickly as possible.

Your Housing Officer will also be out and about in your area and will be arranging walkabouts and activities to meet residents and get to know the community.

Who is my Housing Officer?

You can find out who covers your area curo-group.co.uk/housingofficers or call our Customer Contact Team on 01225 366000. We'll also be adding your Housing Officer's name to your MyCuro account soon.

SCAMMERS ON THE DOORSTEP

What to do if you feel unsafe or think someone isn't who they say they are. How to tell if it's a real Curo colleague and what to do.

Signs of a phone scam

- Pressure to act immediately. Scammers create a sense of urgency to get you to react without thinking things through
- Requests for Personal Information - including PINs and bank details. This should set alarm bells ringing
- Unexpected calls about money. Be cautious if someone calls about a refund, unpaid bill or competition win.

What you can do...

- Pause and trust your gut
- Hang up
- Never share personal details
- Use call blocking tools

Unsure about someone on the doorstep?

Always ask for ID - genuine callers will be happy to provide. If in doubt, don't let them in.

You can check a Curo colleague or contractor is who they say they are by calling 01225 366000.



As the colder months approach, there are lots of ways to get help with the cost of living, from support with heating bills to benefits you may not realise you're entitled to.

Are you claiming all the benefits you're entitled to?

Thousands of people miss out on financial support each year. Pension Credit can top up your weekly income and may also unlock other help with housing costs, Council Tax and energy bills. You may also be eligible for Attendance Allowance, Housing Benefit or other benefits. Curo offers a free benefits checker and can help you explore what's available.

Help with heating costs

If you were born on or before 27 June 1960, you could receive between £100 and £300 through the Winter Fuel Payment for winter 2026 to 2027. You may also be eligible for the Warm Home Discount or Cold Weather Payments. If you're struggling with energy bills, you can also

Winter help:
support to
keep warm
and save
money

get advice on reducing costs, improving energy efficiency and accessing grants.

Need help with money worries?

If you're finding it difficult to manage your finances, Curo's Customer Accounts team can offer advice on budgeting, debt management, benefit claims and accessing grants. It's always worth asking for help early, before money worries become overwhelming.

Bath & North East Somerset residents may also be eligible for emergency help with essentials such as food, energy and household items through the Welfare Support Scheme.

Stay warm and connected

Warm Spaces across Bath and North East Somerset offer welcoming places to keep warm, meet others and enjoy a friendly atmosphere. Age UK Bath & North East Somerset can also provide advice and support with benefits, energy costs and staying independent at home.

Ending your tenancy? Here's what you need to know

If you're planning to move out of your Curo home, there are a few important things to remember to help make the process as smooth as possible.

- **Give the correct notice:** You must give four weeks' notice or two months' notice, depending on your tenancy agreement. Contact us if you're unsure which applies to you.
- **Leave your home clean and clear:** Take all your belongings with you and leave your home, garden, shed and any other areas clean, empty and free from rubbish.
- **Bring your rent account up to date:** Make sure any outstanding rent is paid before your tenancy ends.
- **Return your keys:** Arrange for your keys to be returned or collected. Please do not post your keys or leave them inside the property.

Need help or advice?

If you're thinking about moving, please contact us as early as possible so we can help you understand what you need to do.

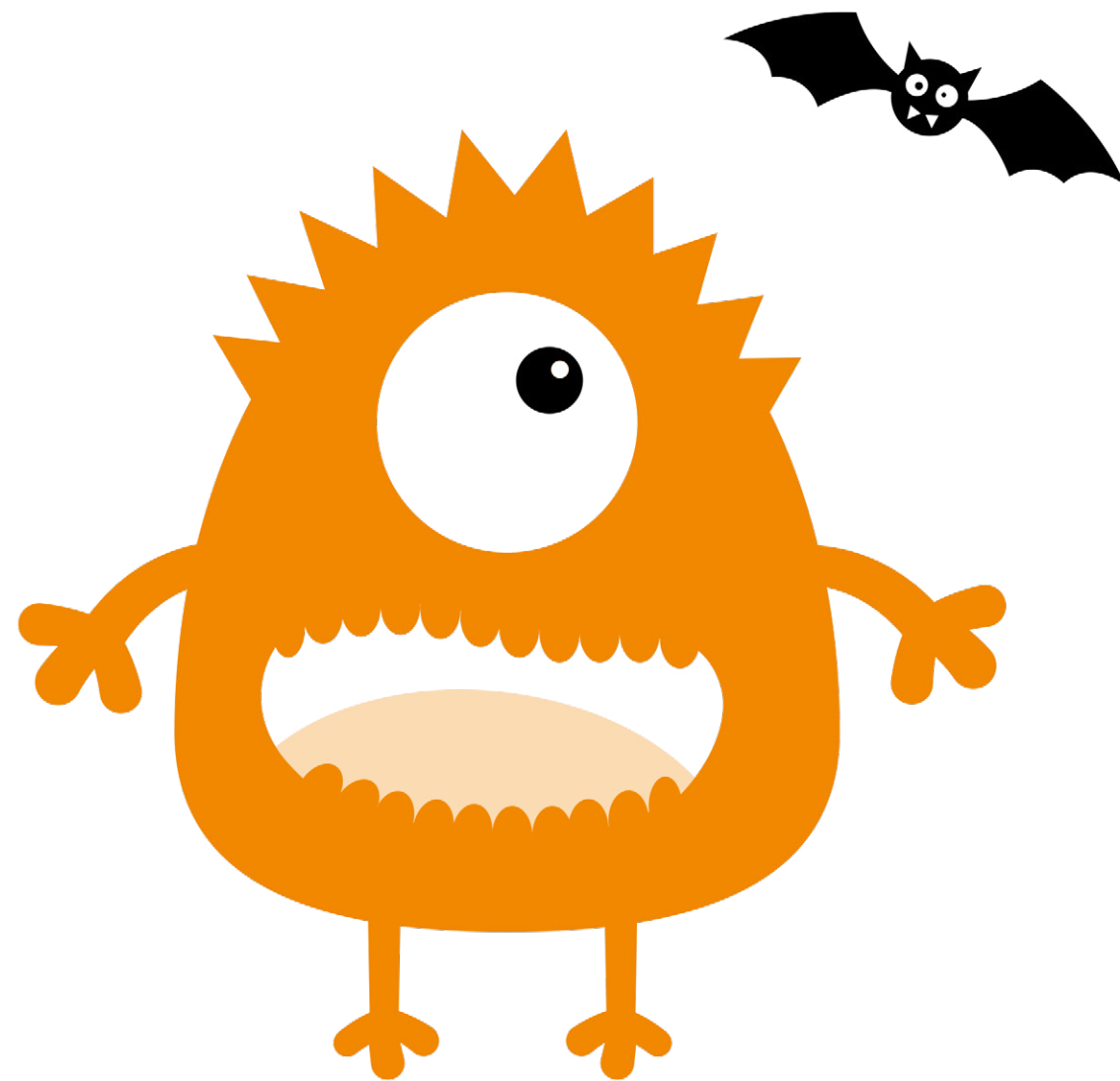
Call us on 01225 366000 or email endtenancy@curo-group.co.uk.

If you're worried about money or would like to find out what support is available, contact our Customer Accounts team: 01225 366000 or email customeraccountshelp@curo-group.co.uk.

You can also find advice and information at: curo-group.co.uk/moneyadvice

We're
here to
help!





**SORRY, NO
trick or treaters here**
but have a spooktacular Halloween!

Avon and Somerset Police
SERVE.PROTECT.RESPECT.

www.avonandsomerset.police.uk | Follow us on     



Getting ready for the colder months

As the weather gets colder and the days get shorter, a few simple steps can help you stay safe, warm and comfortable at home and when you're out and about.

Test your heating

If you haven't used your heating for a while, turn it on now to check that it's working properly and your radiators are warming up. If you have a problem, report it through **MyCuro** or call our Customer Contact Team on 01225 366000.

Halloween and Bonfire Night

Halloween can mean more visitors knocking on your door. If you'd prefer not to have trick-or-treaters calling, you can display the poster on the facing page in your window or by your front door to let people know. You can also find advice on staying safe around Halloween and Bonfire Night at curo-group.co.uk/autumnsafety.

Report broken lights

Good lighting can make a real difference on darker evenings. If a communal light near your home isn't working, please report it through **MyCuro** or call 01225 366000. You can use our Estates Map to check who is responsible for street lighting in your area:
curo-group.co.uk/map

Be prepared for freezing weather

During very cold weather, keep your home reasonably warm and report any problems with your heating or plumbing promptly. If you're going to be away from home during a cold spell, take steps to protect your pipes from freezing. Find out more about gritting and snow clearance at curo-group.co.uk/snow-clearance.

Take care in icy conditions

Wear sensible footwear with a good grip, take short, slow steps and use handrails where available. Be especially careful in the morning, when ice can be difficult to see. Never use hot water to clear ice, as it can make paths more slippery.

Keep in touch

Make time to stay connected with friends, family and neighbours, especially as the days get shorter. If you'd like extra support to help you live independently, Curo's Independent Living Service may be able to help with things like appointments, shopping and staying connected.

Find out more at
curo-group.co.uk/ils

“
Here
when you
need us

We've changed our Customer Contact Team's opening hours to help us answer more calls at the busiest times.

Our team is now available 8am to 6pm, Monday to Friday.

You can still use our customer portal **MyCuro**, available 24 hours a day, seven days a week to report repairs, make payments and manage your account whenever it suits you.

If you have an emergency outside our opening hours, you can still call us on 01225 366000. Our out-of-hours service will be able to help.



Autumn tea-break teaser

Enter our autumn wordsearch competition to be in with a chance of winning £50

Find the autumn-themed words below to enter our prize draw.

Either take a photo of your completed wordsearch and email it to ils@curo-group.co.uk with Prime Time Wordsearch as the subject, or cut it out and post in an envelope addressed to **Freepost CURO** - there's no need to add a stamp.

If posting your entry, don't forget to add your name and telephone number.

A lucky winner will be randomly selected from all the entries we receive before 8 May 2026. Full terms and conditions are available on request or on our website at curo-group.co.uk/competitions.



How many autumnal words can you find?

H	M	R	G	T	D	H	E	D	S	E	D	G	D
S	B	W	S	A	A	M	O	V	A	M	R	G	N
Z	D	A	S	R	T	O	E	S	P	U	A	A	C
X	E	B	V	N	E	H	Q	D	F	T	H	G	S
F	T	E	G	W	Y	P	E	R	N	S	C	O	W
N	S	E	V	A	E	L	S	R	S	O	R	L	E
T	W	Q	O	J	S	N	D	I	I	C	O	D	A
S	T	U	N	T	S	E	H	C	R	N	E	E	T
W	C	P	V	I	G	G	A	D	D	C	G	N	E
B	W	D	U	V	K	K	V	S	K	Z	Q	Q	R
G	R	L	X	C	E	P	L	M	O	K	Q	X	A
F	R	O	S	T	Y	E	M	G	K	N	T	A	H
R	U	S	T	L	I	N	G	U	X	F	C	I	N
Y	Q	Z	R	L	G	E	O	Z	P	Z	I	G	N

Chestnuts
Costume
Crisp
Feast

Frosty
Gathering
Golden
Harvest

Leaves
Orchard
Pumpkin
Rustling

Season
Sweater

Name:

Telephone:

Email:

Curo is committed to respecting your right to privacy and to processing your personal information in a lawful, fair and transparent way. All personal data we hold about you will be processed in line with the General Data Protection Regulations and data protection laws. To read Curo's privacy notice visit curo-group.co.uk/privacy.

Maple pumpkin pie

Ingredients

- 350g shortcrust pastry, homemade or ready rolled
- 1 pumpkin, peeled, deseeded and cut into chunks.
- 2 eggs
- 3 tbsp pure maple syrup (preferably dark syrup for its robust taste)
- ¼ tsp ground nutmeg
- ½ tsp ground cinnamon
- 410g evaporated milk

Method

- Preheat oven to 190C/180C fan.
- Bring a large saucepan of water to the boil and add the pumpkin chunks, cover with lid.
- Cook for 25 minutes or until the pumpkin is tender, draining well and allowing to cool.
- Once cool, mash the pumpkin to a purée by hand or using a food processor until smooth.
- Roll out the pastry on a lightly floured surface and line a 22cm tart case, then chill for 15 mins.
- Line with baking parchment and fill with baking beans and blind bake for 15 minutes. Remove the beans and paper and continue to bake for 10 minutes until the base is pale gold in colour. Remove from oven and allow to cool slightly.
- While the base is cooling, prepare pie filling; beat eggs and add to the puréed pumpkin, mixing together. Add the maple syrup, spices and evaporated milk.
- Mix the filling ingredients until a smooth, silky mixture forms. Pour the mixture into the tart shell.
- Bake in the centre of the oven for 15 minutes or until the pumpkin mixture is firm.
- Serve hot or cold with a garnish of whipped cream.