



St Anne's Quarter Customer Information

Building Management Update, 1 May 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. For more information, please email propertysafetyprojectsteam@orbit.org.uk.

Sprinkler system – We are continuing to gather costs and plans for this which we will share with you as soon as we can.

Balconies – Our balcony audit has now been completed. We are contacting individuals directly who need to make changes.

Please continue to review the contents of your balcony to make sure that they are in line with your lease or tenancy agreement.

Alarms - Final testing is still taking place and the alarm system remains on track to be commissioned by the **end of May**.

Internal green signage – We are aiming to have a proposed design to share with you later this month.

Security

CCTV – You should have now received communications via email outlining a proposal to improve CCTV coverage. We would encourage you to provide feedback on this to support our decision-making process. Once this is complete, we will provide a further update to you.

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.

Estate Services

Cleaning services – The consultation is complete, and you'll be receiving an update on changes we're making to the cleaning services in a separate letter

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, or 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 additional replacements installed to improve the lighting in the area.

Roof leaks – We have now received a proposal from our contractor. We have agreed access arrangements which will enable works to take place without disruption to you. We will let you know the timeframes and details once these have been finalised.

Fallen Soffit / Scaffolding – We have now received a proposal from our contractor. We have agreed access arrangements which will enable work to take place including the removal of the existing scaffold, without disruption to you.

Timeframes and further details for these works will follow.

Missing bollards – These bollards have now been ordered, and 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 has been slightly delayed, we'll share a confirmed date in a future update.

Fly tipping – As mentioned earlier in this update, you should have received 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 us so we can deal with individual cases.



General Reminders

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](#).

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 15 May.