

Compass House and Southpoint - your latest update

In Development
On Track
Completed

w/c 12 October 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.

Parking

Sippi parking – We're pleased to confirm that Sippi parking monitoring is now live, and normal parking arrangements have returned. Please see below some useful links about how the system works:

- Frequently asked questions
- How To Guide (Videos)
- How to use the permit system

We've received positive feedback about the new parking arrangements, with much more space now available along the access road.

CCTV

CCTV at Compass House – Before making any decision, your Neighbourhood Manager Raymond Berry will write to everyone at Compass House to explain the proposal and ask for your views.

Cleaning Standards

Internal cleaning – We've continued to monitor cleaning in the building for September and are pleased to report that standards have improved. If you notice an area that needs some extra attention, please let your Neighbourhood Manager know and we'll arrange for it to be cleaned.

External cleaning – The car park has now been cleaned, and the cobwebs have been removed.

We're aware of the bird mess affecting some areas at Southpoint. We'll get this cleaned and will look to arrange longer term solutions to help prevent this in future.

Window cleaning – We know the recent window cleaning did not meet the standard we expect. We're reviewing this with our cleaning contractor to make sure the windows are cleaned properly in future.

Outdoor sweeping – We're looking at options for providing outdoor sweeping, as this isn't included in our standard service. We're reviewing the available options and costs and will share a further update once we know more.

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 customer hub so we can repair them.

Path lights – We're aware of lights turning on at unusual times, as well as a light being broken. We are looking into resetting the timer and getting any broken lights repaired.

Letter boxes in Southpoint – We're looking at moving these letter boxes into the lobby area for more security, We'll update you on this once we know more.

Bike Store – The bike store has now been repaired.

Grass around new lights – We're aware that grass has started growing around the new lampposts. We're arranging for the surrounding area to be turfed and will let you know once the work has been scheduled.

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.

Lifts – We've started work on Phase 2 of the lifts at Southpoint this month. Our contractor Partner Morris Vermaport will be working on this for approximately 6 weeks. There will be a portacabin in the car park while this work takes place.

Anti-Social Behaviour

We've received reports of cannabis being used in your neighbourhood. Raymond Berry, your Neighbourhood Manager has carried out evening visits but has not seen any activity during these visits. He'll continue to monitor the situation and visit the area.

If you see anti-social or illegal behaviour, please report it to the police first so they can investigate. For non-emergencies, call **101**. If there's an immediate danger or emergency, call **999**.

Once you've been given a crime reference number, please let us know by contacting us on **0800 678 1221**, emailing **info@orbit.org.uk**, or visiting **orbitcustomerhub.org.uk**. The more information you can provide, such as dates, times, addresses and witnesses, the better we'll be able to support any action taken.

General Reminders

Grounds Inspection - Your Neighbourhood Manager Raymond Berry carried out a grounds inspection on Wednesday 7 October to check the condition of the building and communal areas.

The next visit is planned on 4 November.

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.

Keeping in Contact

Meet your Neighbourhood Manager, Raymond Berry.

Raymond Berry is your Neighbourhood Manager and your main point of contact for questions about your home, tenancy or community. He's here to help you access support and keep you updated about what's happening where you live.

Raymond can help with:

- Problems or concerns about your neighbourhood
- New customer and annual visits
- Estate inspections
- Keeping communal areas safe and well maintained
- Working with the police to address anti-social behaviour
- Parking and garage enquiries

You can contact Raymond by emailing Raymond.Berry@orbit.org.uk.

For anything else, including reporting any repairs, please **contact us** using the usual contact and **myAccount** channels.