



St Anne's Quarter Customer Update

October 2025

Answering your questions

Thank you again to everyone who joined us at our meeting last month.

We have detailed below what was discussed at that meeting. If there's a specific concern that you don't feel we've responded to then do email us at propertysecurityprojectsteam@orbit.org.uk.

Car Park Fire Risk Assessment

We commissioned a Fire Risk Assessment for the car park which was carried out on Monday 16 June 2025. The report highlighted that the car park remains safe to use and that some repair work was required which has since been carried out.

The decision on whether a sprinkler should be installed in the underground car park has been referred to an external expert panel to consider. We will update you on this when we have feedback from that panel.

Roof repairs

We are now in a position to remove the scaffolding from your building which should be completed by the end of October, but we are waiting for a specific type of cherry picker so we can do this. There will be a follow up phase of repair works and we'll need to temporarily reinstall scaffolding to complete these.

We're working to the following timeline to carry out the roof repairs and will keep you updated as we work through the programme:

August 2025 to September 2025

Design planning stage – now complete.

September 2025 to October 2025

Procurement planning stage – getting everything ready to choose a development partner.

October 2025 to January 2026

Procurement completion page – choosing the best partner for the job.



January 2026 to February 2026

We will appoint the contractor. Together, we will then agree on how the work will be done, how to keep everyone safe, and the overall timeline of the project.

February 2026 to May 2026

The main building will take place during this time.

The process of choosing a contractor can take a while because we must follow government rules. If there are any changes to these plans or timings, we will let you know as soon as possible.

Signage at your building

The block signage for your building is now installed. We'll be back out to make the finishing touches on these signs.

We are also aware that the external signs in your building are fading and are in need of an update. We'll be replacing these in the coming weeks to bring them up to standard.

The internal signage is also ordered, and we'll begin the installation once these arrive.

Forthcoming Meetings

Our Chief Executive and Chief Customer Officer will be visiting St Anne's Quarter on Monday 20 October 2025 to talk to you. You can meet with Phil and Joe in the Community Hub between 14:00 – 16:00. This will be another opportunity for you to share your experiences of living at St Anne's Quarter.

The Property Improvements team will be holding another meeting with you. This will be held in the Community Hub at Mineral Court on Tuesday 16 December 2025 between 11:00 - 13:00.

Keeping Connected

These regular meetings provide the opportunity for updates on the Property Improvement works but please email us on propertysafetyprojectsteam@orbit.org.uk if you have any other questions.