



St Anne's Quarter

Customer meeting notes

Meeting date: 25 March 2025

Review of Liability

External wall issues were investigated by an Architect & Fire Engineer Expert Witnesses in September 2024. We received their report in January 2025 and our Solicitor reviewed this. We are now using it to plan next steps alongside our legal team.

Panels, Soffits and Lightning Conductor

These issues were investigated by Expert Witnesses in January 2025. We received their reports in January 2025 and our solicitor reviewed them. Repair works are in progress or in plan. Specific timeframes can be found in our fortnightly updates.

Austin House Roof Inspection

No progress has been made in respect of a planned intrusive inspection following access issues during inspection. We are working with those affected to ensure a planned intrusive inspection is completed and will give progress on this in our bi-weekly SAQ update. A follow-up inspection will take place and we will communicate the next steps and required works in future fortnightly updates.

Fire Alarm System Update

The Fire Alarm System works are now 90% complete and the building was handed over to our Property Safety Maintenance and Servicing team on 7 March 2025 to manage and maintain.

The commissioning of the Fire Alarm system will not reduce false alarms if these are caused by customer activity. Property Safety manages and maintains the system and investigates false alarms by working with customers to educate them on how to avoid activations within their homes. If defects are identified within the flat's they will then pass these back to us.

Car Park Fire Risk Assessment

The Car Park Fire Risk Assessment was carried out on Monday 16-Dec-2024. No major issues were identified.



Lounger's Fire Alarm

Loungers will have a separate Fire Alarm system with their own Operational Procedures.

Lounger's Retail Development

Contractors working on the new Rivolo Lounge are set to finish Tuesday 25-Mar-2025 and will then start preparations for opening on Wednesday 26-Mar-2025.

Future Site Development

We are awaiting proposals for phases four, five and six of the future development. This is of course a lengthy process involving multiple partners, so future updates will be shared when available.