

Dear Residents & Leaseholders

We hope that you are keeping safe and well. It's been a busy time at Bickenhall Mansions and we would like to update you on:

Residents Workshop Feedback

Matters affecting Leaseholders

Helping to keep Bickenhall Street clean and tidy

RESIDENTS WORKSHOP – 23rd March 2021

Due to current social distancing restrictions our Residents Workshop was moved from the Management Office to online and we welcomed a number of residents to a Zoom meeting. Some items raised were very specific to individual owners but we have summarised here the key discussions of wider relevance to most.

Major Refurbishment Project - Progress

Matthew Missenden, our appointed Building Surveyor, summarised progress to date in Block 7.

- Externally: Flat roof areas are now complete with 20 year guarantees for the works, lightning protection has been repaired, external walls have been cleaned and repointed, damaged chimney pots replaced and the top two levels of scaffold have been removed
- Internally: 1st fix electrical works are complete and ceilings installed. Panelling and new flat entrance doors have commenced installation. Intercom replacement works will begin shortly.
- Entrance works will commence once most of the scaffold has been removed.
- Costs are in line with the budgets and completion for block 7 is due late Spring.

We would like to thank the Residents for their patience and understanding during periods of noisy works. Collins will continue to communicate with Residents in block 7 on monthly progress and upcoming matters that may affect

them. When the internal and external works are complete, we look forward to unveiling the block to all.

Major Refurbishment Project – Funding

Based on the current rate of major works funds collection, it was advised that there may be a shortfall preventing us from starting Phase 2 (Block 1-6 & Block 8 External Works) immediately after completion of Phase 1 (Block 7 External Works & All Block Internal Works). Options are being explored to overcome this (without increasing service charge/major works fund charges) and we will report back.

Replacement Doors – Payment Mechanism

The Board were asked to remind all of the process of payment for the flat entrance doors. As the doors are demised to leaseholders they cannot be directly funded via the major works fund hence the following solution.

- As a guide, the average cost of the new fire rated doorset is £3,200. This includes the door, frame, closing mechanism, any glass at the top or to the side, ironmongery, letter box, door number, two locks, three sets of keys, VAT and fees. However, the individual charge will be calculated as follows:
 - The total cost of all the doors will be shared on a pro-rata basis according to your service charge %. This is your **pro-rata door credit** and will appear as a credit note on your service charge account.
 - An invoice from BMML will charge you for the **actual cost** of your individual door set (each door set is slightly different; some penthouses have double leaf, others have a glazed section above etc).
 - Those paying smaller service charge proportions may find the actual cost of their new door exceeds their pro-rata door credit in which case there will be an additional sum to pay.
 - If the actual cost of the new door is less than the pro-rata door credit, then the credit balance will appear on your account and will be offset against the first subsequent service charge demand.
 - Payment for the door sets will not be expected until the end of Phase 1 works (forecasted to be within the service charge demands in June 2022 for 2022/23 service charge year)
- As we have done with Block 7, more detailed correspondence on the doors will be issued ahead of the scheduled works.

Cleaning Materials Used in Common Parts

A Resident queried if the air fresheners used in communal parts contained carcinogens. This was subsequently checked and we can confirm that they do not.

North Block- Roof Repairs

The scaffold erected to the north block is to deal with serious water ingress in various locations which has been affecting a number of apartments. Essential emergency works were undertaken and the scaffold remains in place for a further period to ensure that no water ingress occurs during further downpours.

Internet Cabling – Block 7 and future blocks

We can now respond to queries that were raised at the meeting and confirm

- Hyperoptic: Existing external cables and service will remain at present and the service will not be disrupted
- New fibre optic infrastructure will provide 4 fibre cables to each flat; 1 for communal satellite, 3 for high speed internet providers
- In the future, residents will be encouraged to connect to this system to allow existing external cabling to be removed
- We will engage with Hyperoptic and others (eg: Community Fibre, G-Network) to connect to the new infrastructure.

The next Residents Workshop will be held on Zoom on 22nd June 2021. For joining instructions, please email tim.josh@encoreestates.co.uk

OTHER MATTERS

Security/Tailgating

We continue to experience problems with tailgating. Just recently a perpetrator specifically targeted a delivery driver before proceeding to steal the high value packages that had just been delivered to a Residents door. Please be vigilant and if you have concerns, alert our security team.

Sub-letting/Letting Agencies

We would like to remind all leaseholders of the provisions within your lease for subletting. Short lets, Airbnb and the like are not allowed and we have encountered a number of difficulties with flats that have been let under such agreements. This has caused considerable inconvenience and distress to other apartment owners and the on-site staff. For those who do let their apartments in accordance

with the terms of their lease, please ensure that you use a reputable letting agency – see Encore letter 3rd March.

Undertaking works to your Property?

Should you wish to undertake works to your property note that you must apply for a 'Licence to Alter'. There are various types of Licences available to cover all types of works. Full details are available on our intranet page www.bickenhallmansions.co.uk.

Keeping Bickenhall Street Clean & Tidy

We have been liaising with Westminster Council regarding the litter and debris on Bickenhall Street. They have asked us to photograph the street whenever it is littered or dirty so that they can build a clearer picture as to when most of the litter is being generated, what time of the day/night it is worse etc.

We are asking all Residents to help us report this.

Please email photos to
fiona.corcoran@bickenhallmansions.co.uk

and simply note in the email subject heading the date and time the photos were taken. No need to write or add anything else. We will coordinate this information and liaise with Westminster Council.

Thank you in advance!

Mailchimp

A reminder that our Building Manager, Mike McRoberts, has introduced a Resident Notification system via Mailchimp. This relates to building operational issues that may affect you eg: loss of services, maintenance and enables Mike to quickly notify residents. To subscribe, visit:

<http://eepurl.com/hikRpD>

You can unsubscribe at any point. Please note that this will not replace any official communication from Encore relating to legal/financial matters.