



# Welcome to Your Curo Home

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A Guide to Your  
Rights & Responsibilities



## Legal Disclaimer

This guide is for information purposes only. It does not form part of your tenancy agreement and does not constitute legal advice.

For full details of your rights and obligations, please refer to your tenancy agreement or seek independent advice.

At **Curo**, we want you to feel at home from day one. We are here to provide a safe and secure living environment, but it's important to understand that looking after your home is a shared responsibility.

This guide outlines what you can expect from us as your landlord and what we expect from you as a tenant. By working together, we can ensure a positive and successful tenancy.

## What You Can Expect from Curo

At Curo, we believe that everyone deserves a well-maintained, secure, and welcoming home. As your landlord, we are committed to providing high standards of service and ensuring your living environment is safe and comfortable.

Our team is here to support you, ensuring that your tenancy is a smooth and enjoyable experience.



### **A Safe & Well-Maintained Home**

We will provide you with a clean and habitable home, ensuring that essential repairs and safety checks are carried out.



### **Clear Communication**

We will keep you informed about your tenancy, your rent, and any changes that may affect you.



### **Responsive Repairs**

We will handle necessary repairs in a timely fashion, depending on the severity of the situation. Emergency repairs will be prioritised.



### **Respect for Your Home**

We will always give you reasonable notice before accessing your property, except in emergencies.



### **Support When You Need It**

We will provide guidance if you experience financial difficulties or other tenancy-related concerns.

## What Curo Expects from You

A successful tenancy is built on mutual respect and responsibility. We encourage all our tenants to take pride in their homes and communities. Acting in a “tenant-like manner” helps ensure that your home remains in excellent condition and that everyone enjoys a positive living environment.

We expect you to act in a tenant-like manner, meaning that you should take reasonable care of your home. This includes:



### Paying Your Rent on Time

Rent payments keep your home and tenancy running smoothly. If you face difficulties, please speak to us early.



### Looking After Your Home

You are responsible for basic maintenance, such as changing light bulbs, unblocking sinks, testing smoke and carbon monoxide alarms, and keeping your home clean.



### Helping To Prevent Damp & Mould

Take steps to prevent the build-up of damp and mould growth, such as regularly airing your home, heating it sufficiently, not overcrowding the property, cleaning moisture from windows, and using mould spray on early mould growth.



### Reporting Repairs Promptly

If something breaks that we are responsible for, report it as soon as possible to prevent further damage.



### Allowing Access for Essential Checks & Repairs

This includes gas safety inspections, routine inspections, and maintenance work.



### Respecting Your Neighbours

Be mindful of noise and considerate in shared spaces.



### Leaving the Property in Good Condition

When you move out, your home should be clean and free of damage beyond normal wear and tear.

## Who is Responsible for What?

To help you understand your responsibilities as a tenant and ours as a landlord, here is a quick reference guide. For a full breakdown of responsibilities, please refer to your tenancy agreement.

Issue	Tenant Responsibility	Curo Responsibility
Light bulbs, fuses, and batteries	✓	
Blocked sinks & toilets (unless structural)	✓	
Boiler repairs & heating system		✓
Electrical appliances		✓
Garden maintenance (if applicable)	✓	
Structural repairs		✓
Pest prevention (inside home)	✓	
Mould prevention	✓	
Damp issues		✓
Gas & electrical safety checks		✓
Testing smoke & CO alarms, replacing dead batteries	✓	
Replacing broken smoke & CO alarms		✓
Making good any damage at the end of the tenancy (inc. picture hook holes)	✓	

## Need Help?

We know that settling into a new home comes with many questions, and we are here to help. Our team is committed to ensuring that your experience as a Curo tenant is a positive one. Whether you need to report a repair, discuss your rent payments, or have concerns about your neighbourhood, we're just a call or click away.

Thank you for choosing Curo as your landlord. We are excited to welcome you to your new home and look forward to supporting you every step of the way.

### Curo

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#### **If you smell gas**

Call the National Gas Emergency Service on 0800 111 999

**Remember:** If there's a danger to life always call 999