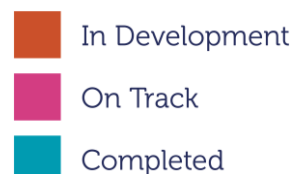




# St Anne's Quarter Customer Information

**Building Management Update, 17 April 2025**



## Fire safety

**Fire Safety improvement works** – As we previously updated, our programme of works may take some time to develop as we need to go through a legal process to agree who will be responsible for covering the costs of the works. We remain fully committed to undertaking remedial works and will provide a more detailed update as and when we can.

**Sprinkler system** – We are continuing to look into this and are gathering information, which we will share with you as soon as we can.

**Door to the lift from car park** – The emergency 'break glass' style buttons are now installed.

**Balconies** – We will finish our balcony audit on 29 April. Following this, we will be in touch if you are required to remove any items from your balcony for safety reasons.

We would like to take this opportunity to remind you to review the contents of your balcony and ensure that this is in line with your lease or tenancy agreement.

**Alarms** - Final testing is taking place and the alarm system should be commissioned by the **end of May**.

**Internal green signage** – We are aiming to have a proposed design to share with you in the coming weeks.

## Security

**CCTV** – You will shortly be receiving an email with a proposal to improve CCTV coverage at your building. We would encourage you to please provide feedback on this as soon as possible so we can move forward with the recommendations. Once this is complete, we will provide a further update on the outcome.

**Parking roller shutters** – We're still in the process of giving this work to a specialist contractor. This means they'll be able to attend to the issues with the roller shutters directly and quicker, providing value for money and within the priority timeframe.

## Service Charges

**2023-2024 Accounts** – Year End Statements should now have been provided to everyone at St Anne's Quarter.

Any questions (including queries regarding the sinking fund balance), can be emailed to: **ServiceChargeTeam@orbit.org.uk**.





## Estate Services

**Cleaning services** – Consultation feedback will be shared in one of next month's updates.

## Anti-Social Behaviour

Please continue to contact **101** in the first instance if you are aware of anti-social or illegal behaviour (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)).

We are evidence based so will require addresses, dates, times, and witnesses to act - a legal remedy cannot be progressed without evidence.

## Commercial

**Potholes & holding water** – We are still in the process of finalising a tender for the required works. We will share further details when a contractor has been appointed.

**Block signage / maps** – Once full proposals have been finalised, we'll provide a further update.

**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 process will take up to 24 months.

## Property Safety

**External lighting** – The majority of the external lighting works are now complete,

with a couple of further replacements actioned.

We're still working on the investigative works to separate the street lighting from the decorative lighting. We appreciate your patience whilst we continue with this.

**Roof leaks** – We are still awaiting quotes from a contractor on the overall roof leak repairs.

We are making separate arrangements for the Austin House roof leak and are in contact with individual residents to carry out inspections at their home.

**Fallen Soffit / Scaffolding** – We joined our contractors on **8 April** to assess works required.

The contractors are currently working on a plan which we aim to have in place ready for the next update.

**Missing bollards** – We have identified a supplier for the replacement bollards and are in the process of ordering these. We will update you once we have a confirmed installation date.

## Property Management

**Decoration following BIM project** – This has been raised with our Repairs team who will make good the areas that have been tested in the BIM project.

**Flooring replacement** – The provisional start date for the Hop Pole Yard flooring replacement is **w/c 5<sup>th</sup> May**.

**Fly tipping** – As mentioned earlier in this update, you will soon be receiving an email asking for your thoughts on CCTV improvements which we believe will help to manage fly tipping levels.





In the meantime, please continue to dispose of waste responsibly and report any incidents to Orbit to support us in dealing with individual cases.

## General Reminders



### CCSS is now EA-RS

Our on-site fire safety team CCSS has rebranded to EA-RS. You will notice this change on all communication from them. EA-RS will continue to provide the same service to St Anne's Quarter.

### Norwich Community Hub

Don't forget that our new Norwich Community Hub is now open on Tuesdays and Thursdays. 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.

### Repairs

If you spot faults or damage in the communal areas, please report them to us. The sooner we're made aware, the sooner we can sort a repair. You can raise this [here](#).

### Post theft

Our Tenancy Services team have worked closely with the police to successfully make an arrest. The individual was involved in wider crime in the Norwich area. Since this arrest, we are pleased to report that there have been no further reports of thefts within our blocks.

Arranging for your parcels to be delivered to your property rather than being left in the communal area remains a sensible approach

### Keeping in contact

If you want to talk to us about anything in this update, or from our last customer meeting, then please get in touch using the following email address:

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

For anything else, please [contact us](#) using the usual contact and [myAccount](#) channels.

Our next update will follow on 1 May.