

hello

Dear Customer,

Curo and Abri in partnership talks

I'm writing today to let you know that Curo is in discussions with Abri about forming a new partnership. Abri is a very well-regarded and high-performing housing association with homes across the south and south west of England.

Both our boards believe that this partnership would be the right thing for customers; together, Curo and Abri would be able to invest more in your homes and communities. Joining forces would make us stronger and allow us to accelerate our strategies and deliver more for you. Like us, Abri have the highest gradings from the regulator, as well as excellent customer satisfaction results.

Your views on this are very important. As the discussion progresses, you will have the opportunity to comment on the proposals and tell us what matters most to you. We will be writing to all customers in the next few weeks to share more information about what the proposals would mean and asking you to share your thoughts.

We expect a final decision to be taken later this year subject to the customer consultation and the agreement of both boards.

How can I find out more?

The Curo website will be the place to get the latest updates on the talks we're having with Abri. We'll update it whenever there is something new to tell you.

You can find out more about Abri by visiting their website - [Abri](#)

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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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Please take a look at the FAQs below, and if you have a question that's not answered there, please get in touch in the usual ways - [Contact us](#)

With warm regards



David McQuade
Interim Chief Executive Officer

Customer FAQ document

Why are Curo and Abri exploring a potential partnership

The Abri and Curo boards believe that a partnership could be in the best long-term interests of customers. A partnership has the potential to increase investment in homes and services and ensure that both organisations remain resilient and fit for the future.

Who are Abri?

Abri exists to provide the very best homes and services we can today, whilst pursuing the ideals that make tomorrow better. We're a large housing provider, spanning from London to Devon, Oxford to the south coast. We own and manage more than 59,000 homes and community assets and serve more than 117,000 customers. We believe everyone has the right to a good quality safe, warm and sustainable home in a community where they can belong, grow and thrive.

Our 2026-2031 corporate strategy aims to make this a reality by giving us the confidence and ability to address today's realities while striving for tomorrow's ideals.

What does that look like?

- We aim to build a minimum of 1,000 homes a year, delivering 20,000 new homes by 2036
- We'll create a new Home and Place standard that reflects customer experience, safety and environmental priorities, with all Abri homes meeting this standard by 2031

- We're investing more than £450m (inclusive of grant funding) into our existing homes to improve quality, affordability, safety and efficiency, and a further £161m on major regeneration projects
- We'll define a level of service that aligns with our ideals and our customers' expectations – one that's reliable, accessible and inclusive with benchmarked standards and timely responses

We'll be a values-led, purpose driven organisation that sets the standard in good governance, robust financial resilience and social impact, trusted by customers and partners, attracting and nurturing talent.

Will my home purchase be affected?

At this stage, there is no change to your home purchase, reservation, or contract. Our teams continue to operate as normal and remain committed to delivering your home and supporting you throughout the process

Will the contact details change?

No, Curo customers can continue to contact us on our main number, **0345 140 5050**, or use any of our usual contact methods, including www.curo-sales.co.uk.

Will my completion date change?

There are currently no changes to proposed completion dates because of these discussions. Please contact your Sales Advisor in the usual way for updates on the construction progress of your new home.

Will the terms of my contract change?

No. Any existing contracts and agreements remain in place and continue to be legally binding.

Who should I contact if I have questions about my purchase?

Please continue to contact your dedicated Sales Advisor based at the marketing suite who will be happy to assist you with any questions relating to your home purchase.

Will customer service arrangements change?

No. Our customer service and aftercare teams continue to operate as normal, and you should continue to use the existing contact details provided to you.

Will my warranty or aftercare support be affected?

No immediate changes are planned. Any warranty, aftercare, or customer support arrangements currently in place remain unchanged. If you need to contact our Customer Care team, you can call **0345 140 5050** or email CustomerCare@curo-group.co.uk.

What happens if the merger goes ahead?

Should a merger be agreed and completed, we will communicate any relevant information to customers well in advance and explain any changes that may affect you.

What would this mean for my community?

This kind of growth means we would be able to invest more in your homes and neighbourhoods, build more new affordable homes in your community and make improvements to the services you receive.