

Curo Places Standard

2026-28

Setting the standards for
our communal spaces



If you'd like to meet a Housing Officer on site to discuss anything in person please get in touch. See back page for contact details.



Did you know you can report issues and repairs in communal spaces through MyCuro?

See back page for details

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Welcome

We work hard to make your estate a happy and safe place. We make sure that the shared areas we are responsible for are safe and provide a good quality environment for the people who live there.

These standards are designed to give a clear and straightforward guide as to how your communal areas should look and the service you can expect from our team.

They're designed to be easy to interpret and achievable so that everyone has the same understanding.

Naturally every estate is different so these standards provide a general outline that should be applicable to where you live.

If you have questions or comments about communal spaces on your estate, we'd love to hear from you.

Please contact us on:
01225 366000 or email
hello@curo-group.co.uk

**We can't do this on our own
- we need your help.**

There are lots of ways you can help us to keep your estate a great place to live - look out for our 'Help us to help you' suggestions in each section.

You can also be our eyes and ears in your neighbourhood by helping to monitor how a service is delivered. Or you might also like to set up a Customer Led Scheme to take a more active role in your local services.

If you'd like us to provide a new service, we'll consult with your neighbours and may be able to deliver what you'd like if there's agreement.

Get involved and have your say
- join VoiceBox, just email or visit:
VoiceBox@curo-group.co.uk
curo-group.co.uk/voicebox



How to use this guidebook

Grading standards explained

At Curo we use a grading system that's been developed through consultation with tenants across the UK to provide a clear way for customers, landlords and contractors to understand and agree on standards.

Every aspect of our cleaning and grounds maintenance can be graded **A+**, **A**, **B** or **C**.

- A+** The standard expected if you've paid for an enhanced service (*option is not available for trees*).
- A** The standard every customer can expect their communal areas to meet. Agreed level in consultation with customers to offer good value for money.
- B** The standard that we would expect to see in between visits from our caretakers or contractors.
- C** Below expected standard. We should take remedial action to fix this.

Your service charges contribute towards our caretakers and contractors meeting this standard, rather than a certain number of visits or time spent working around your block.

Each section in this guidebook shows the following:

- Photos and brief descriptions of what **A+**, **A**, **B** and **C** might look like.
- Answers to some frequently asked questions, and useful tips and advice. .

Changing your service level

Customers can choose to pay to upgrade their service to the highest grade **A+**. If the service affects other customers in the area, these customers would need to be consulted. That's because there would be an increase to the service charge if you took out the highest level of service.

Alternatively, customers can take control of the running of selected services, by setting up a Customer Led Scheme. This could help to reduce the cost of your service charge.

Meet your teams



Curo caretakers

The team works in our estates, keeping shared areas clean and tidy, while carrying out minor repairs in communal areas straight away without the need to wait for a job to be booked. The team are easy to spot with their “Looking after your estate” shirts.

curo-group.co.uk/estates



Tree Maintenance

In 2023 Curo undertook a procurement exercise and have appointed three Arb-approved contractors to help manage our 9,500 communal trees.



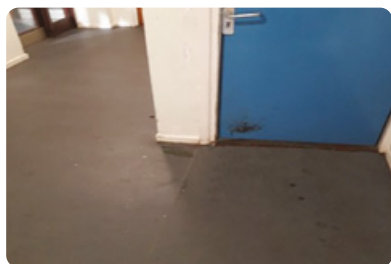
Glendale - communal grounds maintenance services

Glendale believes that a professionally-managed green space is neat, tidy, safe and ready to fulfil its intended purpose. To achieve this goal, our teams oversee and deliver every aspect of green space management.

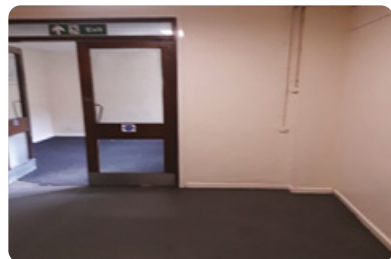
Internal communal cleaning areas

These are your indoor communal spaces if you live in a block or share an entrance. It’s really important that you report any communal issues directly to us in the same way as you report a repair about your home.

Internal communal cleaning areas: With hard floors



A+ Area cleaned and clear. Floor has no build-up or marks including at edges. Glass clean, no cobwebs, ledges wiped free of dust. Walls have been cleaned and no marks remain.



A Floors have been cleaned, although some marks remain due to being ground in. Glass and ledges have been wiped. All cobwebs removed. Walls have been spot-cleaned and minimal cleaning marks remain.



B Floor is dirty and stained. Ledges and cobwebs have started to build up and walls have heavy marks that can be removed. Cleaning standard is below expectation.



C Floors are heavy in dirt and litter. No obvious dusting has taken place and cobwebs are frequent. Walls are heavily marked and could be easily removed. General cleaning is poor.

Internal communal cleaning areas: With hard floors

Top tip

Many Curo estates are in hard water areas, meaning lime-scale builds fast. Using a recommended product regularly will help keep lime-scale to a minimum.

You can check your water hardness, scan the QR code below or visit:

wessexwater.co.uk/waterquality



FAQs

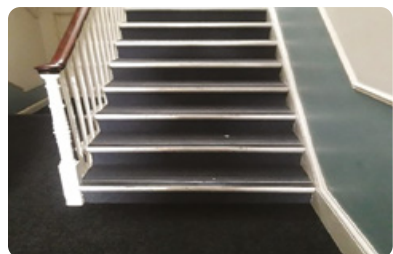
When were the cleaners last here? When are they coming next?

In most cases cleaners will visit once a week.

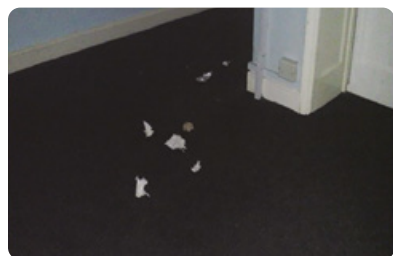
Internal communal cleaning areas: With carpets



A+ Floors have been cleaned and vacuumed, including all corners. All ledges are clear from dust and cobwebs have been removed. No marks on walls.



A All floors and stairs have been vacuumed but corners may look dirtier due to ground-in dirt. No dust on ledges, but hard-to-reach ledges may have minimal build up. Cobwebs removed, walls clear of cleaning marks.



B Litter and debris on the floor. Ledges are light in dust and harder-to-reach areas are heavier with dust. Edges of floor gathering dust. Walls have marks that can be easily cleaned and cobwebs are frequent throughout the building.



C Litter and debris are throughout the building and the flooring hasn't been cleaned. All ledges are heavily covered in dust and cobwebs have not been removed. Walls are heavily covered in cleaning-related marks.

Internal communal cleaning areas:
With carpets

Help us to help you

Please do not leave anything in the communal areas. This includes items such as mats, rugs, bikes, bags rubbish, furniture, prams and pushchairs. They are all a fire hazard and prevent us cleaning the area.

FAQs

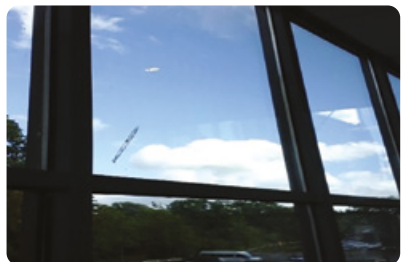
Why has a removal notice been placed on my items in the communal area?

To keep your communal areas as safe as possible, we carry out frequent inspections. If we find anything that's a potential hazard we will place a sticker or a notice on it asking you to remove it as soon as possible.

Internal communal cleaning areas: With windows



A+ Windows are clean and clear with no visible marks or smears. No marks on the inside of the window.



A Windows are clean and clear with very minimal marks or smears. Inside, the window may have slight build up around the edges but window is mark-free.



B Windows are dirty, smeary or have hand prints on them and generally don't look clean. Internal area of the window has multiple marks such as hand prints and dirt marks.



C Windows are dirty and the window is no longer clear, restricting vision significantly with a film of dirt on the inside as well as outside.

Internal communal cleaning areas: With windows

Good to know

- Our cleaning contractor uses eco-products that are both safer and better for the environment.
- Communal windows are cleaned quarterly.
- Window cleaning uses a 'pure water cleaning system'. Water is filtered to make it pH neutral and windows cleaned using an extendable pole. This increases the safety of our contractors and gives better access to hard-to-reach windows.
- Pure water requires no additives to clean. Being pH neutral it will remove all dirt and marks from the windows and leave a streak-free finish.

External communal cleaning areas: pathways

These are any of the external hard surfaces (like pavements and roads) around your estate that are on Curo's land. Please report any concerns over safety in these areas to us immediately. If your road and pavements are adopted by the Council, the Council is likely to be providing the maintenance service.

Scan the QR code below or visit curo-group.co.uk/map to see which areas we're responsible for where you live:



External cleaning areas: pathways



A+ No litter or rubbish present. No detritus in channels.

Detritus: Is the technical term for gravel, sand, silt, or other material produced by erosion.



A Small amounts of detritus will be present.



B Widespread litter and detritus present.



C Heavy littering, widespread detritus. Heavy significant accumulations of litter.

External cleaning areas: pathways

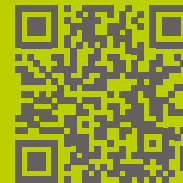
Good to know

- We clear leaves on pathways and access areas to our sheltered schemes as part of the winter schedule. Leaves that fall onto grassed areas will be left to encourage biodiversity and nature.
- We won't be able to clear parts of roads where there are parked vehicles.

External communal cleaning areas: weed control

We maintain many paths and parking areas around our estates. We're committed to keeping these safe through a programme of maintenance. If you'd like know which areas that Curo maintain please visit:

Scan below QR code or visit
curo-group.co.uk/map



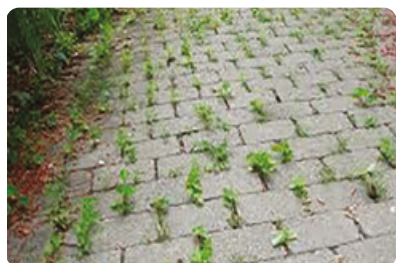
External communal cleaning areas: weed control



A+ Channels and open areas weed-free.



A Weed growth at a level you would expect between visits.



B Weed growth exceeding what would be expected between visits.



C Excessive weed growth suggests visits being missed.

External communal cleaning areas: weed control

Good to know...

Weeds are treated as part of our regular grounds maintenance work. This cannot happen in very wet weather as the weed-killer gets washed away.

Help us to help you...

Vinegar and salt are a natural, effective plant killer you could try using yourself. It works well on moss by killing the plant and making it easier to remove.

External communal cleaning areas: play and seating

Curo maintains many play areas around our estates and we're committed to keeping these safe through a programme of maintenance.

External communal cleaning areas: play and seating



A+ Equipment in good order, surface clean, no litter or graffiti.



A Minor littering. No major damage to equipment or surfacing. Minor areas of moss present. Predominantly clean with some graffiti present.



B Heavy moss on surface. Equipment dirty and with minor damage.



C Equipment unsafe. Surface damaged with littering and moss present. General damage in play area.

External communal cleaning areas:
Play and Seating

Help us to help you

Our play areas and equipment are inspected by a contractor once a month.

Please report any concerns you have with any of our play areas so we can inspect and sort out any problems as soon as possible.

You'll need to log onto **MyCuro** or email our Estates team.
estates@curo-group.co.uk

Good to know

Community Grants

If you have an idea and you'd like some funds to add a touch of sparkle to an outdoor space, try our Communities Grant. You can apply for funds up to a maximum of £500.

For more details - scan QR code below or visit:

curo-group.co.uk/grants

Alternatively you can email our Resident Engagement team:
VoiceBox@curo-group.co.uk



Maintaining communal green areas

At Curo we maintain extensive grassed areas and shrub beds. The main maintenance period is during March to October with minor works being completed during the winter. Our contractors are responding flexibly to the changing climate and we're constantly looking at ways to maintain these areas effectively while giving you value for money.

Maintaining communal green areas: grass



A+ Grass short, minimal grass cuttings left on surface of grass. No litter present, area looks high standard.



A Grass within 25 – 100mm range, grass cuttings visible, minimal litter present.



B Grass longer than 100mm. Litter present.



C Grass longer than 150mm. A large amount of litter present.

Maintaining communal green areas: grass

Good to know

Caring for your lawn - if you have a private garden and you'd like additional information, including tips on creating the perfect lawn, Scan the QR code below or visit: curo-group.co.uk/estates

Some areas are left longer like banks and meadows to attract wildlife and wildflowers. If there is an area of grass that you'd like to be left alone to grow longer, please get in touch.



FAQs

Why don't you collect my grass trimmings?

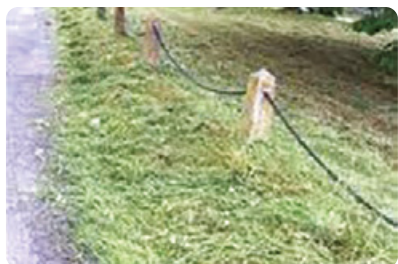
We don't collect grass cuttings from the majority of our estates to keep the costs down for our customers. Collecting grass adds 60% to the cost per square metre. If however you'd like more information about us providing a cut and collect service, please get in touch.

Maintaining communal green areas: rough ground



A+

Grass/Vegetation freshly cut (2 months), low to ground and contained. Nearby access and pathways unimpeded by any growth. No litter present



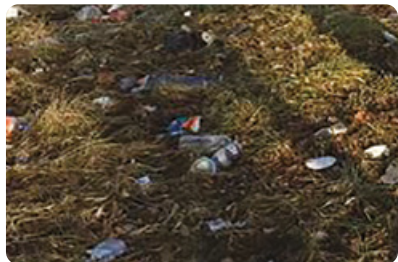
A

Grass/Vegetation growth evident from previous cut (undertaken every 3-4 months) but growth contained within area. Access routes and nearby pathway not impacted. Litter not present



B

Grass/Vegetation long (previous cut 6 months ago), growing into surrounding areas. Growth narrowing access routes and pathways. Litter present



C

Grass/Vegetation extensively unkept, access routes impeded and lots of litter present

Maintaining communal green areas: rough ground

Good to know

Sometimes our contractors won't have been able to mow – here are the main reasons:

- Dog mess or broken glass on the grass – this is a health and safety risk.
- Heavy rainfall can affect scheduled works
- We may choose not to cut during or after a large downfall – heavy machines can leave tyre tracks damaging the grass.
- Very dry weather can cause grass to slow its growth. If vehicles or items are left on the grass we won't be able to cut that area, so please be considerate when parking.

Maintaining communal green areas: hedges



A+ Hedge sides and top cut. Manicured appearance due to more cuts.



A Hedge shows up to 6 months' growth.



B Hedge requiring work as it's overgrowing access or a pavement.



C Hedge overgrowing footpath and more than a year's growth.

Maintaining communal green areas: hedges

FAQs

Why don't you cut hedges in summer?

The Wildlife & Countryside Act 1981 requires landowners to make sure that no breeding birds are disturbed during the nesting season between March and August. This also helps to protect fledgling birds. We will sometimes cut hedges in summer to keep footpaths clear - our contractors will always check for nests before any work is done.

Some hedges are left to grow longer due to their location, for example in a field.

Help us to help you

If you see hedges or shrubs growing across paths we manage, report it so we can take action. If it's growing across a public footpath, get in touch with your local authority.

To see which hedges and shrubs we're responsible for, scan QR code or visit:
curo-group.co.uk/map



Maintaining communal green areas: shrubs



A+

Weed free, no litter and shrubs pruned. Area tidy.



A

Weed and litter minimal, not obstructing footpath.



B

Weed growth, litter present. Shrubs obstructing footpath.



C

Area totally overgrown with weeds or litter present.

Maintaining communal green areas:
shrubs

Help us to help you

We work in partnership with contractors and communities to consider any possible projects over the winter.

If you've got any ideas - let us know. Scan the QR code or visit:
curo-group.co.uk/estates



FAQs

What maintenance happens in winter?

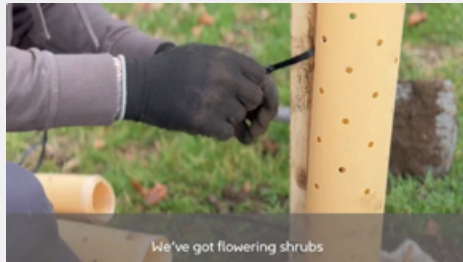
We will carry out hard pruning of hedges and shrubs and remove weeds from shrub beds.

Growing greener spaces together

For the past few years, Curo has worked with local charity More Trees BANES to make our green spaces better for people and wildlife. Together, we've planted thousands of trees and shrubs across Curo estates, creating new habitats, connecting existing pockets of vegetation and bringing more nature into our communities.

The trees are grown locally from seeds collected in and around Bath and Keynsham, with volunteers, schools and community groups helping to nurture them into saplings before they're planted.

The planting is part of Curo's wider commitment to caring for our green spaces. With more than 9,500 trees now growing across our estates, our partnership with More Trees is helping these spaces flourish for years to come.



Scan QR code below to watch our video on tree planting, or visit: curo-group.co.uk/treeplanting



Communal trees

Trees are a valuable part of our neighbourhood ecosystems. We have a rolling programme of maintenance and management for every tree we know to be ours. We have a reactive out of hours service to complete any urgent works caused by stormy weather.

Communal trees: around roads and footpaths



A+ Roads and footpaths are clear of any low branches. No growth at the base of the tree.



A Low branches present but not obstructing use of the road or the footpath. Growth at the base of the tree present but not impacting on the footpath or passing vehicles.



B Low branches resulting in minor restriction of the footpath. Growth at base of tree is restricting use of the footpath and brushing passing vehicles.



C Low branches causing significant obstruction of roads and footpath, with the potential to cause harm to people. Growth at base of tree blocking the use of a footpath or restricting road use.

Communal trees: around roads and footpaths

FAQs

The tree outside my house looks dangerous and moves in the wind. Is it safe?

The movement of trees in the wind doesn't mean that a tree is dangerous. Let us know if you're concerned, and our qualified tree expert will come and inspect the tree. We also inspect trees as part of our routine checks. Our inspection will determine a tree's condition and safety.

Communal trees: around properties and structures



A+

Tree crown spread is not within 3m of property or structure. (The crown of a tree is the main area of leaves and branches - sometimes called the canopy.)



A

Tree crown spread may be within 3m of the a property or structure but not within 0.5m.



B

Crown spread of the tree is within 0.5m of a property of structure. Small branches may be touching building or structure. Pruning to resolve encroachment would normally be done as planned tree maintenance.



C

Tree crown is conflicting with building or structure with numerous branches touching and resting on building or structure. Work to resolve issue would normally be carried out within 30 days.

Communal trees: around properties and structures

Help us to help you

Please ask us for permission before planting a tree - we'll need to check that it's suitable, agree who will maintain it and ensure that it won't cause issues in future years.

FAQs

Why is my tree is creaking - is it safe?

Trees naturally sway in the wind. The sound of creaking is most likely to be branches sawing as they buffer in the wind.

If in doubt, you can get in touch with our Estates team.

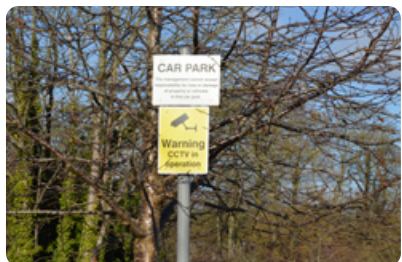
estates@curo-group.co.uk

Communal trees: around information signs



A+

Street signs are completely clear of growth of trees and shrubs.



A

Tree growth is present around the sign but the sign is not obstructed by the presence of trees and shrubs. There is also clear visibility.



B

Sign is visible but information is marginally obstructed. Work as planned tree maintenance.



C

Sign is either completely or mostly obstructed. Information on sign is not distinguishable. Work to resolve issue would normally be carried out within 30 days.

Communal trees: around information signs

Help us to help you...

If you are concerned about the safety of a tree, call Curo on **01225 366000** - if we're closed you'll have an option to reach our emergency service.

You can also report it on MyCuro which is available 24/7. Scan QR code below or visit

curo-group.co.uk/mycuro



FAQs

The tree is making a sticky mess on my car or garden. What can I do?

The problem is caused by aphid infestation and is known as honeydew. Honeydew is a mild sugar solution and should not affect paintwork on cars, if they're washed regularly. This cannot be solved by pruning or spraying with insecticides.

Curo will prune trees where the work complies with best practice but will not fell or disfigure trees to deal with this issue.

Communal trees: around street lights



A+ Street light completely clear of growth from trees and shrubs.



A Tree growth is present around the street light but it is not obstructed by the presence of trees or shrubs. There is also clear light visibility from street lights when two or more are in a row.



B Street light is marginally obstructed. Pruning to resolve encroachment would normally be done as planned tree maintenance.



C Street light is either completely or mostly obstructed. Work to resolve issue would normally be carried out within 30 days.

Bins and recycling facilities

These communal areas need us all to work together to keep them to a good standard. Please make sure that you always use the bins provided and correctly sort your recycling as identified. If you see fly-tipping happening, contact your local authority with details as they may be able to take enforcement action.

In most areas, recycling is still collected weekly - that accounts for 50% of rubbish that used to be put in normal waste bins.

To check your waste and recycling days, scan QR code or visit: gov.uk/rubbish-collection-day



We currently operate across eight local authority areas. Here are links to your local authority refuse information:

Bath & North East Somerset
beta.bathnes.gov.uk/rubbish-and-recycling

Bristol
bristol.gov.uk/bins-recycling

North Somerset
n-somerset.gov.uk/my-services/bins-recycling

South Gloucestershire
beta.southglos.gov.uk/environment-and-waste/waste-and-recycling

Somerset
somerset.gov.uk/waste

West Wiltshire
wiltshire.gov.uk/rubbish-and-recycling

Cotswold District
cotswold.gov.uk/bins-and-recycling

Bins and recycling facilities: litter bins



A+

Bin in good condition with no apparent damage; clean with liner intact.



A

Bin has 25% capacity or more. Area around with minimal litter.



B

Bin overflowing but area around clear. Bin dirty or damaged. Graffiti on bin.



C

Bin overflowing on floor. Bin very dirty or damaged and covered in graffiti.

Bins and recycling facilities: litter bins

Help us to help you...

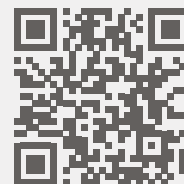
If you spot a Curo bin that's full or overflowing, please let us know.

You can report a full bin through MyCuro which is available 24/7 or email us at:

estates@curo-group.co.uk

Please note that not all bins are maintained by Curo. To see which we're responsible for, scan QR code or visit:

curo-group.co.uk/map



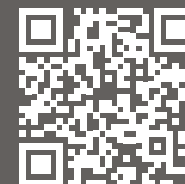
Good to know

Flytipping

Clearing up fly-tipping costs us around £150,000 a year, with 1,248 incidents last year alone. If we can't identify the culprit, the cost is added to the service charges for the estate or block.

Please report fly-tipping through MyCuro or email our Estates team estates@curo-group.co.uk and we'll clear it up as soon as possible. If you know who is responsible please let us know when reporting.

For top tips on getting rid of bulky waste and reducing littering scan QR code below or visit: curo-group.co.uk/flytipping



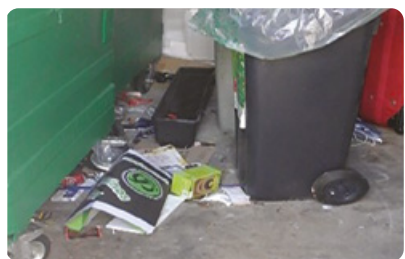
Bins and recycling facilities: bin stores



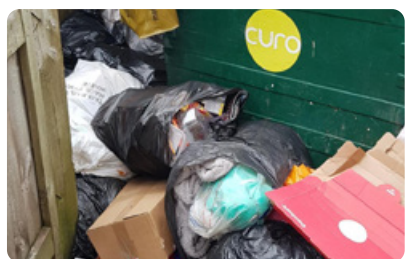
A+ Bin room has been emptied and cleared. Floors have been swept clear and low-level walls and floors have been disinfected thoroughly. No dirt or new staining remain on either. All cobwebs removed.



A Floors and walls have been cleaned thoroughly where possible. Litter has been picked up, although bulk waste not removed. Bin room left tidy where possible.



B Bin room is heavily stained either on the walls or the floor and can be easily accessed. Bulk rubbish is building up but has not been reported. Floors are swept and washed but walls haven't been cleaned, including cobwebs.



C Rooms cannot be accessed for cleaning due to amount of rubbish.

Bins and recycling facilities: bin stores

Help us to help you

Here at Curo we charge extra for additional services, including communal carpet cleaning, graffiti removal, excess rubbish removal and bulk items clearances. If it's left on the floor the local authority might not take any of it.

Our estates will have a mini recycling centre. We've provided an illustration on the next page showing which items can be recycled.

Always put your rubbish and recycling inside a bin.

Extra services

Here at Curo we charge extra for additional services, including communal carpet cleaning, graffiti removal, excess rubbish removal and bulk items clearances.

Anti-social behaviour graffiti removal

We know that graffiti can sometimes appear on homes and buildings across the communities we serve. While we work hard to keep our neighbourhoods clean, safe and welcoming, we also acknowledge that it is not always possible to prevent or eliminate graffiti.

Where graffiti contains offensive, abusive, threatening or hate-related content, we will make every effort to remove or obscure it within 24 working hours of it being reported or identified.

In some cases, graffiti may be located on specialist or sensitive surfaces, such as Bath stone, where traditional removal methods could cause damage. In these circumstances, we will take appropriate action to quickly remove the offensive content from view, which may include covering the affected area while a longer-term solution is arranged.

We remain committed to maintaining attractive neighbourhoods and responding promptly to reports of graffiti that impacts our customers and communities.

To report any graffiti please email our Estates team, or you can report through MyCuro.
estates@curo-group.co.uk

Anti-social behaviour abandoned vehicles

Help us to help you

Curo requires all vehicles parked on our communal land to be in good condition, legal, and hold valid MOT and vehicle tax.

If the tax has expired, we will issue a notice on the vehicle giving the owner 28 days to renew the tax, or contact us if they are in financial difficulty to agree next steps.

If we do not hear from the owner and the vehicle remains illegally parked, we are able to legally remove the vehicle under Torts (Interference with Goods) Act 1977.

Scan the QR code below to check if the tax has expired or visit:
gov.uk/check-vehicle-tax



Mini Recycling Centres (MRCs)

what to recycle

Food waste



✓ YES

- Any raw or cooked food (including meat and bones)
- You can wrap in some newspaper or a thin carrier bag

✗ NO

- No packaging or non-food items
- No oils or liquids

Paper



✓ YES

- Most types including: newspapers, magazines and envelopes

✗ NO

- No brown paper or cardboard
- No wrapping paper

Food & drink cans & aerosols



✓ YES

- Empty tins can aerosols and foil
- Please empty and rinse cans if possible
- No need to remove labels

✗ NO

- No plastic bags or film

Mixed glass bottles & jars



✓ YES

- Bottles and jars only
- Please rinse first – no need to remove labels

✗ NO

- No other glass items such as lightbulbs, window glass, drinking glasses
- No ceramics

Cardboard



✓ YES

- Cardboard and brown paper
- Please flatten or cut so that it fits into the bin
- Please remove any plastic

✗ NO

- No polystyrene
- No plastic film

Household plastic packaging



✓ YES

- All plastic bottles, pots, tubs and trays used to hold food cleaning products toiletries
- Please rinse, squash and put lids back on bottles

✗ NO

- No black plastic
- No plastic bags or film
- No hard plastic items such as toys
- No polystyrene

Curo

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If you would like this information in an
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