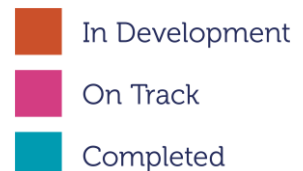




St Anne's Quarter Customer Information



Building Management Update, March 2026

Fire safety

Sprinkler system – The survey has now taken place, and the report is available online orbitcustomerhub.org.uk/stannesworks/.

Upcoming inspections – We'll be carrying out External Wall Fire Risk Assessments in the coming weeks to understand more about the remedial work that needs doing to your building.

Evacuation Point Review – Following feedback from a recent alarm activation, we're reviewing evacuation guidance to remind everyone about what to do when the fire alarm sounds, so everyone knows where to go and what to expect.

Security

Car Park double doors – These repairs will be completed on 21 April. We'll write to you with further details.

Replacement external signage – The external signage replacement has now been completed.

New door numbering system – The new door numbering system is partly complete and we expect to finish by the end of April.

Lighting issues – We're aware of lighting issues next to Gate 6 and with the central street lighting. We're arranging repairs and will share an update soon.

Commercial

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.

General Reminders

Norwich Community Hub

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.

The **job club** takes 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. **f @orbithousing**
orbit.org.uk



Keeping in Contact

Regular fortnightly surgery appointments remain available with your new neighbourhood team.

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

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

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**, or **www.orbitcustomerhub.org.uk**), and please provide us with addresses, dates, times, and witnesses. We need this evidence so we can take legal action.

Parcels

We're aware of parcels going missing from the postal areas.

We kindly ask that if you are expecting a parcel, to make sure the courier company delivering don't leave it in the postal area if it doesn't fit in the post box.