



St Anne's Quarter Customer Update

August 2025

Answering your questions

Thank you again to everyone who joined us at our meeting on Tuesday 17 June 2025. We've detailed below what was discussed at that meeting, much of which was a summary of previous investigations that have taken place by different specialists to date.

We understand that you want to know what will be happening and when, but our programme of works may take some time to develop due to the legal process and agreeing who will be responsible for covering the costs of the work. We remain fully committed to undertaking the required remedial work and will provide more detailed updates as and when we can, either in upcoming meetings with you or in separate communications.

If there's a specific concern that you don't feel we've responded to then do email us at propertysecurityprojectteam@orbit.org.uk.

Remedial Works to External Walls

External wall issues were investigated by both an architectural and a fire engineer in September 2024. Our legal team received the associated report earlier this year for review. The report confirmed the initial view of issues and due to the fact that the main contractor for St Anne's Quarter, ISG, has gone into administration, we are now talking to the contractor who carried out the works on behalf of ISG at the time. We want to reassure you that we remain fully committed to undertaking remedial works to the external walls of your building.

Cement Panels and Soffits

These issues were investigated in January 2025 and reports reviewed by our legal team. We are now contacting the contractors who carried out the works to discuss covering the cost of work. The reports recommend that we carry out further, in-depth investigations across all buildings at Saint Anne's Quarter, including into the cavity barriers, cladding panels and soffit panels. Our Property Improvements team are planning these investigations in and and we hope to carry them out this Autumn.



Austin House Roof inspection

Roof inspections, electrical testing and repairs took place at two homes in Austin House in July 2025

We aren't able to complete all of our work at Austin House because we're waiting to access one home in the building.

Car Park Fire Risk Assessment

We commissioned a Fire Risk Assessment for the car park which was received in May 2025. We're continuing to carry out the recommended repairs from this report, including the lift signposting.

The Fire Risk Assessment did not highlight any safety need for us to install sprinklers, but we have agreed to investigate this option. We'll share details and costs with you for this in our next update meeting.

Glazing Inspections

An independent glazing expert carried out an inspection on Monday 16 June 2025 to determine the safety of the glass used at the following buildings:

- Juliette Balcony, Wharf House
- Balcony, Lords Gardens
- Roof Terrace, Austin House
- Stairwell, Mineral Court

They reported that there are no issues with the glass on the balconies and they are in line with building safety regulations.

Forthcoming Meetings

We have scheduled two further meetings for 2025. These will be held in the Community Hub at Mineral Court on the following days:

- Tuesday 16 September 2025 11:00 until 13:00
- Tuesday 16 December 2025 11:00 until 13:00

Keeping Connected

These regular meetings provide the opportunity for updates on the Defective Property works but do e-mail us on propertysecurityprojectsteam@orbit.org.uk if you have any other questions.