



Compass House and Southpoint - your latest update

Monday 28 September 2026

	In Development
	On Track
	Completed

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

Cleaning Standards

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.

Bin cleaning – We can confirm the bins were cleaned this month, meaning the next clean will be in March.

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 apologise for the delay in repairing the lock on the bike store. Our contractor partner will repair this on 29 September.

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 and shrubbery around the school area – We have asked to meet with the school to review the work needed and will keep you updated on this. We have also begun to remove the shrubbery around your building and will be finished this week.

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.