

Compass House and Southpoint - your latest update

Tuesday 27 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 – Please continue to contact Sippi directly for all parking-related enquiries, including account issues, permit queries, and parking charge notices. Please note that your Neighbourhood Manager, Raymond, is unable to manage or resolve these matters, as they're administered directly by Sippi.

CCTV

CCTV at Compass House – You will shortly receive a letter outlining the proposed changes to the CCTV system. Please note that these are proposals only at this stage, and we'll be looking for your feedback before any decisions are made.

Cleaning standards

Internal cleaning – As part of our aim to improve cleaning standards, we'll be carrying out a cleaning inspection this week. 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 – We have received reports of rubbish around the car park and trees area. We will look into this during our cleaning inspection.

We are still looking into a long-term solution to help prevent bird faeces at Southpoint.

Window cleaning – We will be reviewing the standard of window cleaning as part of our cleaning inspection.

Outdoor sweeping – We are still exploring options for providing outdoor sweeping, as this isn't included in our standard service.

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 usual channels so we can repair them. We appreciate your patience during this time.

Path lights – We're aware of a broken light and lights turning on at unusual times. This repair has been booking in with our partner. We will provide updates as soon as we can.

Letter boxes in Southpoint – We are looking at moving these letter boxes into the lobby area for more security. We are aiming to coordinate this with other planned improvement works over the next year to minimise disruption. We will provide a further update once the programme of works and timescales have been confirmed.

Grass around new lights – The grass around the newly installed lights has grown well. As part of our ongoing site inspections, we will include this area in our regular maintenance programme to ensure it remains tidy and well-kept.

Trees and shrubbery around the school area – We are continuing to work with St Peter and Paul C of E Primary School to agree a plan for maintaining trees in this area. We will provide an update as soon as we can.

Lifts – We have started work on Phase 2 of the lifts at Compass House this month. We appreciate your patience during this time. If you have any concerns about this, please email our Project Manager, Hannah Murrant, on Hannah.Murrant@orbit.org.uk or call 0800 678 1221.

Compass House internal lights – An engineer will inspect the motion senser on the internal lights to check if it needs adjusting. The review will help ensure the lighting works properly and as energy efficiently as possible.

Anti-social behaviour

You're Neighbourhood Manager, Raymond Berry will continue to carry out estate visits to monitor any reports of anti-social behaviour.

Please continue to follow the guidance around anti-social behaviour found on the main Compass and Southpoint webpage - https://www.orbitcustomerhub.org.uk/compasshouse

General reminders

Grounds inspection

Your Neighbourhood Manager, Raymond, will carry out his next visit on Wednesday 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.

Reporting issues

We would like to remind you to contact our Customer Support Hub for all enquiries, including repairs, account-related matters, and estate issues. Please call us on 0800 678 1221 or email us at Info@orbit.org.uk.

This helps make sure any issues are handled correctly and directed to the right team. If the matter has already been reported and is being managed by Raymond Berry, your Neighbourhood Manager, you can contact him directly for an update.