

hello

Dear Customer,

Curo and Abri in partnership talks

I'm writing today to let you know that Curo is in discussions with Abri about forming a new partnership. Abri is a very well-regarded and high-performing housing association with homes across the south and south west of England.

Both our boards believe that this partnership would be the right thing for customers; together, Curo and Abri would be able to invest more in your homes and communities. Joining forces would make us stronger and allow us to accelerate our strategies and deliver more for you. Like us, Abri have the highest gradings from the regulator, as well as excellent customer satisfaction results.

Your views on this are very important. As the discussion progresses, you will have the opportunity to comment on the proposals and tell us what matters most to you. We will be writing to all customers in the next few weeks to share more information about what the proposals would mean and asking you to share your thoughts.

We expect a final decision to be taken later this year subject to the customer consultation and the agreement of both boards.

How can I find out more?

The Curo website will be the place to get the latest updates on the talks we're having with Abri. We'll update it whenever there is something new to tell you.

You can find out more about Abri by visiting their website – www.abri.co.uk

Curo The Maltings, River Place,
Lower Bristol Road, Bath BA2 1EP

T 01225 366000 E hello@curo-group.co.uk
curo-group.co.uk

The Curo Group incorporates:

Three companies registered in England and Wales:
Curo Enterprise Limited (Co. No. 08103621), Curo Market Rented Services
Limited (Co. No. 4705482) and Curo Finance Limited (Co. No. 13596265)

Four charitable registered societies under the Co-operative &
Community Benefit Societies Act 2014:

Curo Group (Albion) Limited (FCA No. 7945, Registered Provider registration
number No. LH4336), Curo Places Limited (FCA No. 7091, Registered Provider
registration number No LH4209), Curo Choice Limited (FCA No. 24208R) and
Mulberry Park Community Benefit Society (FCA No. 7696)

The registered office for all organisations in the Group is:
The Maltings, River Place, Lower Bristol Road, Bath BA2 1EP.



Please take a look at the FAQs below, and if you have a question that's not answered there, please get in touch by calling 01225 366000, emailing us at hello@curo-group.co.uk or on LiveChat on our website www.curo-group.co.uk/contactus

With warm regards



David McQuade
Interim Chief Executive Officer

Frequently Asked Questions

Who are 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.

What does that look like?

- Abri aims to build a minimum of 1,000 homes a year, delivering 20,000 new homes by 2036
- They'll create a new Home and Place standard that reflects customer experience, safety and environmental priorities, with all Abri homes meeting this standard by 2031
- They're investing more than £450m (inclusive of grant funding) into their existing homes to improve quality, affordability, safety and efficiency, and a further £161m on major regeneration projects
- They'll define a level of service that aligns with their ideals and their customers' expectations – one that's reliable, accessible and inclusive with benchmarked standards and timely responses
- They'll be a values-led, purpose driven organisation that sets the standard in good governance, robust financial resilience and social impact, trusted by customers and partners, attracting and nurturing talent.

Why are Curo and Abri exploring a potential partnership

The Abri and Curo boards believe that a partnership could be in the best long-term interests of customers. A partnership has the potential to increase investment in homes and services, and ensure that both organisations remain resilient and fit for the future.

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.

What would this mean for my community?

This kind of growth means we would be able to invest more in your homes and neighbourhoods, build more new affordable homes in your community and make improvements to the services you receive.

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.

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 - [Contact us](#)

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 the same trades colleagues carry out my repairs?

There wouldn't be any immediate changes, but if there are any changes to colleagues carrying out work in your home, we'll let you know. Shared owners and other leaseholders would remain responsible for repairs and maintaining their own homes, unless there are agreements in place for us to carry these out.

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.

Would it take longer to carry out my repair?

No. These proposals are designed to improve our service to you. For example, together Abri and Curo will have more people available to carry out repairs in the south west area.

When will this happen?

Probably sometime around the beginning of next year (2027), provided the boards of Abri and Curo agree a final business case and complete some other necessary formalities. It's important that customers can comment on the proposals and tell us what you think matters most to you. We will be writing to all customers to tell you more about what the proposal will mean for investing where you live.

Will there be opportunities for customers to get involved with the changes?

Yes – both Curo and Abri are committed to involving customers in the way services are shaped, improved and delivered. There will be opportunities for customers to be involved in decision-making and we'll share these over the coming months.

Your views are important

We are keen to hear your comments on this proposal. Please tell us what you think by completing the consultation when it goes live, or by getting in touch to let us know your thoughts.