



St Anne's Quarter Customer Update

July 2026

Answering your questions

Thank you to everyone who joined our recent customer meeting on Thursday 2 July. We appreciate you taking the time to share your views and ask questions.

Below is a summary of the main topics discussed and the actions we're taking.

If there's a specific question about the remediation of your building that we've not responded to, please email us at building.remediation@orbit.org.uk. For general questions about St Anne's Quarter and your neighbourhood, please email StAnnesQuarter@orbit.org.uk.

Fire safety

We shared an update on the fire safety review of the underground car park.

Following questions raised at previous meetings, independent specialists reviewed how the buildings would perform if there was a fire in the car park. Their findings were reviewed by an expert panel and discussed during a visit to St Anne's Quarter which was also attended by a customer representative.

The expert panel confirmed they were satisfied with the fire protection measures in place, and a summary report has now been produced.

This sprinkler report for this car park is available to view on the [customer hub](#).

What's next?

There was also a discussion around electric vehicle (EV) charging. Currently, this isn't something we can have at St Anne's due to fire safety and cladding issues in the car park. We'll revisit this following the remediation of your building.

Building remediation

Remediation remains our main priority at St Anne's Quarter.

Surveys are continuing across St Anne's Quarter and are expected to run into August. These surveys help us gather the detailed information needed to develop the right remediation solutions for each building.

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Commented [SA1]: Building or buildings (see previous comment)?



Once the surveys are complete, we'll review and analyse the findings alongside existing building information. This stage is expected to take a couple of months.

An independent expert panel will continue to review the findings and proposed solutions before any required remediation work begins.

What's next?

We'll continue to keep you updated and will provide more information about future timescales as plans develop.

Customers also asked for a clearer programme showing short-term activities and longer-term plans, which we're working on.

Balconies and soffits

We know many customers continue to have questions about balconies and aluminum soffits.

We explained that while all buildings are affected, there are different building designs across St Anne's Quarter, and this means different remediation solutions may be required.

Some immediate and medium-term safety measures are already in place, while longer-term solutions continue to be developed.

For buildings where large overhangs have been identified, the current recommendation is that balconies should not be used in extreme, poor weather conditions. If this applies to your building, we have written to you to make you aware.

What's next?

Work is underway on the soffits, and we'll continue to provide you with regular updates so you're aware of what is happening at your home.

Commented [SA2]: This isn't really a what's next. Can we say work is underway on the soffits and we'll provide regular updates?

Support for you if you're looking to sell, remortgage or move home

Questions were asked about what support is available and what information can be provided to mortgage lenders, solicitors and potential buyers for customers who are looking to sell, remortgage or move home.

What's next?

If you need support to sell, remortgage or move home, we can provide information that explains:

- The current position of the remediation programme
- Our commitments
- How any necessary remediation works will be funded

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This information can be used to support conversations with lenders and other organisations where appropriate. Please email building.remediation@orbit.org.uk if you need any information for your solicitor or lenders.

We also discussed ways we may be able to support you based on your individual circumstances.

Repairs and maintenance

We've been told that communication remains one of your biggest concerns, particularly when repairs are delayed or timescales change.

Specific concerns were raised about:

- Roof repairs
- Lift repairs
- Grounds maintenance
- Communication around ongoing works

We recognise the importance of keeping you updated and will continue working to improve communication around repairs and maintenance.

We also provided an update on our potential new repairs contractors, which you can read more about [here](#). We're expecting this to improve accountability, communication and overall service delivery.

Fire alarm activations

Customers raised concerns about the impact of repeated false fire alarms and the effect they can have on confidence in the alarm system.

We discussed the work already underway to reduce false alarm activations and the improvements we've seen across some areas of your estate.

We also looked at concerns regarding car park extractor fans, which currently require manual resetting following alarm activations.

What's next?

We'll investigate whether a remote reset solution is possible and provide a further update.

In the meantime, we'd like to remind everyone of the importance of continuing to follow the building's evacuation procedures whenever an alarm sounds.



Keeping you updated

You told us you'd like clearer and more regular communication, particularly when there are changes to planned works or important building safety updates.

We've listened to this feedback and are committed to improving how we communicate throughout the remediation programme.

We've also reminded everyone to let us know if your contact details change so we can make sure you receive all future updates.

Next meeting

Our next customer meeting is planned for **October 2026**.

We'll share the date and details once these have been confirmed.

Thank you again for taking the time to attend and share your feedback. Your views continue to shape our approach and help us improve the services we provide at St Anne's Quarter.