



St Anne's Quarter Customer Information

Building Management Update, 19 September 2025

	In Development
	On Track
	Completed

Fire safety

Evacuation routes – We want to make sure all residents can leave their home or building safely in the unlikely event of an emergency, and we're working with the fire service on the addition of a possible new evacuation route. We want to understand if this would benefit you, so look out for a letter on this soon.

Sprinkler system – We've commissioned an expert third-party to investigate the need for a sprinkler system and give us their recommendations. We'll report back on this once we know more.

Alarms – Our partner EA-RS will be carrying out further works on the alarm system week commencing Monday 29 September.

Internal green signage – Thank you for your feedback on the new signage. This will be installed over the coming weeks. If you've got any questions about this, please email StAnnesQuarter@orbit.org.uk.

Balcony Audit – We've conducted balcony audits and will update you with further information on what is allowed and not-allowed on balconies once we know more.

Security

Parking roller shutters – Unfortunately, the partner 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 partner. This will take some time to progress, and we'll update you as soon as we can.

Anti-Social Behaviour

If you are aware of anti-social or illegal behaviour please continue to contact **101** or 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), and please provide us with addresses, dates, times, and witnesses. We need this evidence so we can take legal action.





Commercial

Accounts 2024/2025 – The 2024-2025 accounts are currently with auditors. Once they've been signed off by the auditors we will share the accounts with you. These accounts should be back from the auditors in around two weeks.

In the meantime, please email StAnnesQuarter@orbit.org.uk if you would like to receive a copy of the draft accounts.

Block signage – This has now been installed.



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 will take up to 24 months and we'll make sure we keep you updated.

Property Safety

Fallen Soffit / Scaffolding – We're in the process of scheduling a date for a 'cherry picker' vehicle to come out to St Anne's Quarter. This will be used to help us access the hard-to-reach part of the roof so we can make the necessary repairs and remove the scaffolding.

We expect the scaffolding to be removed by the end of October.

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

Pest control – Our new pest control partner, John O'Conner will add additional proofing measures to 14 air bricks, as well as increasing the number of bait boxes.

This should be completed by the end of October.



General Reminders

Balconies

We'd like to remind residents that items should not be hung from balconies, for safety reasons. This includes flags and similar items.

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.

Norwich Community Hub

Please don't forget that your Orbit Community Hub is open Monday from 12-3pm and Tuesday and Thursdays from 9:30-3pm.

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.

From Wednesday 8 October, we'll be introducing A job club at the hub every Wednesday 9:30 until 3pm and via appointments on Fridays. Please come and speak to us for more information.

Customer Meeting

Thank you to all who attended our customer meeting earlier this week. We'll share the talking points with you on the customer website over the coming days.

Keeping in Contact

Regular surgery appointments with your neighbourhood team – these will now take place on a fortnightly basis, supported by these regular newsletter updates and other customer meetings.

If you wish to make a surgery appointment or want to talk to us about anything in this update please email:

StAnnesQuarter@orbit.org.uk

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