



St Anne's Quarter Customer Information

November 2025

Helping you to enjoy using your balcony safely

Following our recent balcony checks and in line with the West Midlands Fire Service's advice, we wanted to provide you with an update on the items that can and cannot be kept on your home's balcony. We hope that the fire safety reasons for this are clear, and we thank you for your cooperation.

We appreciate that everyone needs a bit of time to make adjustments, and we'll allow a fair period for this. We'll continue to monitor balconies and may get in touch if further action is needed.

If you have any questions about using your balcony, please contact us by email: StAnnesQuarter@orbit.org.uk.

Below is a list of what can and can't be on your balcony

- No lighting – including solar lighting unless we have installed these
- No BBQs, charcoal grills or open fire pits
- No artificial greenery or wood privacy screens/panels
- No storage boxes/units
- No hanging items – this includes bunting, flags, bamboo/leaf effect screens, laundry, and decorations.
- **Garden furniture** – Furniture can be kept on your balcony for you to enjoy, but please sensibly limit the number of items so that they fit within your balcony space. Furniture made with combustible materials is not allowed due to the fire risk they pose.
- **Plants** – please continue to enjoy adding greenery to your outdoor space but think about the overall number of items that you are growing so that you don't overload your balcony. Lightweight containers and vertical plants are ideal choices. Please don't use artificial grass as it's combustible, and the installation of this can cause damage to the balconies. We'd also recommend concrete or ceramic planters due to them not being combustible.