



St Anne's Quarter Customer Information

Building Management Update, 7 August 2025

	In Development
	On Track
	Completed

Fire safety

Fire Safety improvement works – As we previously updated, our programme of works may take some time to develop as we need to go through a legal process to agree who will be responsible for covering the costs of the works. We remain fully committed to undertaking remedial works and will provide a more detailed update as and when we can. For more information, please email propertysecurityprojectsteam@orbit.org.uk.

Sprinkler system – We are awaiting internal sign-off from our executive team to confirm the decision on the parking sprinkler system. We will update you once we've received feedback.

Alarms – We are aware that we still need to make some changes to the sensitivities of the alarm system triggers. We'll update you when we have a date to do this.

Internal green signage – There are 3 prototypes now in the hub for you to view. Please email your choice of which signage you'd like to be installed to: StAnnesQuarter@orbit.org.uk

Security

Parking roller shutters – Unfortunately, the contractor we planned to use for the parking roller shutters was unable to provide the correct documentation that we require, so we are now talking to a new contractor. This will take some time to progress, but we'll update you as soon as we can on the next steps.

Anti-Social Behaviour

Please continue to contact **101** in the first instance if you are aware of anti-social or illegal behaviour (999 for emergencies).

Once you have received a Crime Reference Number (CRN), please report it to us (Orbit - **0800 6781221**, info@orbit.org.uk, or www.orbitcustomerhub.org.uk).

We are evidence based so will require addresses, dates, times, and witnesses to act - a legal remedy cannot be progressed without evidence.

Commercial

Block signage / maps – The test signage has been received, and we'll let you know the installation date.



Next development phases – We're in the process of appointing Project Quantity Surveyors who will be responsible for the tendering of the Design and Build contract and for the tender process of phases 4/5/6 of development. This process will take up to 24 months.

Property Safety

Fallen Soffit / Scaffolding – We're currently working with the relevant parties to repair the fallen soffit and remove the scaffolding, but this may take some time to organise. We'll update you once we know more.

Please note that the scaffolding shouldn't be accessed by anyone under any circumstances and we kindly ask all within the St Anne's Quarter Community to follow this advice.

Property Management

Overgrown greenery – We are aware of this behind the hoardings, and we'll be cutting it back over the next week.

General Reminders

Outdoor space

Please remember to respect your neighbours in shared spaces. Playing ball games can be disturbing for those who live close to communal areas. Thanks for taking the time to help everyone in your community enjoy the outdoor space.

Meetings & Updates

The next customer meeting will be **Tuesday 16 September 2025** between 11:00 and 13:00.

The minutes from our last customer meeting have now been uploaded to the St Anne's Quarter webpage www.orbitcustomerhub.org.uk/stannesworks/. Sorry for the delay in doing this.

Our Group Chief Executive Phil Andrew and Chief Customer Officer Joe Brownless have a confirmed visit date to your neighbourhood on **Monday 20 October 2025**. We'll share more information about their visit closer to the time.

Supporting Documents – we're aware that you often need to share updates with your lenders or other organisations such as insurance companies and solicitors. We've prepared a document that we've published on the St Anne's Quarter webpage www.orbitcustomerhub.org.uk/stannesworks which provides an explanation of the investigations that we've carried out to date and our future plans.



Community Mural



Keeping in contact

If you want to talk to us about anything in this update, or from our last customer meeting, then please get in touch using the following email address: StAnnesQuarter@orbit.org.uk

For anything else, please [contact us](#) using the usual contact and [myAccount](#) channels.

It was great to see everyone coming together last week to complete the final installation of the new mural. This vibrant artwork now covers a 32 ft section of the old hoarding, which has been in place awaiting the next phases of the development.

Big thanks to everyone who supported our resident artist Linda - and of course to Linda for suggesting the mural. We're sure you'll all agree that it is a stunning piece!

We're hoping to expand this project further, so please keep an eye on our customer hub for more updates on how to get involved.

Norwich Community Hub

Don't forget that our Norwich Community Hub is open on Tuesdays and Thursdays. At the hub, you can meet our Community Connectors and find out more about Better Days – our free support programme which helps thousands of Orbit customers every year.