

Managing Agents

All you need to know



What's a Managing Agent and why do we have them?

Managing Agents are companies who developers of a housing scheme (or freeholders of properties) employ to provide services to help look after and maintain communal areas. These can range from cleaning, maintenance of guttering, carparks to community spaces and landscaping services.

When Curo has homes that are part of a larger development we have to work with the Managing Agents the developer has appointed to maintain areas of the homes we own. The fees that are charged for this are part of the service charge that you pay every year and are listed as 'Managing Agent Charges' and 'Management Fees' in your service charge breakdown. These are the charges from the Managing Agents for the services that they provide and the fee that we charge to manage them.

How does Curo work with Managing Agents?

Curo manages the relationship that are in place with the Managing Agents. If something needs doing in the communal areas around your home that they are responsible for, we'll organise it with them on your behalf. We also have a responsibility to make sure that you are getting value for money for the fees that you pay – so we're always keen to hear your feedback on the work they do. We make regular checks to be sure the Managing Agents are doing what they're meant to for you and doing it properly.

What does it mean for me?

We also want you to understand what the fees you pay are for. If you have Managing Agent charges in your Service Charge breakdown, this means

Managing Agents have some responsibilities to provide communal services for you. If you would like to find out the details about the specific responsibilities Managing Agents have where you live please email us at:

✉ homeowners@curo-group.co.uk

How do I get in touch?

If you need to get in touch about services provided or report an issue where you live, you can do this through your **MyCuro** account. If you don't have a MyCuro account, all you'll need is your tenancy number to register visit:

🔗 www.curo-group.co.uk/mycuro

Alternatively, you can get in touch with our Customer Contact Team, you can find all the ways to contact them here:

🔗 www.curo-group.co.uk/contact

Managing Agent name:

Responsibilities: