

## **CUSTOMER Q&A for SAQ FRAEW**

### **Why are these assessments happening?**

These assessments help us understand exactly how your building's walls were built and whether anything needs to be updated to meet current safety rules.

Previous assessments did highlight some issues within certain buildings at St Anne's Quarter, so these upcoming FRAEWs are being done to understand more about the issues and create a long-term plan to remediate your building.

### **What have you found so far?**

During our initial inspections, specialist engineers looked inside different sections of the outside walls. They found some details that don't meet today's safety requirements. These issues differ between buildings, but they may include:

- Parts of the wall system that are more flammable than they should be
- Gaps where protective barriers should be
- Missing fire safety materials around windows or vents
- Materials that couldn't be fully identified

Not every building has every issue, but all findings are being fed into a central plan for St Anne's Quarter.

### **Is my home safe right now?**

Yes. As soon as we became aware of the issues, we put extra safety measures in place at St. Anne's Quarter, including an upgraded alarm system.

These measures have been reviewed by Norfolk Fire and Rescue Service, and they have confirmed that the building is safe for residents.

### **How do you know what applies to each block?**

Engineers don't need to open every single wall panel. Instead, they open carefully chosen areas across each building to understand the overall pattern.

This is the normal approach used across the country for this type of investigation.

### **Why do you need to do more checks?**

Before we can start any repair work, we need to fully understand how each wall is built. These extra checks help us:

- Finalise the design for the repair work
- Choose the right materials
- Make sure the long-term solution is safe and meets the rules

This careful planning is essential, so the repair work is done right the first time.

### **How long will the repair work take?**

Large building projects like this take time.



Once the design is complete, the work will involve:

- Finalising the technical plans
- Getting planning approval if needed
- Carrying out the repair work
- Completing inspections and sign off

We expect the full programme to take several months, and while we don't have specifics right now, we'll update you as soon as we have a plan in place.

### **Will you need to come into my home?**

During these initial assessments, we won't need to access your home.

If access is needed later, we'll give you plenty of notice and work hard to minimise disruption.

### **Who will pay for the work?**

Leaseholders are not responsible for payment of the remediation work.

Although the main contractor (ISG) went into administration in September 2024, we are still fully committed to completing the remediation and are currently working with subcontractors to understand who is responsible for the cost of these remediation works.

We are also working to secure any government funding that may be available and have applied through Homes England's Cladding Safety Scheme (CSS).

### **Do I need to tell my insurer?**

If you have your own contents insurance, it's important to let your insurer know about the external wall issues.

If you don't tell them, they might not pay out if you need to make a claim.

### **What about other concerns I may have about my home?**

If there is anything else this team can't help you with today, email [StAnnesQuarter@orbit.org.uk](mailto:StAnnesQuarter@orbit.org.uk) and our Neighbourhood colleagues will support you.