

Dear Residents & Leaseholders

We hope that you are keeping safe and well. It's been a busy time at Bickenhall Mansions; internal refurbishment works are all but complete in Block 5, Block 3 is progressing well and works have commenced in the North blocks.

In this 1st BMML/BFL Newsletter of 2022 we will update you on the most recent Residents Forum, Refurbishment Progress and Other Matters affecting Leaseholders & Residents.

BMML/BFL Boards

UPDATE FROM THE RESIDENTS FORUM - 16th March 2022

As a reminder to all Residents and Leaseholders, we hold quarterly forums to which you are all invited. The Building Manager and Directors are available to answer any of your questions and discuss relevant matters. These forums have proved very successful, ensuring constant and regular dialogue between the Board and Leaseholders/Freeholders/Residents.

Major Refurbishment Project – Site Progress

We welcomed Chris Stansell, Managing Director of Earl Kendrick Associates (our appointed Building Surveyors) who summarised progress to date.

- Snagging works are commencing in block 5
- Block 3 panelling is almost complete on upper floors and flat doors are being installed
- Flat doors for block 8 are due end of March
- A 'soft start' has commenced in areas of block 6 with ceiling grid works

- Areas of Block 2 are being used to store materials but it was noted that this has had some detrimental impacts within the block. Our Contract Administrator will be liaising with the Contractor and our Building Manager to implement more stringent checks on these issues.

Forecasted cashflow from the Major Works Fund indicates that the external works can commence on completion of the internal works, preventing further dilapidation and maintaining momentum on site. Proposals on how these works will be phased are now being considered in more detail and will be shared with lessees in due course. Works will also be subject to a Section 20 Consultation process.

Programme

There remain a number of industry wide challenges as a result of Covid and Brexit (longer procurement periods, significant material shortages and restricted availability of labour). Deliveries are impacted by increased fuel costs and materials production is affected by rising energy costs.

All Phase 1 works were tendered and are therefore fixed prices as at 2019. Nonetheless these issues do put pressure on the programme. Despite some areas of slippage, the general outline programme remains on track and the Contractor is doing their best to mitigate these.

The next Residents Forum will be held on 21st June 5.30-6.30pm. For joining instructions, please email 2 days prior to tim.josh@encoreestates.co.uk

Current Targeted dates are as follows:

<i>Phase 1 Scope</i>	<i>Start</i>	<i>Finish</i>
<i>Block 7 Externals & Internal</i>	<i>Completed July 2021</i>	
<i>Block 5 Internals</i>	<i>July 2021</i>	<i>End March 2022</i>
<i>Block 3 Internals</i>	<i>Sept/Oct 2021</i>	<i>Late Spring 2022</i>
<i>Block 8 Internals</i>	<i>End 2021</i>	<i>Summer 2022</i>
<i>Block 6 Internals</i>	<i>Spring 2022</i>	<i>Autumn 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>

As blocks on the North side are interconnected, the Contractor will endeavor to minimize these impacts by undertaking some elements of the works laterally rather than strictly on a block-by-block basis if this offers efficiencies. This includes some elements of a 'soft start' in Block 6. Each block will be written to on a monthly basis outlining anticipated works over the next 4 weeks.

External works to all blocks (except Block 7) are outside of the scope of Phase 1 above.

OPERATIONAL COSTS - CHALLENGES

The Board confirmed at the Residents Forum that that Government plans to phase out gas boilers will soon begin to impact upon us here at Bickenhall. Monies are being set aside in Reserve Fund Forecasts to enable us to find a greener solution when our current boilers meet their end of life. Current spiralling energy costs also put pressure on operational costs and we would encourage all Residents and lessees to be mindful of this in their energy usage.

At the time of writing we are negotiating our Buildings Insurance premiums. As rebuild costs continue to escalate due to labour and material shortages, increased fuel prices affecting materials

delivery, rising energy costs affecting materials production plus claims resulting from damage caused by the freak storm last summer, we will undoubtedly be facing an increase in our premium.

SECURITY

Our new Security Manager, Ahmed Youssef, joined us at Bickenhall Mansions at the beginning of March, replacing Colin King who resigned from his position at Corps Security.

Ahmed comes to us with 15 years management and supervisory experience in the security industry in both residential and corporate sectors, at one time managing a team of 35 security staff. Ahmed is also fluent in Arabic. Please do introduce yourself and give Ahmed a warm welcome to Bickenhall Mansions.

KEYS

In the interest of safety and security, lessees are asked to inform the Building Manager when their flat is likely to be unoccupied for any period longer than 14 days. All lessees are also asked to leave a set of keys at reception for emergency use in the event of a flood or other serious incident. Please ensure that a key disclaimer form is filled in and submitted to the management office. If you have recently had your flat door replaced, ensure that a current key is held to enable access.

BICKENHALL STREET – CLEANLINESS & SAFETY

BFL continue dialogue with WCC regarding street cleaning and frequency of collection of our recycling bins. There has been a noticeable improvement in the cleanliness of our street and we will continue to monitor the situation.

INTRANET/INTERNET

We continue to face ongoing legacy issues with our intranet system; it is proving difficult to maintain and is not as user-friendly as we would

like. The Boards are working together to create a new website with password protected areas that we hope will be the first port of call for Leaseholders on all matters relating to Bickenhall. Watch this space!

GENERAL REMINDERS

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 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 and issue the correct documentation which includes an Assured Shorthold Tenancy Agreement. This is as much to protect you as it is your tenants. A copy of a Notice to Sublet along with a scanned copy of the signed AST is to be submitted to the management office.

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 'License 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, resulting in abortive works and additional costs to leaseholders. Please do speak to our Building Manager before commencing any works.