

Compass House and Southpoint - your latest update

Tuesday 10 November 2026

Welcome to your Compass House and Southpoint update.
Here, you'll find the latest information about your building, including improvements we're making, issues we're working to sort and other useful updates.

Unfortunately, your Neighbourhood Manager, Raymond Berry, has been unwell which means he hasn't been as active at your building. Raymond has now returned so is available if you have any issues.

Parking

Sippi Parking – Please continue to contact Sippi directly for all parking-related enquiries, including account issues, permit queries, and parking charge notices. Please note that your Neighbourhood Manager, Raymond, is unable to manage or resolve these, as they are administered directly by Sippi.

CCTV

CCTV at Compass House – We'll be sending you a letter to gather your thoughts over the coming weeks. Please note that these are proposals only at this stage, and we will be looking for your feedback before any decisions are made.

Cleaning Standards

External cleaning – We've asked our partner contractor to clear the rubbish. However, please note that some areas aren't safe to access in bad weather. Once the weather has cleared, we will clear the rubbish.

We have also contacted our partner contractor to clean up the bird droppings.

Window cleaning – We're continuing to keep a close eye on the standard of window cleaning. If you notice any areas that have been missed or are not up to standard, please report them to our Customer Support Hub.

Outdoor sweeping – We're working with our contractor partners on quotes for outdoor cleaning. We will let you know once we have this.

Carpet & bin cleaning – Our next cleaning of the communal carpets and bin store will be in April 2027.

Repairs

Door entry system at Compass House - A new door entry system is being installed in April 2027 which should fix the issues. In the meantime, please continue to report any door entry faults through the usual channels so we can repair them. We appreciate your patience during this time.

Path lights – We're pleased to confirm these have now been repaired.

Letter boxes in Southpoint – We're looking at moving these letter boxes into the lobby area for more security. We're aiming to coordinate this with other planned improvement works over the next year to minimise disruption. We'll provide a further update once the programme of works and timescales have been confirmed.

Grass around new lights – We're planning to include this grassed area in our next landscaping programme in 2 weeks time to help improve its appearance and ongoing maintenance.

Trees and shrubbery around the school area – We're continuing to work with St Peter and Paul C of E Primary School to agree a plan for maintaining trees in this area. We've asked the school for an update and will let you know as soon as we hear back.

Southpoint Lifts – Work continues on the Southpoint lifts. Please continue to contact Hannah Murrant on Hannah.Murrant@orbit.org.uk or call 0800 678 1221 if you have any questions about the programme of repairs.

Compass House internal lights – We're expecting a service report from our contractor partner to fix the internal communal lights at Compass House. Once we've looked at the report, we'll make any changes needed to the lights.

Anti-Social Behaviour

Your Neighbourhood Manager, Raymond Berry will continue to carry our estate visits to monitor any reports of anti-social behaviour.

Please continue to follow the guidance around anti-social behaviour found on the main Compass and Southpoint webpage - www.orbitcustomerhub.org.uk/compasshouse

General Reminders

Grounds Inspection

Unfortunately, Raymond could not carry out his visit on 4 November. We'll confirm when the next visit will take place.

Shared outdoor spaces

Please be considerate of your neighbours when using shared outdoor spaces, and remember to clean up after your pets. Thank you for helping to keep these areas clean and enjoyable for everyone.

Getting in touch

If you have a question or need to report an issue, please contact our Customer Support Hub first. This includes repairs, queries about your account and estate issues. You can call us on **0800 678 1221** or email **Info@orbit.org.uk**

This helps us keep a record of your enquiry and pass it to the right team. If you've already reported an issue and Raymond Berry, your Neighbourhood Manager, is looking into it, you can contact him directly for an update.