

Prime Time News



Spring 2026

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



Curo fundraising effort takes off

Curo colleagues meet the air ambulance team

We're proud to announce that our charity of the year for 2026 is the Wiltshire and Bath Air Ambulance.

This fantastic cause was picked by Curo colleagues, who last year raised nearly £15,000 for charity. This was achieved thanks to many small donations and fundraising activities

throughout the year including quizzes, car washes, raffles and bake sales.

We want to thank the air ambulance team for their amazing life-saving work. We look forward to supporting all that they do and presenting them with what we hope will be a large cheque in 2027.

NEW PRIME TIME

We're delighted to bring you another edition of Prime Time News - we hope you enjoy reading our spring edition, which is packed with useful information and local stories.

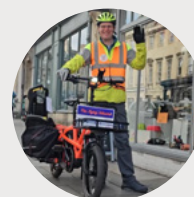
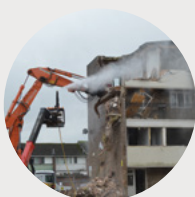
We've made a few changes to your magazine to bring you more bite-sized items and updates on the things that we hope are of interest.

We think this makes Prime Time News more lively and easier to browse. Of course we've kept our most popular features, including our prize word search.

If you have any feedback to share about Prime Time News, you can email communications@curo-group.co.uk

Inside

Demolition of Tintagel Close • Bert Abrams Remembered • Sources of support
Your grass cutting schedule • Prize wordsearch • Photography competition



In The News...

Tintagel's coming down!

Demolition work at Tintagel Close in Keynsham is underway, replacing the 1970s block with a new neighbourhood of 45 high-quality affordable homes due for completion in 2028.

The new estate will offer homes from one to four-bed, each with the latest energy-efficiency technology, its own parking space and electric vehicle charging, complemented by landscaping and community facilities.



Left circle: a new vision for the area, due for completion in 2028

Below: the first day of demolition at Tintagel Close in Keynsham

► We're investing £16 million here - we care about this community and want it to be a great place to live.

Sarah Maylor - Curo Development Director



Curo rated

The Regulator of Social Housing has introduced tough new criteria for landlords, focusing on things like safety and resident involvement.

We were very pleased to be given a 1 in this area as part of our latest assessment - the highest grade available. Our 1 for Governance and 2 for Financial Viability confirms Curo as a top-performing housing association. It's a result we intend to keep building on.

The return of Facebook LIVE

Thanks to everyone that joined February's Facebook LIVE session with Chief Operating Officer, Julie Evans, and Director of Property Safety & Compliance, Tom Battersby. It was great to see so many

customers getting involved with questions and comments. Scan the QR code with your device to relive this lively and interactive session. And follow us on Facebook to catch the next session in April.



SCAN HERE

■ Watch recording on YouTube

Fish & chips all round



Our monthly fish and chip lunch in Timsbury is open to any local Curo customers that would welcome a chance to chat, socialise, play games and enjoy lovely food in good company.

The idea came from customers, who saw a need for this now much-valued event. It's great to see it still going strong 13 years later. Regular attendee, Beryl, said,

"It's not just a meal, it's the only time I get to see my friends and catch up face-to-face".

There's a small charge of £9 and transport can be provided.

► If you're interested in coming to the next lunch, contact Sheena Archer on 07813 544605 or email: sheena.archer@curo-group.co.uk

Bert Abrams remembered



The entrance to Bert Abrams Close and inset Bert with his MBE

A blue plaque has been unveiled at the entrance to the Broad Plain development and the newly dedicated Bert Abrams Close, to celebrate a Knowle West community hero.

Arthur "Bert" Abrams MBE (1912-1995) was passionate about improving the lives of young people. He served the Broad Plain youth club on the

site in many roles from 1926 to 1978. In 1976 his works was recognised with an MBE.

We're so pleased to celebrate Bert's amazing story, and would like to thank Bristol Civic Society and Filwood Chase History Society for making it happen.

WIN WITH OUR SPRING PHOTOGRAPHY COMPETITION



Show us what you love about your neighbourhood this spring. From blooming gardens to favourite outdoor spaces, we want to see the places that make your area special.

Send us a high resolution, landscape orientated photo of an outdoor scene - no identifiable people, please - and you could win £50 in high street vouchers. We'll share entries on our social media pages and website and choose three winners.

► Enter by Friday 8 May by emailing your photo to communications@curo-group.co.uk and include your name, email address and telephone number. T&Cs are available on our website.

Let's celebrate spring — and the places we're proud to call home.





Need a little extra help?

We know some of our sheltered customers in Bath and North East Somerset are concerned about changes to services - perhaps our Independent Living Service can help?

The service can provide short-term help with tasks that you find more difficult and need a little extra support with. These could include shopping, getting about or dealing with paperwork.

The service is funded by the council and is free for qualifying residents in B&NES.

➔ To learn more, contact the B&NES Community Wellbeing Hub.

These local experts can find the support that's right for you, and know all about services in your area, provided by the council, Curo and others. Call on 0300 2470050 or search online for 'Bath wellbeing hub'.



Free wellbeing retreat

Curo's Wellbeing House in Bath offers a place to break from the routine and a chance to recoup in calm, peaceful surroundings.

Each year, more than 100 people from B&NES use this free service for up to a

week at a time and you too can join them to take some time out and focus on your needs.

➔ To find out more, call 01225 310748 or search online for 'Curo wellbeing house'.

SPEAK TO YOUR LOCAL EXPERTS

Support is available across the south west, and some well-connected organisations are particularly worth knowing. They understand your area and can help open doors to other organisations and services.

Bath & North East Somerset

Community Wellbeing Hub
Call: 0300 247 0050
Or visit the website: communitywellbeinghub.co.uk

Bristol

We Are Bristol helpline
Call: 0800 694 0184
Or visit the website: bristol.gov.uk/costofliving

North Somerset

North Somerset Together
Call: 01934 888 888
(main council number)
Or visit the website: n-somerset.gov.uk/together

South Gloucestershire

AgeUK
Phone: 01454 411707
Or visit the website: ageuksouthglos.org.uk



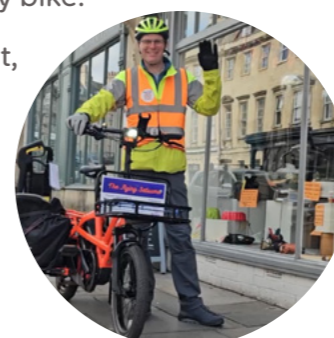
Share and Repair

A Bath-based charity is bringing people together, helping them save money, reduce waste and learn skills in B&NES and beyond.

Share and Repair are on a mission to fix broken items. Their weekly repair cafes, held at more than 12 locations, help people to rescue clothes, appliances and other items that may otherwise be thrown away.

They also run a 'library of things' from which you can borrow more than 800 items. If you live locally, they can even deliver them to you by bike.

As CEO, Ruth Lambert, explained, "The average electric drill is only used for about 15 minutes in its whole lifetime, so sharing makes so much sense".



Curo is delighted to support the charity's new 'lending lockers' at Mulberry Park Hub. It's an easy and convenient way to pick up a pressure washer, chocolate fountain, air fryer, steam cleaner...and more.

➔ Find out more at shareandrepair.org.uk or call 07486 518197.

▶ Library of things deliveries are available up to three miles from Share and Repair's Lower Bristol Road shop

Money Worries? We can help

If cash is tight at the moment, our Money Advice Team can help. We know it can be hard to make the call but you can be sure of a supportive response from these amazing colleagues.

They're financial experts, able to offer practical help to improve your situation.

They can also make sure you're getting all the money you're entitled to - billions of pounds of benefits go unclaimed every year.

Find more on our website, speak to the team on 01225 366316 or email customeraccountshelp@curo-group.co.uk

Tips to stay ahead of scammers

Scammers often pretend to be from organisations you trust - that can include Curo.

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.



Estates update



Your grass cutting schedule - March to November

Now that spring is here, you'll soon be seeing our grounds maintenance contractors from Glendale out and about cutting the grass near your home. We aim to cut your grass around 16 times between March and

November. That means it should be done roughly every two weeks, but may be cut more often during the summer months and then slightly less often towards the end of the year.



When are we next due to cut your grass?

Visit Glendale Live: curo.glendalelocal.co.uk/glendale-live

Enter your postcode to see your current schedule. This can change through the year, depending on the weather.

SAFETY SUGGESTIONS



Your safety is important to us. If you have any suggestions about how we can improve the safety where you live please let us know.

Most of our blocks have a suggestion box, or you can submit your ideas online - just search for 'suggestions' on the Curo website.

Spotlight on our Estates Teams

DID YOU KNOW...?

- We clean more than 660 blocks every week...
- Clear fly-tips (1,500 last year)...
- Remove more than 38 tonnes of waste every month...
- Look after 500 neighbourhood communal bin areas...
- Manage more than 9,500 trees...
- Maintain more than 20,000 metres of hedges...
- Care for more than 650,000 square metres of grass...
- Manage 14 children's play areas...
- and carry out more than 1,400 inspections each year to keep communal areas safe and well-maintained.



We do homes for wildlife too



A green space in Whiteway could become a haven for wildlife, thanks to the work of Curo's Estates team and More Trees BANES.

In February, we planted more than 600 saplings on Whiteway Green. The new plants, which were donated by More Trees, help to fill in the gaps between existing pockets of trees and shrubs. This helps to create new homes for wildlife, sources of food and a safe passage for animals to move around.

Curo Arboriculturalist Danny Earle said: "We've planted around 20 different native British species here, in a real range of different sizes and different colours.

There are flowering shrubs which are great for bees and butterflies, fruit trees which will produce food for birds and mammals, and thorny species

like hawthorn and blackthorn which make for amazing habitats."

The trees were all grown by volunteers from More Trees, who forage for seeds each year and then sow and cultivate them in their nurseries around Bath and Keynsham, until they are big enough to be planted.



Curo's Senior Arboriculturalist Gordon Stuart at a Curo and More Trees BANES planting project

Home contents insurance: Are you covered?

We know many Curo customers don't have contents insurance and could face big costs to replace items lost through fire, flood or theft.

My Home, part of Thistle Insurance, offers cover designed for social housing tenants. Their services are recommended by the National Housing Federation.

They offer pay-as-you-go plans and no excess charges - which means you don't have to contribute towards the cost of replacing an item were the worse to happen. They can also insure care items including wheelchairs and hearing aids.

Find more information on the Curo website, visit thistlemyhome.co.uk or call My Home direct on 0345 4507288.



Easter tea-break teaser

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

Find the spring-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 www.curo-group.co.uk/competitions.



Mini egg cookies

This egg-cellent recipe makes 16 Easter cookies

Ingredients

- 100g caster sugar
- 100g light brown sugar
- 120g unsalted butter, melted
- 1 large free-range egg
- ½ tsp vanilla extract
- 300g plain flour
- ½ tsp salt
- ½ tsp bicarbonate of soda
- 160g mini eggs, crushed
- 80g milk chocolate chips.

Method

- Mix the sugars with the melted butter in a large bowl
- Add the egg and vanilla extract and continue to mix until fully combined
- Mix in the flour, salt and bicarbonate of soda until combined
- Add the crushed mini eggs and chocolate chips and give them a good mix in so they are dispersed evenly
- Cover the bowl and place in the fridge for 45 minutes
- Preheat the oven to 190C/170C Fan/Gas 5 and line a couple of baking trays with non-stick baking paper
- Roll the chilled cookie dough into golf-size balls and place them onto the prepared trays, leaving space for them to spread out a little
- Bake for 12–15 minutes until golden and flattened
- Remove from the oven and leave to cool briefly on the baking tray before transferring to a cooling rack.

Recipe courtesy of BBC Food

How many springtime words can you find?



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

- | | | | |
|-----------|-------------|----------|----------|
| BIRDSONG | CATERPILLAR | LAMB | SHOWERS |
| BLOSSOM | CHICK | LEAF | SNOWDROP |
| BLUEBELL | DAFFODIL | NESTING | TULIP |
| BUTTERFLY | EASTER | SEEDLING | |

Name:

Telephone:

