



# St Anne's Quarter Customer Information

## Building Management Update, 12 June 2025

### Forthcoming meetings

Our Property Improvements team will be visiting St Anne's Quarter on Tuesday 17 June to provide you with an update to ongoing remedial works at your home. A summary of the meeting will be featured in our next building management update on Thursday 26 June.

**Time:** 11am – 1pm

**Date:** 17 June 2025

**Location:** Community Hub, Mineral Court, St Anne's Quarter

### 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 [propertysafetyprojectsteam@orbit.org.uk](mailto:propertysafetyprojectsteam@orbit.org.uk).

**Sprinkler system** – We will share an update on the feasibility investigations we have carried out on this with at our meeting next week.

**Alarms** – The 'cause-and-effect' programming took place last week and we now have a report to be reviewed by independent fire engineers. Once this review is complete, there will be further testing to finalise the system.

We plan for this to take place by the end of June.

You should have now also received a letter from us explaining the new process to reduce false activations of the fire alarm. Please get in touch with us on [PropertySafetyProjectsTeam@orbit.org.uk](mailto:PropertySafetyProjectsTeam@orbit.org.uk) if you have any questions about this process.

**Internal green signage** – The prototypes have been ordered and will be displayed in the hub once they've arrived.

### Security

**CCTV** – We will confirm the installation start date with you as soon as possible.

**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.

**Lightning conductor** – This repair has been slightly delayed due to contractor availability.

## 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](mailto:info@orbit.org.uk), or [www.orbitcustomerhub.org.uk](http://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 artwork for the block signage has been completed and will be shared with you soon.

**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

**Roof leaks** – We have confirmed the scope of works required for these leaks and waiting for a date when our contractor will start these. We will share this with you on your digital noticeboards once the date is confirmed.

**Fallen Soffit / Scaffolding** – We're working with our partner contractor Stealth to improve the access to the roof of Bartholomew Court, so that we can safely repair the soffits. We'll provide further information in the next update.

## Property Management

**Decoration following BIM project** – You should see the final touches to decoration works being completed over the next few weeks. We are additionally aware of some other areas which need decorating. Timings and details for these will be included in future updates.

**Fly tipping** – The CCTV should help further reduce fly tipping at St Annes Quarter.

We've continued to see improvement over recent weeks and would like to thank you for your cooperation as we work together to improve this.

Please continue to dispose of your waste responsibly and report any incidents to us at [StAnnesQuarter@orbit.org.uk](mailto:StAnnesQuarter@orbit.org.uk).



## General Reminders

### Customer meeting

The next customer meeting will be **Tuesday 17 June 2025** between 11:00 and 13:00.

### 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.

### Repairs

If you spot faults or damage in the communal areas, please report them to us. The sooner we're made aware, the sooner we can sort a repair. You can raise repairs [here](#).

### Gates

We're aware that gates one and two are currently faulty. We're aiming to repair these over the coming days.

### Waste collection

We are aware that this week's waste collection hasn't been collected due to an unforeseen illness with our contractor.

We've asked our contractor to come and clear any waste that was missed this week. Waste collections will return to their normal schedule next week.

We are sorry for any inconvenience caused.

## 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\*\*](mailto:StAnnesQuarter@orbit.org.uk)

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

Our next update will follow on 26 June.