



St Anne's Quarter Customer Information

Building Management Update, 24 July 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 propertysecurityprojectsteam@orbit.org.uk.

Sprinkler system – We are awaiting internal sign-off from our executive team to confirm the decision on the parking sprinkler system. We will update you once we've received feedback.

Alarms – We are aware that we still need to make some changes to the sensitivities of the alarm system triggers. We'll update you when we have a date to do this.

Internal green signage – We are continuing to chase the prototypes which have been ordered. Once received, we will contact you so that you can view them in the Hub before they are installed.

Security

Parking roller shutters – Unfortunately, the contractor 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 contractor. This will take some time to progress, but we'll update you as soon as we can on the next steps.

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

Block signage / maps – The signage has now been ordered. We will let you know as soon as we have an installation date.

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.

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Property Safety

Fallen Soffit / Scaffolding – The access solution we tried without the use of scaffolding has unfortunately not worked. We'll update you as soon as we can with an alternative solution for this repair.

Please note that the scaffolding shouldn't be climbed by anyone under any circumstances and we kindly ask all within the St Anne's Quarter Community to follow this advice.

Property Management

Decoration following BIM project – We can confirm that the internal remedial works following the BIM project have now been completed.

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 repairs [here](#).

Gates – The outstanding gate repairs are scheduled to be fixed on 1 August.

Please continue to report any gate faults to info@orbit.org.uk.

General Reminders

Outdoor space

Please remember to respect your neighbours in shared spaces. Playing ball games can be disturbing for those who live close to communal areas. Thanks for taking the time to help everyone in your community enjoy the outdoor space.

Customer meeting

The next customer meeting will be **Tuesday 16 September 2025** between 11:00 and 13:00.

Community Mural



We are pleased to confirm the installation of a new mural at St Anne's Quarter. We've been working with a resident artist and other local organisations to develop this mural for a section of the hoarding opposite Rivolo and Lords Gardens. This will be installed next week, and we're looking forward to seeing it.

Norwich Community Hub

Don't forget that our Norwich Community Hub is 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.

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

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