

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:

- Feedback from the Residents Workshop**
- Refurbishment Progress**
- Other Matters affecting Leaseholders & Residents**

RESIDENTS WORKSHOP – 22nd June 2021

For the time being, our Residents Workshop remains online and we welcomed a number of residents. Some items raised were very specific to individual owners to whom we will revert individually but we have summarised here the key discussions of wider relevance to most.

Major Refurbishment Project – Site Progress

We welcomed Chris Stansell, Managing Director of Earl Kendrick Associates (our appointed Building Surveyors) who replaces Matthew Missenden. He summarised progress to date in Block 7 (commentary has been updated to reflect further progress since the meeting where applicable)

- Externally: Scaffolding to the side elevation has been removed. Scaffolding to the lightwell remains whilst works stopcocks are finalized. Steps and external doors are complete, external lighting almost complete.
- Internally: At upper floors the joinery, ceilings, final decorations and carpet are complete and the contractor is progressing down to ground floor. Outstanding works are generally located within the entrance lobby area.
- New flat entrance doors are complete and intercom handsets installed.
- 'Practical Completion' should be achieved in the next few weeks. Beyond this there will remain a period for 'snagging' of the works but this should be relatively non-intrusive for Residents with much reduced numbers of site operatives.

Major Refurbishment Project – Resident Impact

We were joined on the call by some Residents of Block 7. It was evident that the impacts of the refurbishment works have affected some more than others (namely those at lower ground and ground floors – greater loss of light, increased contractor personnel footfall etc).

As a reminder, Block 7 is the only Block that is undergoing both internal and external works at the same time so inevitably the impacts of construction works have been greater felt.

The Board have collated feedback already received from Block 7 residents and, along with the Contractors own experiences, will use this to ensure that further works proceeds as smoothly as possible. We would like to thank Residents for their patience and cooperation.

Major Refurbishment Project – Block Sequencing & Programme

Having now almost completed Block 7, we are looking in more detail at the programme for subsequent blocks and incorporating lessons learnt from the on-site challenges.

Our target completion for the internal works package remains as before but there remain a number of challenges that we have experienced in Block 7. Covid and Brexit have led to longer procurement periods, significant material shortages and restricted availability of labour. The current 'pingdemic' is also having an impact – Contractors and Sub-Contractors simply cannot work from home.

The Contractor is doing their best to mitigate these impacts and to resequence works where possible. There is also a benefit to accelerating some works outside of the block-by-block approach. The fire alarm works within communal parts is one such example and these will commence shortly on a site wide approach.

Current Targeted dates are as follows:

<i>Scope</i>	<i>Start</i>	<i>Finish</i>
<i>Block 7 Externals & Internal</i>	<i>Due to complete in approx. 3 weeks</i>	
<i>Block 5 Internals</i>	<i>Commenced July 2021</i>	<i>Dec 2021</i>
<i>Block 3 Internals</i>	<i>Sept/Oct 2021</i>	<i>Early Spring 2022</i>
<i>Block 8 Internals</i>	<i>End 2021</i>	<i>Summer 2022</i>
<i>Block 6 Internals</i>	<i>Early 2022</i>	<i>Summer 2022</i>
<i>Block 2 Internals</i>	<i>Late Spring 2022</i>	<i>Late Autumn 2022</i>
<i>Block 4 Internals</i>	<i>Summer 2022</i>	<i>End of 2022</i>

Each block will be communicated with in further detail as their commencement date approaches.

Major Refurbishment Project – Other

- It was noted that maintenance contracts, warranties etc will be in place for the works undertaken and there will be a formal handover of these from EKA to Encore.
- Once works are complete, Residents will be advised of any changes/opportunities that arise from the works (eg: other IT providers)

BICKENHALL STREET - LITTER

After months of liaising with Westminster Council, we have some good news to report regarding the fast food litter problems that we have been experiencing. McDonalds have agreed to hourly litter patrols of Bickenhall Street and KFC have agreed to two hourly litter patrols. We have noticed a significant improvement and will continue to monitor the situation.

REMINDERS FOR RESIDENTS/LEASEHOLDERS

Bike Racks

These can only be used if you have notified the Building Manager and are paying the appropriate rental fee of £120 per bicycle per annum (under cover) or £80 per bicycle (uncovered). Bikes that have been attached and are not paying the fee will be removed.

Need Extra Storage Space?

Vaults can be rented for £600 per annum (reducing to £300 per annum for any additional vaults rented).

Pets

Under the terms of the lease, we remind you that new pets are not allowed within Bickenhall Mansions.

Sub-letting/Letting Agencies

Short lets, Airbnb and the like are not allowed under the provisions of your lease 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.

Mailchimp

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.

Undertaking works to your Property?

Should you wish to undertake any works to your property you must obtain formal consent and apply for a 'Licence to Alter'. There are various types of Licenses available to cover all types of works, even simple decoration works.

Unfortunately there have been recent instances where leaseholders have undertaken works without consents in place. This has resulted in abortive works and additional costs to leaseholders.

Full details are available on our intranet page www.bickenhallmansions.co.uk. Please do speak to our Building Manager before commencing any works.

The next Residents Workshop will be held on Zoom on 15th September 2021 at 5.30pm. For joining instructions, please email tim.josh@encoreestates.co.uk