



St Anne's Quarter Customer Update

October 2026

Answering your questions

Thank you to everyone who joined our last customer meeting on Friday 2 October.

We appreciate you taking the time to share your views, ask questions and tell us about the issues that matter most to you.

Below is a summary of the main topics discussed and the actions we're taking.

If you have a question about the remediation of your building, please email building.remediation@orbit.org.uk For general questions about St Anne's Quarter and your neighbourhood, please email StAnnesQuarter@orbit.org.uk

Grounds maintenance

We understand there has been frustration about recent maintenance work and the impact this has had on some planted areas. We know many customers care about the appearance of St Anne's Quarter and have taken the time to share their views.

We're looking at ways to improve the planting and landscaping, with advice from horticultural experts. We'll write to you separately with an update on this.

Parking

We're aware of several issues with the new parking system, including the permit system, parking charges and the experience of using the app.

We're reviewing the issues raised and discussing these with the parking management company. We'll also look at how the permit system, app and customer support could be improved.

Communication and customer updates

You've told us that updates about repairs, contractor work and estates information could be clearer and more consistent, and that some people aren't receiving all the details they need.



We're continuously reviewing how we contact you and keep you updated, including using our [customer hub](#) and how we share important information with you.

If you aren't receiving our emails, we may not have your contact details. Please call us on 0800 678 1221 and ask for your details to be updated on our system to receive future updates.

Repairs, lifts and security

You've shared your concerns about lift reliability, security gates and response times when security systems require repair.

We're looking into why the lifts keep breaking down and what we can do to fix the problem in the long term. We're also reviewing how we deal with repairs to gates and security systems, along with signs around the neighbourhood, to make sure they work well for everyone.

Signage and wayfinding

You've told us that signs in and around St Anne's Quarter are difficult to follow, making it harder for visitors, delivery drivers and contractors to find their way around.

We reviewed signage in 2025 and made changes where improvements were needed. As you are still experiencing problems, we'll take another look at all signs across the neighbourhood and consider what more we can do to help people find their way around and access communal areas more easily.

Fire Safety

We know false alarm activations have affected St Anne's Quarter for some time. We want to reassure you that the alarm system is working as it should, so if it sounds, you should always leave your building.

We've already taken a number of steps to reduce false alarms and continue to look at what more can be done, including addressing reports that the system is being misused. We'll share a further update when we know more.

Electric vehicle charging

Installing electric vehicle charging points remains an option for the underground car park, but it will need to be considered alongside the wider remediation work.

Once we've completed the remediation work, we can look at this again.

Building remediation update

Remediation surveys are currently taking place at St Anne's Quarter.



Additional surveys are happening to help us understand what work is needed to your building, and to create a plan that causes as little disruption to you. Once these investigations are completed, we will contact you later this year with a further update on what this looks like.

If you want to be involved in shaping what this work looks like at St Anne's Quarter, or have any questions, please email building.remediation@orbit.org.uk.

Estate services

You've raised concerns about fly-tipping, the condition of internal decorations and the cleaning of communal carpets.

We're checking that these services are being delivered to the expected standard. We're also looking at what needs to improve to keep communal areas clean, safe and well maintained.

Property sales and moving home

We understand that the ongoing remediation work is making it more difficult for some customers to sell their homes.

The Royal Institute for Chartered Surveyors (RICS) updated its guidance for valuers regarding external wall systems where there is no valid EWS1.

The guidance offers a way for valuations to take place where:

- Remedial work to the external cladding system has been identified
- It is clear how this will be funded (and costs will not be passed onto residents)
- Lenders have indicated their willingness to lend.

We also suggest that the information provided in this email is presented as part of your discussions with lenders, along with the [guidance on RICS website](#).

As an Orbit customer, you also have access to our wide-ranging package of support services, Better Days. More information can be found on our customer website orbitcustomerhub.org.uk/help-support or you can talk to us on 0800 678 1221.

If you need more support around this, please email building.remediation@orbit.org.uk.

Forthcoming Meetings

Our project safety team will be visiting again in December to discuss the long-term plans for remediation at your building. We'll also be visiting St Anne's Quarter again early next year to discuss progress on the talking points of this meeting. We'll update the customer hub with dates, times and confirmed attendees.

Thank you.



Attendees at this meeting

- Scott Rutherford | Chief Property & Regeneration Officer
- Jacqui Campbell | Director of Home Safety & Improvements
- Lindsey Platt | Head of Building Safety & Remediation
- Sarah Roberson | Executive Assistant to Chief Property & Regeneration Officer
- Paul Russell | Head of Neighbourhoods
- Tiffanie Baxter | Area Neighbourhood Manager
- Cary Shephard | Pre-Construction Manager
- Joanne Barker | Neighbourhood Manager
- Polly Manning | Neighbourhood Manager
- Susan Gower | Community Hub Officer