



# St Anne's Quarter Customer Update

November 2025

## Answering your questions

Thank you again to everyone who joined us at our meeting on 20 October, hosted by our Chief Executive Phil Andrew, our Chief Customer Officer Joe Brownless, and our new Chief Property and Regeneration Officer Scott Rutherford.

We have detailed below what was discussed at that meeting. If there's a specific concern about your building's remedial works that you don't feel we've responded to then do email us at [propertysafetyprojectsteam@orbit.org.uk](mailto:propertysafetyprojectsteam@orbit.org.uk). For general questions about your neighbourhood, please email [StAnnesQuarter@orbit.org.uk](mailto:StAnnesQuarter@orbit.org.uk).

## Neighbourhood Management & Team News

At the meeting, Phil, Joe and Scott provided more details about the new Neighbourhood Management model. This means that your Neighbourhood Manager Michelle Beadle's role has evolved so that they can manage more issues with you directly, making us much more responsive for you.

In January, Michelle Beadle will be moving on from her neighbourhood manager role to work with the Everyday Excellence team. Replacing her will be Tiffanie Baxter, an experienced member of the neighbourhood team who will be moving patches to support you.

Moving forward, we want to make it easier for you to contact us, whether it's face-to-face, on the phone, or online. We're working on a **new customer portal** which will replace myAccount. This will be simpler and easier to use from day one, and we'll be adding new features over time including how to raise and track a repair and giving you access to all your documents. You'll be hearing from us in the New Year about what this means for you.

## Repairs & Maintenance

The scaffolding at Bartholomew Court that has been in place will be removed this month so that we can then make the roof checks we need using high-access cherry pickers. We appreciate this issue has been ongoing for some time, and are committed to getting it resolved as a priority.

You told us that the communal painting and carpet cleaning was not of the quality expected. We have reviewed the materials and products that our teams are using to do these jobs, so that quality and durability levels are improved. Our Home Improvements team are working up plans to



decorate all communal areas (across all buildings) and we will share a further update on this early in the new year.



We're planning improvements to the green spaces in your neighbourhood. We want these improvements to be shaped by your feedback, so we'll be in contact with you ahead of the planting season next year to create a plan together.

## Security

Security improvements have been taking place at your building over the past six months. This includes the installation of new CCTV to cover blind spots (for example at Gate 5 and the bin store) plus stronger locks.

We were disappointed to hear about new security concerns, including the use of fire drop keys being misused by delivery companies, and delays in fixing security gate failures. We have taken these points away and we'll arrange a security audit for your neighbourhood to understand if current arrangements are fit for purpose, and if any improvements are required.

## Fire Safety

We're continuing to make improvements to fire safety across your building. A specialist consultancy, Wakemans, has been appointed to carry out a full Fire Risk Assessment (FRA) of the car park, and their report is expected soon. As committed in the meeting we will share this report with you so that you have full visibility of the assessment and any recommendations.

To reduce false alarms, we've upgraded the fire alarm system and refitted 80 alarms. We've also identified 28 homes where cooker hood sensors need adjustment. We'll share information about when and how we'll be making these adjustments once we have confirmed details and timings.

## Building Safety

We understand the ongoing building safety works have taken longer than expected, and we apologise for the frustration this may have caused. Progress is being made on the external walls and façade, however this is complex, and it's important we get to the right solutions and also follow the required legal steps to recover costs of remediation where possible. Please be assured that we are working hard to move things forward as quickly as possible and will continue to keep all customers up to date.

We appreciate that some customers may wish to sell homes prior to these works being undertaken / completed. To support you, a summary document is available upon request, which can be used for mortgage applications or shared with solicitors. If you would like a copy, please email: [propertysecurityprojectsteam@orbit.org.uk](mailto:propertysecurityprojectsteam@orbit.org.uk).



## Balcony Safety

We recently completed an audit of your balconies to make sure they are safe for you and your neighbours. We are aware there is some confusion around what is and isn't allowed on balconies, so we'll be issuing some guidance for you this month.

## Anti-social behaviour (ASB)

Despite some improvements in ASB, we understand that ASB remains a challenge for your community. We're aware that this has been more challenging due to delays with additional CCTV and delayed responses to investigate these incidents.

We apologise for this, and we will investigate this as a priority to make sure any future ASB is dealt with in the required timeframes.

If you are aware of anti-social or illegal behavior 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.

## Forthcoming Meetings

The Property Improvements team will be holding one more meeting this year. This will be held in the Community Hub at Mineral Court on Tuesday 16 December 2025 between 11:00 - 13:00, and we would welcome your attendance.