



Key facts about your rent review

This pack contains information about rent and other charges you pay to Curo.



▶ YOUR RENT WILL GO UP IN APRIL 2025

The letter enclosed with this mailing is the most important thing to read. It shows the total rent and charges you'll pay from April 2025 and explains what you need to do.

Rent review FAQs

Why is my rent going up?

Your rent will rise by 2.7% in April. Rent increases for social customers follow a formula set by Government. This is the Consumer Price Index (CPI) – which measures inflation – plus 1%. In September, when rents were set, CPI was 1.7%.

What do I get for my rent?

Your rent goes towards the services we provide for you and on improving homes and making them safe. If we didn't increase your rent we would have to cut back on investing in your homes and services.

I'm worried I can't afford this increase. How can you help?

If you're worried about money, our Customer Accounts team is here to help you. They will listen to you and use their in-depth knowledge of money and the benefits system to help. They also have access to charity grants and payments which you might not know about.

Money worries?

Get in touch with our Customer Accounts team on 01225 366345; email customeraccountshelp@curo-group.co.uk or Livechat: curo-group.co.uk/livechat

If you receive Housing Benefit the amount you get will automatically go up to cover this increase.

If your Housing Benefit isn't paid directly to Curo, but you receive it instead, you will need to let your local authority know about this increase in rent.

Important information about Universal Credit



In 2024/25, weekly rents will be payable 53 times. There are 52 weeks in a normal year, meaning 52 weekly charges. But every five to six years, there are 53 Mondays in a year instead. However, Universal Credit payments only recognise 52 weeks of rent. We're joining with the National Housing Federation, which represents housing associations, in calling for the Government to pay this shortfall.

Unless the Government changes this rule, we would like you to pay for this extra week by the end of March 2025.

If you have concerns about this, please get in touch with our Customer Accounts team on 01225 366345.

Money worries? Please get in touch



We know this is a concerning time for households, with everyone affected by rising costs. Money worries are easier to deal with if you talk to someone. Call us on **01225 366000**; email customeraccountshelp@curo-group.co.uk; or Livechat: curo-group.co.uk/livechat

Useful organisations

If you're looking for independent advice about money or benefits, try these organisations:

Universal Credit

- Find out more about Universal Credit: gov.uk/universal-credit
Call: 0800 328 5644
Text phone: 0800 328 1344

Citizens Advice

- Bath Citizens Advice: citizensadvicebanes.org.uk
- Bristol Citizens Advice: bristolcab.org.uk
- North Somerset Citizens Advice: nscab.org.uk
- Wiltshire Citizens Advice: cabwiltshire.org.uk
- South Gloucestershire Citizens Advice: southgloscab.org.uk
- North Somerset Citizens Advice: nscab.org.uk

Government Money Advice Service

- Money Helper: moneyhelper.org.uk
Email: enquiries@moneyadvice.service.org.uk
Or call them on: 0800 138 7777

Debt

- Debt Advice Foundation: debtadvicefoundation.org
Or call them on: 0800 043 4050
- Step Change: stepchange.org
Or call them on: 0800 138 1111
- National Debt Line: nationaldebtline.org
Or call them on: 0808 808 4000
- PayPlan: payplan.com/
Or call them on: 0800 316 1833
Mon to Fri 8am–8pm, Sat 9am–3pm
- Stop Loan Sharks: stoploansharks.co.uk
Call: 0300 555 2222 or email: reportaloanshark@stoploansharks.gov.uk

Credit Unions

- Great Western Credit Union
(open to all Curo residents, wherever you live)
Email: info@gwcu.org.uk Or call them on: 0117 924 7309
- Westcountry Savings & Loans
Email: mail@westcountry.org.uk
Or call them on: 0800 304 7041

If English is not your first language and you need a translation, we can get one for you.

Polish

Osobom nie znającym języka angielskiego możemy zapewnić tłumaczenie.

Arabic

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Lithuanian

Jei anglų kalba nėra jūsų pirmoji kalba ir jums reikia vertimo, galime tuo pasirūpinti.

Bengali

‘যদি ইংলিশ আপনার মাতৃভাষা না হয় তাহলে আপনার অনুবাদ করার প্রয়োজন, এর জন্য আমরা আপনাকে সাহায্য করতে পারি।’

Turkish

İngilizce ilk diliniz değilse ve çeviriye ihtiyacınız varsa size bunu sağlayabiliriz.

Chinese

如果你主要说用的语言不是英语而需要翻译服务,我们能够给你安排。

Somali

Haddii aanu af Ingiriisigu ahayn luqad-daada kowaad oo aad u baahan-tahay turjumid, anaga ayaa mid kuu heli karayna.

Portuguese

Caso o inglês não seja a sua primeira língua e precise de uma tradução, podemos fazê-lo.

