



# St Anne's Quarter Customer Information

## Building Management Update, 10 July 2025



### Dates for this week

A reminder that our fire alarm contractor AICO will be in the Community Hub this **Tuesday 15 July from 9am – 3pm**, to show you how your fire alarm system works and help you to avoid any false alarms.

### Fire safety

**Fire Safety improvement works** – As we previously updated, 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. We remain fully committed to undertaking remedial works and will provide a more detailed update as and when we can. For more information, please email [propertysafetyprojectsteam@orbit.org.uk](mailto:propertysafetyprojectsteam@orbit.org.uk).

**Sprinkler system** – We are awaiting internal sign-off from our executive team to confirm the decision on the parking sprinkler system. We will update you once we've received feedback.

**Alarms** – We are aware that we still need to make some changes to the sensitivities of the alarm system triggers. We'll update you when we have a date to do this.

**Internal green signage** – The delivery of the prototypes has been delayed. We are chasing this and will display them in the hub once received.

### 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, but we'll update you as soon as we can on the next steps.

### Anti-Social Behaviour

Please continue to contact **101** in the first instance if you are aware of anti-social or illegal behaviour (999 for emergencies).

Once you have received a Crime Reference Number (CRN), please report it to us (Orbit - **0800 6781221**, [info@orbit.org.uk](mailto:info@orbit.org.uk), or [www.orbitcustomerhub.org.uk](http://www.orbitcustomerhub.org.uk)).

We are evidence based so will require addresses, dates, times, and witnesses to act - a legal remedy cannot be progressed without evidence.



## Commercial

**Block signage / maps** – The artwork for the block signage has been completed and is ready to be shared with you. Please visit [www.orbitcustomerhub.org.uk/stannesworks/](http://www.orbitcustomerhub.org.uk/stannesworks/) to view this under 'Latest Customer Updates'. We welcome any feedback via email to: [StAnnesQuarter@orbit.org.uk](mailto:StAnnesQuarter@orbit.org.uk)

**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 process will take up to 24 months.

## Property Safety

**Roof leaks** – The works to the roof have now been completed.

**Fallen Soffit / Scaffolding** – We've received a proposal from our contractor partners to carry out the soffit repairs. We're working on a schedule for these repairs and will be able to update you soon on a starting date.

## Property Management

**Decoration following BIM project** – We need to reschedule a follow up session with our contractor to complete the final few retouches.

**Fly tipping** – The CCTV has now been installed and should deter future fly tipping.

We've seen a vast improvement over the past six months, but please continue to dispose of your waste responsibly and report any incidents to us at [info@orbit.org.uk](mailto:info@orbit.org.uk), or call us on 0800 678 1221.

## Repairs

If you spot faults or damage in the communal areas, please report them to us. The sooner we're made aware, the sooner we can sort a repair. You can raise repairs [here](#).

**Gates** - we are awaiting parts for an outstanding gate repair. All other gates are currently operational.

Please report any gate faults to [info@orbit.org.uk](mailto:info@orbit.org.uk).

## General Reminders

### Outdoor space

Just a reminder as we all try and make the most of this good spell of weather, to respect your neighbours. 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.

### Customer meeting

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

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## Norwich Community Hub

Don't forget that our 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.

## 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](mailto:StAnnesQuarter@orbit.org.uk)

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