

# hello

Dear Homeowner,

On behalf of the Homeowners Team here at Curo, welcome to your new home! Please find enclosed copy of your annual service charge estimate. We have also provided a link below which will direct you to our handy Homeowners Handbook on our website: <https://www.curo-group.co.uk/media/100002409/homeowner-handbook-2020-v2.pdf>

## New Homeowners

Please complete the enclosed Customer Information Form and return to us either by email to [homeowners@curo-group.co.uk](mailto:homeowners@curo-group.co.uk) alternatively, via post to The Maltings, River Place, Lower Bristol Road, Bath, BA2 1EP, so that we have your correspondence address and contact details so that we can contact you to discuss any matters relating to your property.

If you have recently purchased a leasehold, Freehold or Shared Ownership property it is a good idea to familiarise yourself with your lease as this will contain information on your rights and responsibilities. Your lease can be found on the Land Registry for a small fee.

If you haven't already returned your Direct Debit form to us to set up your account, please ensure this is returned in good time for your next service charge payment.

As a Curo customer we would like to invite you to a welcome meeting in which we can answer any questions you may have about your new lease and explain how the world of leasehold works. Please email the below address in order to book in a chat with one of our advisors.

[homeowners@curo-group.co.uk](mailto:homeowners@curo-group.co.uk)

We hope that you have found this helpful and soon settle into your new home!

Your sincerely,

Curo

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

T 01225 366000 E [hello@curo-group.co.uk](mailto:hello@curo-group.co.uk)  
[curo-group.co.uk](http://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.

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