



St Anne's Quarter: Customer Meeting Minutes

Information from resident meetings. Here you'll find answers to the questions that you've been asking us at recent building safety meetings.

Meeting date: 3 April 2024

Meeting introduction and general update

We are waiting for the full FRAew report to be confirmed. We will share findings from the report once our solicitors have confirmed to us what the next steps will be. We will update you further on this once we have more information.

We have now completed the installation of all sounders into those flats that have allowed us access. We are therefore in a position to update the fire panel with the sounders so that they are all live.

The red cables you will see in the communal area will be removed once we have set the system live.

The final design of the detection system that needs to be installed to all flats is now complete and we are working with our contractors to produce a schedule of delivery. Once we have more information and timings for this, we will update you.

This system has to be installed to ensure the safety of all customers and visitors to St Anne's Quarter.

Can the sounders be removed now if we do not want them?

These cannot be removed once installed. If the sounder head is taken down, it will send the panel into alert and the remaining sounders in the building will go off. This can then only be stopped by a fire alarm engineer.

Can you guarantee we will have no more false alarms?

False alarms cannot be completely avoided. Following the most recent incident, we carried out a thorough investigation and identified the specific problems in the process. We have made changes to ensure that those process fails do not happen again.



Will the new detection system look nice and neat?

We will be using an Aico wireless system. Aico is a market leader for this type of equipment with detection systems that are designed to be aesthetically pleasing without compromising on safety. We will do our utmost to keep any wiring or connections as minimal as possible. Once the works have been finished to the external wall. We will come back and have further discussions about the system and finalise the changes to it.

Can you explain the requirements of a Fire Risk Assessment (FRA)?

It is a legal requirement for the person responsible for the building to carry out and meet the requirements of an FRA Type 1. This is for any residential building that has two or more dwellings and looks at the safety of the shared areas of the building such as the corridors.

The fire risk assessor must be a competent person with the qualifications and experience to conduct the report. The assessor must identify if the building has any hazards that could put people at risk and provide these to the responsible person to action. We employ a third-party contractor to carry out FRA's to our buildings.

The assessor will risk rate the building (high/medium/low) and this rating will determine when the risk assessment should be carried out again. This will usually be between 1 and 3 years. As part of the inspection on site when conducting the fire risk assessment, the assessor will look at the external wall and will request an additional assessment to be carried out specifically to evaluate the fire safety performance of the external wall. This is also carried out by a third-party contractor and the findings are overseen by a qualified fire engineer who will have the technical ability to make an assessment.

A FRAew should only need to be carried out once unless the building has been subject to any substantial changes or the assessor conducting the Fire Risk Assessment Type 1 feels it needs to be carried out again.

We have provided details on the website www.orbitcustomerhub.org.uk/stannesworks/ with forthcoming Fire Risk Assessment dates.

Will internal and external signage be installed.

All of the internal wayfinding signage to the buildings will be installed by the end of June 2024.

We are currently exploring the installation of external signage. This is not a legal requirement but do appreciate that it will help those people who visit St Anne's Quarter to locate the building they require. This is typically classed as a chargeable item, but we are looking at whether we can access funds to cover this cost. We will update you on this at our next meeting.

Will the building information modelling (BIM) be shown to us?

The 3D modelling is still under construction due to the complexity of the scheme. Once it is ready, we will show you it at a forthcoming customer meeting.



Can you tell us how the process will go once we start the rectification works to the external wall?

The final plans and schedule are not finalised as yet. Once we have all the details and dates, we will fully share these with you.

Who failed to ensure the building was safe and who caused the problems?

We are keen to look forward and move ahead with the rectification works. Identifying the source of the problems is a complex process that will take time to work through and ultimately create a delay to the works. Legally we have to provide evidence that problems have been found and that standards haven't been met. Our solicitors will then discuss this with the developer to see if we can come to a solution without going down a legal route, to resolve the situation as quickly as we can. Some additional checks may be required which would involve some testing of the external wall to understand what level of works need to be carried out. We will let you know if this is needed and what is involved.

Has a decision been made if Orbit will set up a buy back scheme?

Orbit will not be buying back properties. If anyone is struggling to sell their home directly due to the external wall issues, please get in touch with us and we can address this on a case-by-case basis. We can provide advice and support on various topics, from managing household incomes, to legal advice.

If our contents insurance dramatically increases due to the issues with the external wall will orbit pay the difference?

If you can provide evidence from the insurer that the increase is a direct result of the external wall issues, then contact us and we will see what support we may be able to provide.