



# St Anne's Quarter Customer Information

## Building Management Update, 2 October 2025



### Customer Meeting

Thank you to all who attended our customer meeting last month. We'll share the talking points with you on the Customer Hub. Our Group Chief Executive Phil Andrew and Chief Customer Officer Joe Brownless will next be visiting St Anne's Quarter on Monday 20 October between 14:00 – 16:00 at the Community Hub. We hope to see you there.

### Fire safety

**Evacuation routes** – Letters are in the process of being sent to you about evacuation routes. Please contact us as soon as possible if you feel that the new evacuation route would better suit your needs.

**Sprinkler system** – We've commissioned an expert third-party to investigate the need for a sprinkler system. We'll report back on this once we have their recommendations.

**Alarms** – Our partner EA-RS is continuing with ongoing testing works on your fire alarm system.

**Internal green signage** – We have now made a decision on the internal signage following your feedback - thank you to those who took the time to share views.

We will now order the replacement signage and begin installation.

**Balcony Audit** – We have now received feedback from the fire service about safe storage of items on balconies at St Anne's Quarter.

We'll share full details with you via the electronic noticeboards as well as on the Customer Hub.

### Security

**Parking roller shutters** – Unfortunately, the partner 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 partner. This will take some time to progress, and we'll update you as soon as we can.



## Anti-Social Behaviour

If you are aware of anti-social or illegal behaviour please continue to contact **101** or **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)), and please provide us with addresses, dates, times, and witnesses. We need this evidence so we can take legal action.

## Commercial

### Service Charge Statements 2024/2025 –

These are now available on the [Customer Hub](#). We'll be sending out your individual service charge statements in the post over the coming weeks.

**Block signage** – These signs are now installed as pictured, but they just need a few finishing touches. We'll also be updating the external signage on the outside of your building over the coming weeks.



**Gates** – We are replacing the closer on Gate 6 to make sure the door properly shuts when you enter the development.

In the meantime, please continue to manually close this gate behind you.

**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 will take up to 24 months and we'll make sure we keep you updated.

## Property Safety

**Fallen Soffit / Scaffolding** – We are still awaiting a confirmation date for the specialised cherry picker vehicle to be able to remove the scaffolding.

We expect the scaffolding to be removed by the end of October.

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.

**Pest control** – Our new pest control partner, John O'Conner is continuing works to pest proof the building.

This should be completed by the end of October.



## 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.

### Norwich Community Hub

Please don't forget that your Orbit Community Hub is open Monday from 12-3pm and Tuesday and Thursdays from 9:30-3pm.

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.

**NEW** - from Wednesday 8 October, we'll be introducing A job club. This will take place every Wednesday from 9:30am to 3pm and on an appointment basis on a Friday.

Please come and speak to us in the Customer Hub for more information.

### Charity Bake Sale

Your very own Neighbourhood Manager Mitch Beadle will be running the London Marathon next year on behalf of The Institute of Cancer Research.

To start the fundraising effort for her run, there will be a charity bake sale in the Community Hub on 30 October. We hope to see you there.

## Keeping in Contact

**Regular surgery appointments with your neighbourhood team** – these will now take place on a fortnightly basis, supported by these regular newsletter updates and other customer meetings.

If you wish to make a surgery appointment or want to talk to us about anything in this update please email:

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

For anything else, including reporting any repairs, please [\*\*contact us\*\*](#) using the usual contact and [\*\*myAccount\*\*](#) channels.