



Bickenhall Properties Limited.  
«Tenant\_Alt\_Address»

1017/018

Customer  
Reference

info@bickenhallmansions.co.uk

Customer Email

0207 426 4970

Office Phone

Bickenhall Mansions

Property

26 Aug 2022

Dear Sirs

## **Bickenhall Mansions - 2 MANAGEMENT UPDATE**

Encore in association with the Bickenhall Management Office are pleased to provide a general update including actions and ongoing initiatives and we hope that this circular will also provide residents with a helpful insight into what goes on behind the scenes.

### **Building Manager – Mike McRoberts**

As residents will likely be aware Mike was recently involved in a serious vehicle accident and whilst on the road to recovery, he has been working from home. In the interim period the management office is being staffed via Encore personnel and temporary adjusted opening times are Monday morning until 1pm, Wednesday morning until 1pm and all-day Friday until 5pm.

There is good news in that Mike has made considerable progress in his recovery and he is now scheduled to return to Bickenhall Mansions on Monday 19 September. In the interim period Mike will continue to take phone calls and respond to any e-mails directed to the management office.

Management Office – **Tel: 0207 935 6575** email: [Bickenhall.Manager@encoreestates.co.uk](mailto:Bickenhall.Manager@encoreestates.co.uk)

### **The Corps – Security Manager - Ahmed Youssef**

Ahmed joined Bickenhall Mansions in his capacity as an experienced Security Manager on the 1 March 2022. The last 6 months have flown by and during this time, Ahmed has been working closely with Mike and as part of his role he has been reviewing and improving on the procedures which the Security team members operate, for the smooth running of security services across the development.

### **Vehicle Break In**

Regrettably a resident's vehicle was recently the subject of a break in whilst parked on Bickenhall Street. Security is assisting Police with their enquires and the Security Team are also reminding residents that they should please ensure that no valuables are left in vehicles when parked on the street.

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**New Web Site**

Mike and a team of Directors have been working behind the scenes to have updated and modernize the existing resident's website. The intention is to enable residents to have access to both historical and up to date and relevant information. Final adjustments are still in the process of being carried out and it is anticipated that the new website will go live in the coming weeks. Further notice is to follow!

**Flat Doorbells**

Following recent communal refurbishment works, which has included the replacement of flat front door sets. Enquires have been received in regards the arrangements for individual flat doorbells.

Owners are reminded that it is not permitted for individual flats to drill or install new doorbells and a review is currently being undertaken by BMML to identify an appropriate wireless doorbell that will be in keeping with the refurbishment works and provide uniformity across the blocks. Once the doorbell review has been concluded, we will write again to advise owners concerning how they can participate in having a wireless doorbell installed.

**Flat Door Set Installations**

Mike has been diligently contacting flat owners to book in dates for Collins the major works contractor, to attend and install new front doors. The installation process has been progressing well, with installations into blocks 3, 6 & 8 now nearing completion.

Please note that residents will only be contacted to arrange a convenient date, once doors become available from the manufacturers.

**Issue Of New Entrance Door Fobs**

As part of the arrangements for replacing the existing fob access control system, residents will be contacted by the Security Team for the purpose of arranging issue of your new fobs and prior to the new access control panels going live, A letter will be sent out providing more information, ahead of time.

**Flat to Flat Leaks**

The management office has been involved in a number of flat-to-flat leaks over recent weeks, which has regrettably been stressful for a number of affected residents. We take the opportunity to remind owners of the need to ensure that flat plumbing is inspected and kept in a well maintained condition, in order to minimize and prevent leaks into neighboring flats.

## **Management Office – Licenses & Legal Matters**

For the smooth running of Bickenhall Mansions, the management office assists to frequently administer license applications connected with subletting and flat alterations or refurbishments. Please see below a snapshot of applications dealt with over the past several weeks.

- 6 - license to assign applications (Sale of flats) have been processed with Karslakes the solicitors who represents Bickenhall Freehold Limited (BFL)
- 2 - legal indemnities have been processed for flats who have breached the terms of their lease due to earlier unauthorized alteration works.
- 30 - subletting applications or tenancy agreement renewal have been processed.

If you are considering renting out your flat or if you are due to change an existing tenancy, then please contact the management office to obtain the necessary application to sublet forms, prior to any contracts being exchanged. Owners are reminded that consent is required from BFL for any considered or change in tenancy.

- 1 - pet application has been administered.
- 1 - breach of lease has been processed with Karslakes solicitors
- License to alter applications are received on a regular basis and there are generally always works taking place to flats across various blocks. Tony Guerguis who has served Bickenhall Mansions as our building surveyor for many years, is now stepping back and moving forward all new applications are being handled by newly appointed surveyors, Earl Kendrick.

We would like to take the opportunity to thank Tony Guerguis for his years servicing Bickenhall Mansions and wish him all the best for the future.

If owners are considering any works, no matter how minor please contact the office first to ensure that you obtain the appropriate consent prior to works commencing.

## **Who to Contact?**

In the event you wish to raise or report any issues concerning Bickenhall Mansions, in the first instance please make contact with your Building Manager Mike McRoberts. Mike will do his upmost to swiftly address any matters falling within his remit and where necessary he can assist to escalate to other parties as may be necessary.

Management Office – **Tel: 0207 935 6575**

email: [Bickenhall.Manager@encoreestates.co.uk](mailto:Bickenhall.Manager@encoreestates.co.uk)

**Encore**

Encore have served as Bickenhall Mansions managing agents since late 2018 and Tim Josh is Encore's designated Estate Manager. Should you hold any queries or wish to discuss any matters relating to Bickenhall Mansions his contact details are as follows: -

Encore – **Tel: 0207 426 7970**

email: [tim.josh@encoregroup.co.uk](mailto:tim.josh@encoregroup.co.uk)

Yours faithfully

Tim Josh MIRPM AssocRICS

Estate Manager

On behalf of the Managing Agent, Bickenhall Mansions