



# St Anne's Quarter Customer Information

## Building Management Update, 20 November 2025



### Keeping you updated

Following your feedback, we'll be switching these updates to monthly, meaning your next update will follow in December.

We'll continue to provide you with other updates for your neighbourhood as they are required, whether that be as an email, SMS or an update on your digital noticeboard or the St Anne's Quarter webpage. If you have any thoughts about this, please contact [StAnnesQuarter@orbit.org.uk](mailto:StAnnesQuarter@orbit.org.uk).

### Customer Meeting

Thank you to all who attended our last customer meeting on 20 October 2025. The meeting talking points are now available on the [St Anne's Quarter dedicated webpage](#).

### Fire safety

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

**Internal green signage** – We are still experiencing delays from the contractor to get these signs installed. We'll update you further in the next update.

### Security

**Parking roller shutters** – Unfortunately, the partner 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 partner. This will take some time to progress, and we'll update you as soon as we can.

### Commercial

#### Service Charge Statements 2024/2025 –

These are now available on the [Customer Hub](#). Your individual service charge statements should be with you by the end of November. If they aren't with you by the end of the month, please email [ServiceChargeTeam@orbit.org.uk](mailto:ServiceChargeTeam@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 will take up to 24 months and we'll make sure we keep you updated.



## General Reminders

### New Neighbourhood Manager

You may have noticed that your new Neighbourhood Manager Tiffanie Baxter is already out and about in your Neighbourhood.

If you would like to set up a meeting with Tiffanie, you can do so by emailing [StAnnesQuarter@orbit.org.uk](mailto:StAnnesQuarter@orbit.org.uk).

### Norwich Community Hub

We'll be hosting a Christmas Fayre and Coffee Morning in the Community Hub on the 27 November between 10am-1pm.

Please don't forget that your Orbit Community Hub is open Monday from 12-3pm and Tuesday and Thursdays from 9:30-3pm.

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.

The **job club** takes place every Wednesday from 9:30am to 3pm and on an appointment basis on a Friday.

Please come and speak to us in the Customer Hub for more information.

### Next customer meeting

Our next customer meeting with the Property Improvements team will be on Tuesday 16 December 2025 between 11am and 1pm.

## Keeping in Contact

A reminder that if you need to report any repairs, please **contact us** using the usual contact and **myAccount** channels.

### 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](mailto:info@orbit.org.uk), or [www.orbitcustomerhub.org.uk](http://www.orbitcustomerhub.org.uk)), and please provide us with addresses, dates, times, and witnesses. We need this evidence so we can take legal action.