



St Anne's Quarter Customer Information

Building Management Update, 21 August 2025



Fire safety

Fire Safety improvement works – As previously confirmed, we're fully committed to undertaking the remedial works required at St Anne's Quarter. Our programme of works may take some time to develop as we need to go through a legal process to agree who will be responsible for covering the costs of the works, but we will provide a more detailed update as and when we can. For more information, please email propertysecurityprojectsteam@orbit.org.uk.

Sprinkler system – We've commissioned an expert third-party to investigate the need for a sprinkler system and give us their recommendations. We'll report back on this once we know more.

Alarms – We know we still need to make some changes to the sensitivities of the alarm system triggers, and we'll update you when we have a date for this.

Internal green signage – We now have a final design for the internal green signage. We'll let you know once this is set to be installed.

Balcony Audit – We've conducted balcony audits, and will update you with further information on what is allowed and not-allowed on balconies once we know more.

Security

Parking roller shutters – Unfortunately, the contractor we planned to use for the parking roller shutters was unable to provide the correct documentation that we require, so we are now talking to a new contractor. This will take some time to progress, and we'll update you as soon as we can.

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.

Commercial

Block signage / maps – We're awaiting an installation date for the new signage and will update you once we know more.



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.

Property Safety

Fallen Soffit / Scaffolding – We're currently working with the relevant parties to arrange the repair of the fallen soffit and remove the scaffolding. We'll update you once we know more.

Please note that the scaffolding shouldn't be accessed by anyone under any circumstances and we kindly ask all within the St Anne's Quarter Community to follow this advice.

General Reminders

Outdoor space

Please remember to respect your neighbours in shared spaces. Playing ball games can be disturbing for those who live close to communal areas. Thanks for taking the time to help everyone in your community enjoy the outdoor space.

Norwich Community Hub

Don't forget that your Norwich Community Hub is open on Tuesdays and Thursdays. 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.

Meetings & Updates

The next customer meeting will be **Tuesday 16 September 2025** between 11:00 and 13:00.

The minutes from our last customer meeting are now available on the St Anne's Quarter webpage and we're sorry this took a little longer than we would have liked.

www.orbitcustomerhub.org.uk/stannesworks/.

Our Group Chief Executive, Phil Andrew, and Chief Customer Officer, Joe Brownless, will be visiting your neighbourhood on **Monday 20 October 2025**. We'll share more information about their visit closer to the time.

Supporting Documents – we're aware that you often need to share updates with your mortgage lenders or other organisations such as insurance companies and solicitors. We've prepared a document which provides an explanation of the investigations that we've carried out to date and our future plans, and this is now available on the St Anne's Quarter webpage.

www.orbitcustomerhub.org.uk/stannesworks

Keeping in contact

If you want to talk to us about anything in this update, or from our last customer meeting, then please get in touch using the following email address: StAnnesQuarter@orbit.org.uk

For anything else, please [contact us](#) using the usual contact and [myAccount](#) channels.