



Compass House and Southpoint - your latest update

Wednesday 23 September 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](#)

If you received a parking ticket before 14 August, we'll arrange for it to be cancelled. Please email a clear photo of the ticket to your Neighbourhood Manager, Raymond Berry, at Raymond.berry@orbit.org.uk. He'll then look into this for you.

If you receive a ticket dated on or after 14 August, you'll need to appeal directly to CPM first. Once CPM has made a decision, Raymond can review the outcome with you and discuss any next steps.

CCTV

CCTV at Compass House – You've told us that you'd like CCTV installed opposite the lifts and in the lobby at Compass House. We've listened to your feedback and have now received a quote for this work.

Installing the CCTV would increase the service charge for each home by around £115 a year. Before making any decision, we'll 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 and are pleased to see 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.

Estate sweeping – We're looking at options for providing estate 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.

Bin cleaning – We've arranged for the bins to be professionally cleaned and disinfected twice a year to help keep the bin area clean and hygienic.

Cigarette litter – We've considered several ways to reduce cigarette litter in the car park, including installing cigarette bins. After taking account of the cost, fire safety requirements and customer feedback, we've decided not to install them at this time

To help keep the car park clean and safe for everyone, please don't smoke in this area and dispose of cigarette ends responsibly.

For a convenient alternative, you can order a free pocket ashtray from [Keep Britain Tidy](#).

Repairs

Bike Store - We're aware that the bike store door lock needs repairing. Our repairs team is looking into this, and we'll let you know as soon as the work has been scheduled.

Grass around new lights – We've noticed grass growing around the lampposts we installed. We're arranging for this area to be turfed and will let you know when the work has been scheduled.

Trees around the school area – We're working with St Peter and Paul C of E Primary School to agree a plan for maintaining trees in this area. We'll let you know once the plans are confirmed.

Lifts – We're beginning work on Phase 2 of the lifts at Compass House next month. This will include new doors and interior changes.

Anti-Social Behaviour

We've received reports of cannabis being used in your neighbourhood. Raymond, 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

Raymond will be carrying out an estate inspection on 7 October to check the condition of the building and communal areas. You're welcome to join him if you'd like to discuss any shared areas or raise concerns about the building.

If you'd like to discuss something personal or specific to your home, please contact Raymond separately, as individual circumstances can't be discussed during the inspection.

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.