



# St Anne's Quarter Customer Information

## Building Management Update, January 2026



### New Year, New Neighbourhood Team

Following Tiffanie Baxter's recent promotion to Area Neighbourhood Manager, your new Neighbourhood Manager will be Hannah Hooks. Hannah will now be your main point of contact.

Hannah is fully up to date with the latest information and priorities for your neighbourhood, so you can expect a smooth handover.

### Customer Meeting

Our Property Improvements team held a meeting at our Orbit Office at Yare House on Tuesday 20 January to update you on the ongoing remedial works to your home. A separate update will follow from this meeting.

### Fire safety

**Sprinkler system** – A survey of the sprinkler system will take place on Friday 30 January. We'll share the details of the survey with you in the next update.

**Internal green signage** – There's still a delay with the signs, but we're working closely with our contractor to get things moving. We'll let you know the installation dates as soon as they're confirmed

### 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.

**Car Park double doors** – Due to continued faults, we will be replacing the car park double doors over the coming weeks.

We'll be sending a separate update to you about the cost to do this.

**Replacement external signage** – Some of the external signs around St Anne's Quarter are worn and need updating. After carrying out a full review, we'll be replacing and refreshing these over the next few weeks.



**New door numbering system** – We'll be in touch over the next few weeks with details about a new numbering system for your doors. This change will make it easier for us to identify and fix any issues with doors in the future.

## Commercial

**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

### Fly Tipping

We've noticed that some items are being left in the bin store that shouldn't be placed there, which is treated as fly-tipping.

Please don't leave mattresses, sofas or other large items in the bin store. If you have bulky items to dispose of, you can book a collection through your [local council website](#).

## Norwich Community Hub

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.  
St Anne's Quarter Customer Information

## Keeping in Contact

**Regular fortnightly surgery appointments remain available with your new neighbourhood team.**

If you wish to make a surgery appointment or want to talk to us about anything in this update please email:

[\*\*StAnnesQuarter@orbit.org.uk\*\*](mailto:StAnnesQuarter@orbit.org.uk)

For anything else, including reporting 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.