



Date: 03/09/2026

Orbit
PO Box 6406
Coventry
CV3 9NB
Web:
Orbitcustomerhub.org.uk
Tel: 0800 678 1221

Dear <first name>,

A safety update for St Anne's Quarter

As part of our ongoing safety checks at St Anne's Quarter, we recently arranged an independent review of the glass used in the balconies and Juliet balconies. The review has given us some important findings to consider, and we want to update you on what this means and what we're doing next.

What the investigation found

The investigation found that the glazing used on your balconies met the standards in place when St Anne's Quarter was built. Since then, building safety standards and expectations have changed, so we're now looking at what improvements may be needed, particularly if a glass panel were ever damaged or broken.

The report also suggested that if a glazed panel were to shatter – and this is a particular risk for small children and pets – there is a risk of a fall from height. Should a breakage occur, there is also a risk of falling glass which could harm people below.

Using your balcony safely

Your balcony remains safe to use. To help keep everyone safe, please follow the guidance below:

- Please don't leave children or pets on balconies unattended.
- Please make sure children or pets don't climb, lean on or play against balcony barriers or Juliette balcony glass.
- Report any cracked, chipped or damaged balcony glass to us straight away on 0800 678 1221.
- If a balcony glass panel is cracked, chipped or damaged, please don't use the balcony and contact us immediately on 0800 678 1221.
- If a Juliet balcony glass panel is damaged or broken, please keep the doors closed and contact us immediately on 0800 678 1221.



What we're doing next

Please be reassured that your home remains safe to live in. We're working through the findings of the report and looking at the best way to improve the safety of your balcony long-term. We may look at some further temporary arrangements in future, but we'll update you when we know more.

A safety note about window restrictors

We've become aware that some window restrictors have been removed during the hot weather. Window restrictors are there to help prevent falls from height and play an important role in keeping you and your household safe. We kindly ask you do not remove them.

If a restrictor has been removed or is no longer working, you can request a repair through the [Customer Hub](#). We'll arrange for someone to check it and reinstall it where needed, at no cost to you.

Keeping in touch

If you have any questions about the assessment findings, or would like further information, please contact the Building Remediation Team at Building.Remediation@orbit.org.uk.

Thank you for your patience and understanding while we consider the review findings, agree what action is needed and continue to put safety first for your building.

Yours sincerely,

Lindsey Platt
Building Remediation Lead