

Bickenhal Mansions

Residents Handbook

BICKENHAL MANSIONS
205 - 234

INTRODUCTION

Bickenhall Mansions is a Victorian era Mansion Block situated in the heart of Marylebone, W1. The buildings were built in 1869 and are characterized by its red exterior and tall gables. The building consists of 223 flats plus the Management Office at 24A and B. The apartments are split across seven blocks (2 to 7 inclusive).

This handbook has been produced to provide assistance and guidance to all Leaseholders and Residents of Bickenhall Mansions. Our aim is to ensure that the development is run in the most efficient and economic manner and to provide a comfortable and enjoyable environment for all residents.

This guide provides information on general matters and summarises the obligations of the Leaseholders and Residents under the terms of the Leases issued by BFL to Leaseholders. We hope that this will assist with general queries that Residents may have in relation to the building however, we have also included the management contact details in this guide for your information.

BICKENHALL FREEHOLD LIMITED

Bickenhall Freehold Limited (BFL) is governed by a Board of Directors who are responsible for managing the real estate owned by BFL which includes three apartments owned via Bickenhall Properties Limited (BPL), the land which is demised to the Freehold title and the adjacent commercial premises which rent and use BFL property. BFL also actively takes a role in ensuring its rules and regulations are constantly reviewed and monitored and in-line with industry and market best practice. BFL delegates the management of its own real estate assets and those of Leaseholders to its appointed subsidiary, Bickenhall Mansions Management Limited (BMML). BMML is a Resident's Management Company and its role is to collect the service charges as determined by each leaseholder's lease and maintain the buildings/estate.

BICKENHALL MANSIONS MANAGEMENT LIMITED

Bickenhall Mansions Management Limited (BMML) is governed by a Board of Directors who are responsible for managing the Bickenhall Mansions building in the best interests of Leaseholders and BFL. The Board of Directors are also Leaseholders who are responsible for the day to day running of the building, this includes the employment of a Managing Agent and Building Manager to oversee the operation of BMML.

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CONTACT DETAILS

How is Bickenhall Mansions managed?

Encore has been appointed by the management company, Bickenhall Mansions Management Limited (BMML), to act on its behalf to manage the service charge, the building common parts and communal services.

There is a team of people involved in the management of Bickenhall Mansions. The team consists of people at Encore and the site-based Building Manager (BMML) in the Management Office.

<i>I want to...</i>	<i>Who to contact</i>	<i>How to contact</i>
<ul style="list-style-type: none">Report a fault/repair (communal matters only, not repairs inside your property)Contact the Building Manager (site-based)General enquiry	Building Manager (BMML site-based)	Email: info@bickenhallmansions.co.uk Phone: 020 7935 3227 In person: Management office (Open 09:00 to 17:00 Monday to Friday not inc. Bank Holidays).
<ul style="list-style-type: none">Out-of-hours emergency	Site-based Security	Phone: 020 7935 6575
<ul style="list-style-type: none">Security, parcels, key holding, access to vaults	Site-based Security	Email: security@bickenhallmansions.co.uk Phone: 020 7935 6575 In person: Security desk
<ul style="list-style-type: none">Update my personal details	Encore	Website: www.encoreestates.co.uk/help
<ul style="list-style-type: none">Contact the Estate Manager (Encore London)	Encore	Email: info@encoreestates.co.uk Phone: 020 7426 4970 (option 1)
<ul style="list-style-type: none">A query about your service charge account or payment	Encore Accounts	Email: service.charge@encoreestates.co.uk Phone: 020 7426 4970 (option 2)
<ul style="list-style-type: none">Request a consent (eg. Licence to Alter or Application to Sublet)	Building Manager (BMML site-based)	Email: info@bickenhallmansions.co.uk Phone: 020 7935 3227 In person: Management office (Open 09:00 to 17:00 Monday to Friday not inc. Bank Holidays).
<ul style="list-style-type: none">Sell my property/request LPE1	Encore Legal	Website: www.encoreestates.co.uk/help

Emergencies

If there is an emergency in a communal area of the development, please call the on-site security team on the details above.

Dear Owner

The Bickenhall Mansions Management team would like to take this opportunity to formally welcome you to Bickenhall Mansions. We trust you are settling in well and hope you will enjoy your new apartment.

We are writing to introduce you to Bickenhall Mansions Management Limited, the Residents' management company, of which you are a shareholder. Below is some basic information on how Bickenhall Mansions operates.

Residents Website

There is a Bickenhall Mansions website for residents which you can access by going to:

www.bickenhallmansions.co.uk

To see pages or documents accessible by leaseholders and/or shareholders only please register an account. Once approved you will have visibility of the restricted pages and documents.

Important documents are also attached, which should be kept in a safe place.

House Rules

Bickenhall Mansions has house rules that are included for your information. It is important that residents are neighbourly and considerate. The house rules are written in line with the Lease and provide guidelines about acceptable behaviours and day-to-day operations, such as rubbish collection, security, noise etc.

If you are a landlord and are sub-letting your apartment, please ensure you make an application to sublet your property via the form at the back of this document. Please also ensure that your tenants are provided with a copy of our house rules.

Insurance

The buildings insurance can only cover 'insurable interest'. Bickenhall Mansions has insurable interest in the continued existence of the building and basic standard kitchens and bathrooms which would be equivalent to what apartments came with, when originally built. This means that the buildings insurance covers the cost of repairing the fabric of the building including fixtures, fittings and structures up to the modern-day equivalent of what would have been included with the original building.

The building insurance cannot extend to tenant's improvements or contents within individual apartments because Bickenhall Mansions would not suffer any loss if damage should occur to tenant's improvements or contents within apartments.

Due to 'insurable interest', if there were to be damage caused to your apartment from another apartment, e.g. water damage from a leaking pipe. Your own insurance will need to be called upon to compensate you. Your insurance company may seek to recover any losses from either a negligent builder or neighbour that caused the damage. The building insurance can only cover damage caused from issues that are traced back to a fault in common parts and outside of the demise of individual apartments.

To avoid gaps in your insurance cover, if your apartment has been renovated, please consider your own tenants improvements insurance. Residents should also consider arranging for their own contents insurance and sub tenants should be advised that it's important for them to have contents insurance too.

If you are sub-letting your apartment, you will also need Landlord's insurance.

Service charge

The service charge is collected on behalf of all lessees to maintain and manage the common areas of Bickenhall Mansions, this includes the roofs, exterior elevations, interior lifts, stairs, corridors, buildings insurance, cleaners, security, etc. The service charge does not however cover any expenses for your individual apartment. Please make sure that you have your own adequate insurance cover (see above).

The service charge year runs from 26 March to 25 March each year and is due every six months (on 24 June and 25 December). We prefer to receive payment by BACS or IBAN.

Bank Account for Service Charge

The Bickenhall Mansions service charge bank account is a client trust account with Barclays. The details are included on the service charge demand and are as follows:

Account Name: EEML Bickenhall Mansions Client A/c

Account Number: 03223949

Sort code: 20 17 22

Or IBAN: GB91BUKB20172203223949

Please use the Reference number, found on the service charge invoice, as your reference when making payment.

Managing Agent - Encore

Bickenhall Mansions Management Limited have appointed Encore to manage on its behalf the building's day to day affairs, including management of the service charge, the building common parts and communal services.

Service charge arrears

If service charge arrears are allowed to mount up, it is not possible to maintain and manage the buildings. Bickenhall Mansions Management are not debt collectors and we want to spend our time looking after the building rather than chasing unpaid service charges. We therefore send one reminder following the service charge demand going out; if payment is still not received, interest is charged and soon after, solicitors are instructed to start proceedings (with additional charges).

All reminder charges and legal fees are charged to individual lessees. It is therefore in your best interests, and fair to your neighbours/other lessees, that all lessees pay their service charge promptly.

Section 20 Notice for Works

We have a rolling maintenance programme that covers the maintenance and repair of all the external elevations and other works to the building. When major works are due, according to the Landlord and Tenant Act 1985, we are required to run a full Section 20 Consultation process. Please visit the Bickenhall website for an update on current projects.

Major works are not undertaken until the company is satisfied that they are affordable and until all the funds are collected via the service charge.

Annual General Meetings (AGMs)

The Freehold and Management Company Annual General Meetings are usually held in November and all shareholders will be notified in advance and invited.

Welcome to Bickenhall Mansions and do please contact the Management Office if you need any Bickenhall Mansions related information or advice in the future.

Yours sincerely,

The Boards of BFL & BMML

Bickenhall Mansions

House Rules Updated: January 2022

This document has been drawn up by Bickenhall Freehold Ltd (BFL) and Bickenhall Mansions Management Ltd (BMML). It is based on the terms of the lease which aim to keep Bickenhall Mansions a pleasant place to live: all residents must respect the rights of others living in the blocks. Leaseholders are responsible for ensuring that their tenants, visitors, cleaners and trades people are aware of the rules.

Service Charges

All lessees are required to pay their service charges and ground rent (if applicable) promptly to avoid BMML having to impose interest charges for late payment and take legal action for non-payment, the cost of which will be added to the debt.

Access and Key Holding

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 asked to leave a set of keys at reception for emergency use in the event of a flood or other serious incident. Whilst strict security and signing in and out precautions are taken to safeguard keys left with Reception, there is a key disclaimer form to fill in as Bickenhall Mansions does not take any responsibility if the keys are mislaid. If we hold your keys please ensure that you have submitted your disclaimer form to the management office.

Damage to the apartment door, in the event of the emergency services having to break in during an emergency, can be limited when access is immediately available and this consequently reduces the amount of insurance claims. It is everyone's responsibility to mitigate damage and failure to allow access in an emergency could give rise to a claim upon the leaseholder under the insurance policy.

Access Control / Fobs

The entrance doors to each block is controlled via an access control system managed via the management office. Access to these doors is via an access fob that is held up to the reader on the intercom panel next to the entrance door. Replacement or additional fobs can be obtained via the management office. Fobs are priced at £10 per fob for leaseholders and £40 per fob for tenants. Note that payment must be made via bank transfer only, we do not accept cash or cheques. Full details can be obtained via the management office.

Repairs, Alterations and Decorations

Your apartment is in a multi-residential building and so whatever you do in your apartment has a knock on effect to other apartments and the communal areas. The Building Manager must therefore be contacted if you wish to carry out any repairs, redecorations or alterations within your apartment. All redecorations, repairs or alterations require formal consent from BMML/BFL, in order to maintain the integrity of the building. Full details are available in the current Landlord's Regulations for works which is available from the management team and on the website www.bickenhallmansions.co.uk or by contacting the building manager at info@bickenhallmansions.co.uk

Please note that consent is required for any kind of works in your flat, no matter how minor. Please do not presume that consent is only required for major works or alterations to the layout of the flat. That is not the case. If you are unsure, please contact the Building Manager who can advise on the level of permit or licence required.

NB: All electrical work must be certified by an NICEIC electrician and a gas safe registered engineer.

A copy of the Building Regulations and the Licence to Alter application form can be found in Appendix X

Bicycle storage

Bicycle racks are available on a first come first served basis. The bicycle racks can be hired for an annual fee of £120.00 for under cover racks and £80.00 for uncovered racks (the charge will be invoiced to you separately from your service charge). Tenants will have to provide their own bicycle lock to affix to the rack. Please contact the management office for procedures should you wish to hire a bicycle rack and to check if there are currently any racks free to rent. Please note that the management company cannot be held responsible for any loss or damage to bikes.

Balconies

The balconies are to be kept clear at all times, it is a breach of your lease to store bicycles, storage units, clothes dryers, or any other item there. Please contact the management office for procedures should you wish to hire a storage vault for an annual fee of £600. It is not permitted to hang laundry out of the windows or on railings, this is also a breach of your lease. Lessees with surface water drainage on balconies are responsible for ensuring that the water drainage exits are not blocked and to regularly maintain their balconies: this should be checked monthly. This is to avoid flooding/damp problems to properties below.

Terraces on top floor flats have drains usually in the centre of the terrace. It is essential that these are maintained regularly to allow free flow of rainwater. Failure to maintain your drains will allow debris to build up and block the escape of water. Due to the Victorian construction of the buildings this will cause water levels to rise above the level of the lead flashing and flood apartments below yours. It is therefore essential for residents to regularly inspect and clean terraces and drains within your demise throughout the year.

Bathrooms/Kitchens

The major cause of leaks in blocks is unsealed sinks, baths and showers. Lessees should ensure that all baths, showers and sinks are kept properly sealed and properly insulated, please ensure you carry out regular checks to all bathrooms, en-suite and other wet rooms. Sub tenants must be advised to notify you directly if they see any water damage/mould appearing so that action can be taken prior to large issues occurring. Please note that we have included a guide to water leaks in this handbook for all residents' information.

Car Park

The parking bays in the car park belong to individual leaseholders and the management office and security cannot give authority for anyone to park in these bays. Parking may be allowed for short periods (30 mins max) only to allow the loading or unloading of goods. In these circumstances the vehicle must be always attended and removed from site as soon as the job is complete. Any unauthorised vehicles found in the car park will be removed from site.

Concierge/Security

Bickenhall Mansions maintains a high standard of security with 24 hour door cover, wide-ranging CCTV security camera and a video door entry system. Residents are expected to play their part in maintaining this high standard of security at all times. The concierge team are available 24 hours a day: however, their roles and responsibility are limited to securing the building, allowing access to visitors and being the first port of call for urgent issues.

When entering and exiting the building, please ensure that you do not let other people into the building behind you. It is not permitted for doors to be propped open or left on the latch as this seriously jeopardises security.

Do not open the door to anybody who buzzes the entry phone unless you are sure of the caller's identity. Do not allow access to anyone who asks for someone else's apartment.

Please note that the main purpose of the CCTV systems at Bickenhall Mansions are for recording incidents for evidential purposes.

Contact details

It's important that we have your correct contact details and those of anyone else responsible for the management of your apartment, so please can you contact the office if you think we may not have your correct details or a copy of the contact sheet can be found on our website or available on request from the Management Office.

Deliveries

Security staff are not authorised to accept recorded letter deliveries although they will accept small packages provided prior notice has been given. We will not accept large deliveries, due to not having the capacity storage space at reception. Bickenhall Mansions and the Security staff do not accept responsibility for loss or damage of letter and packages left with them. It is the owners/tenant's responsibility to receive these goods.

Delivery and removal of household furniture and other bulky items (including moving in and out)

Delivery or removal of furniture is only to be made when there is no likelihood of disturbance to other residents, i.e. between the hours of 9am and 5pm Monday to Friday.

Lift protection screens are available via Security (free of charge). These need to be booked for installation so please organise at the same time as booking your removal firm.

Security can also arrange for override of the entrance doors to allow them to remain open for easy access to the block. Please do not prop the doors open yourself, speak to security.

Any damage to the entrance halls, stairways, the building or other common parts is the lessee's responsibility and the cost of the repairs will be charged accordingly

Drains

Old mansion blocks are prone to issues with drains, but it is imperative that lessees take responsibility for ensuring that their internal pipes are kept free from blockages by ensuring that no fats, oils, foodstuffs, etc., are poured down sinks and that pipes are flushed regularly and a sink un-blocker used.

Please note that the drainage pipes that exclusively serve your flat are the lessee's responsibility. This means the pipes that go from your flat up to the point it joins onto the vertical stack pipes. For Penthouse flats this also includes the vertical stack up to the point it reaches the waste pipes from the flat below. The landlord (BMML) will from time to time request access for balcony inspections to ensure lease compliance.

Estate Agent Viewings

All viewings by Estate Agents should be completed by 5pm. Permission must be granted via the management office should viewings be necessary after 5pm, the Estate Agent must obtain a set of keys and fob for the main entrance door from their client, so that the normal security arrangements for the building are not hindered or interrupted.

Fire Escapes

Residents are not permitted to leave refuse, doormats, bikes, shoes, plants, furniture, prams or any other items in the lobbies, stairways, basements or any other communal area as these areas must be kept clear of obstructions at all times and hazard free. These routes form the only escape in case of fire. This applies to owners, tenants, visitors and trades people. This also includes items left directly outside your own flat door such as doormats, shoes, etc.

Lessees/tenants must ensure that everyone in the apartment refers to the fire safety notices in the entrance lobbies and hallways. In the event of hearing the fire alarm you should evacuate immediately and call the Fire Brigade on 999

The communal doors, where marked, are fire doors and must not be propped open for any reason.

Heating

The building has a communal heating system that supplies hot water for heating purposes throughout both the communal areas and the flats. The heating system is on all year round apart from the summer months when it is shut down to allow for essential servicing and maintenance of the heating plant equipment.

Please note that communal heating provided by Bickenhall Mansions is for background heating only. It does not offer, nor is it intended for full heating provision. If the communal heating is not sufficient for your flat, owners are advised to install their own heating to supplement the background heating.

Works of this nature will require permission via a Licence for Alteration.

Rubbish Disposal

Black sacks are available from the concierge and all rubbish should be put into sacks, ensuring no leaks.

During the following times only you may leave two sacks for disposal by the rubbish collector:

Mornings: rubbish to be left outside the apartment door: 7.00 am to 9.00 am (what about weekends?)

No rubbish should be left out at any other times. If you are too late to leave your rubbish out by 9am then leave the bag inside your flat until the following day. All rubbish must be disposed of carefully to ensure that carpets are not damaged. Rubbish may be disposed of at other times by taking the rubbish to the bin area at the entrance to the rear of the South Block: please ask the duty security for directions and gate release: please do not throw over the railings or leave in the street.

Blue recycling sacks are also available from the security desk and these may also be left out with general rubbish at the same times as above or taken to the bin area. Please ensure that all boxes are flat packed before being left out for recycling.

Larger items can be removed by contacting Westminster Council: Telephone: 020 7641 2000, Website: <https://www.westminster.gov.uk/residential-bulky-waste>.

Sub-letting/Rented Apartments

Some of the contents in this handbook apply only to the lessees. Nonetheless, there is a great deal that applies to residents generally and non-lessees therefore are urged to note the sections that apply to them

It is the duty of the lessee to ensure that all non lessees, tenants and visitors are made aware of the contents in this handbook.

The lease contains certain provisions pertaining to sub-letting, i.e. there should be absolutely no short lets (anything less than 6 months) and flats should be let to a single family occupation only. Flats may not be let to groups of students, housemates, etc.

Furthermore, all let's should be subject to an Assured Shorthold Tenancy agreement (AST), which complies with the conditions of the apartment owner's lease. A copy of the AST, plus contact details of the tenants, should be given to the BMML management team at 24a Bickenhall Mansions or emailed to info@bickehallmansions.co.uk prior to the start of the agreement so that contact details can be securely logged (following Data Protection Procedures) and proper security maintained regarding the activation of the relevant key fobs. A minimum of a six-month break clause is allowed in the AST.

Airbnb, Bookings.com, Veeve and other holiday lets are strictly prohibited.

All sub-lets are subject to an Application to Sublet that must be provided to the office prior to any new tenants moving in. Please contact the Building Manager for further details. Consent must be granted by BFL before any contracts are exchanged.

Note that in the case of suspected short letting the building management reserves the right to use the access control system and CCTV footage to compile evidence against short letting or other breaches of lease.

Smoking

Smoking is not permitted in any of the common parts, including the garden. This is to prevent accumulation of cigarette butts just outside the front doors which is unsightly. Residents/guests are requested not to smoke outside the front doors in consideration of others.

Stop Cocks/Valves

Residents if away for an extended period, are requested to turn their water off at the stopcock to minimise flooding risk. Stopcocks are located on your balcony or in the event of your flat having no balcony are usually outside one of the flat windows on the inner light-well. Find out where your valves are in case you need to access them in an emergency.

Please note that the stopcocks are the lessee's responsibility. Each flat has 5 valves (cold water, hot water flow, hot water return, heating flow, heating return). All lessees are advised to fit additional valves within the flat that are easily accessible in case of a flood or leak.

Non-return valves and individual stop valves must be fitted on all pipes.

Storage Vaults for Rent

The Freeholder BFL retains a number of storage vaults located at basement level which can be rented by residents for the purposes of additional storage. Please speak with the Building Manager who will confirm which vaults are available.

Vaults are available to rent for £600 per annum or £300 for a second or subsequent vault.

TV Antennas / Satellite Dishes

The building has been fitted with a communal TV system that comprises both antennas for terrestrial TV signals and dishes for satellite TV. It is not permitted to install your own antennas or dishes as per the terms and conditions of your lease and instead your TV service must be connected to the communal antenna or dish. This can be arranged via the Management Office.

Incidents

We log all incidents, so please ensure that you let us know of any issues at the management office, the procedures are also found on the Bickenhall website.

We also have a complaints procedure which can be found on our website: www.bickenhallmansions.co.uk

We expect everyone within the buildings to act in a respectful fashion to each other and any form of abuse, rudeness, aggression, etc, be that from a leaseholder, contractor, sub tenant, or anyone else, will not be tolerated.

Insurance

The insurance within the service charge covers: buildings insurance, terrorism attack, engineering (lifts and plant), directors' and officer's insurance and professional indemnity for BMML. It does not cover the contents of the apartments: the insurance of the contents of each apartment, including tenant's improvements, third party liability and damage to other lessees' property and contents, is the responsibility of each individual lessee.

All building insurance claims will be reviewed carefully by BMML: the more claims that are made, the higher the insurance premium and therefore the higher the service charge.

Lessees who sub-let their apartments must also take out their own Landlord's insurance and advise their tenants to take out contents insurance.

Intercoms

Each block has an intercom panel next to the entrance door to allow visitors, delivery drivers, etc. to contact you. Each flat has an intercom handset to allow you to answer the door if you have a caller and to remotely open the door to your visitor.

Legionella

We regularly test the water in the communal heating/hot water system, top up inhibitors and disinfect communal tanks, however, with more and more showers and toilets not being used in the building, especially when apartments are left unattended for long periods of time, stagnant water in showers will encourage bacteria whilst stagnant water in toilets will cause a smell, therefore, please ensure you flush toilets and showers by running the shower on the hottest setting prior to use.

Maintenance

Maintenance of the common parts is covered by the service charges.

On occasion, where there has been a leak, the management team may arrange a contractor to undertake an

investigation to find out the cause of the leak, they will ascertain if the damage is to be reported through the building insurance or whether works can be carried out by a contractor without having to make a claim on the building insurance.

Nuisance

Living in a multi-residential building places upon all residents the need for consideration and co-operation with neighbours. Please note that it is the responsibility of all residents to consider the effect of their actions and to act in such a way that their personal lifestyle has the least impact on other residents.

Noise

It is important that residents do their utmost to minimise the noise being transmitted by them, especially at night when noise carries more easily. **No noise must be made that can be heard outside of your apartment at any time.** Your lease also prohibits any loud noise to be made in the apartments between 2300 and 0800. Building work is strictly limited to 0900 to 1700 Monday to Friday (except for in emergencies, when the Security team should be notified). However, noisy works (use of power tools, etc.) are limited to the hours of 1000 to 1600 Monday to Friday only.

Should, at any time, a resident be concerned about noise, then they should contact the Building Manager in the first instance or Security if out of hours. Following intervention by the Building Manager, if the resident believes further immediate action is necessary then they should contact Westminster Council noise control on 020 7641 2000 and register their complaint.

Residents Notifications

We have an email service via Mailchimp to keep you informed of important building operational issues that may directly affect you as a resident, such as loss of services, changes to services, routine maintenance, etc. It will allow our Building Manager, Mike McRoberts, to quickly and directly notify you of such matters. This will reduce the number of letter drops and be more efficient and timely for you as a resident.

Please note that these announcements are for building operational issues only and are separate from the legal and financial documents sent to lessees by Encore Estates.

If you wish to subscribe to the Resident Notification email service please visit the following url:

<http://eepurl.com/hikRpD>

Please note that once registered you can unsubscribe at any time simply by clicking the unsubscribe link at the bottom of any email. If you require any further information before signing up then please contact the Building Manager at info@bickenhallmansions.co.uk

Pest Control

BMML maintains a programme of pest control in the communal areas, but each lessee is responsible for ensuring that their individual apartments are kept clean and free from food, crumbs, etc, which will in turn deter pests. Should you experience vermin within your own demise, the pest control contact telephone number can be found on the Bickenhall website. It is the lessee's responsibility to pay for pest control with their apartments.

Pets

Leaseholders must not keep in their apartment any animal, bird or reptile without the written permission of the Landlord (Bickenhall Freehold Limited) which if given, shall be deemed to be a Pet Licence that is annually

renewable and revocable at will.

New pets and replacement pets will not receive permission for a Pet Licence save in special circumstances. Pets kept by leaseholders that were brought to live in Bickenhall Mansions before January 2016 (long-standing pet), must have a Pet Licence that is renewed annually, or the pet must be re-homed.

The Pet Licence will be revoked where a pet causes a nuisance to neighbours, visitors, contractors or employees. Leaseholders should apply to Bickenhall Freehold Limited for a Pet Licence via the Building Manager

Window Cleaning

Windows need to be cleaned both inside and out in accordance with the terms of the apartment owner's lease. There are several window cleaners available that work for residents directly.

Communal windows are cleaned periodically.

Management Office

The Management Office is manned from Monday to Friday (not inc. Bank Holidays) 09:00 to 17:00 by our Building Manager, Mike McRoberts who is responsible for the day to day running of the site.

Mike can be contacted via:

Email: info@bickenhallmansions.co.uk

Tel: 020 7935 3227

You are also welcome to visit the office in person. However, please note that as Mike works is often out of the office doing site walkarounds, meeting contractors and residents, health and safety inspections and so on. You are therefore advised to call ahead as Mike may not be in the office if you turn up unannounced.

GUIDE TO AVOIDING WATER LEAKS

HERE ARE SOME POSITIVE THINGS YOU CAN DO TO PREVENT WATER LEAKS

Bathrooms/toilets:

- Check the condition of all your seals. These are the white flexible beads that run around your bath and shower, allowing water to run from your tiles and back into the bath/shower. If the mastic seal is damaged, split, loose or curling away from the wall or bath, water can freely run down the back of your bath or shower, and eventually make its way through the ceiling and into the property below, often through a light fitting. Please note that when upgrading bathrooms, you will be required to ensure all areas are tanked.
- Check the grout in a bathroom (between the tiles) especially around wet areas. Gaps in grout can allow water in behind tiles, causing damp patches, risk of water leaking into the property below and other rooms, and tiles coming loose.
- Toilets also need to be checked. If you hear any irregular sounds, such as the flush cycle taking longer than it normally does, or humming sounds, it's a good idea to have it checked over, and is often remedied by adjusting the valve or the replacing the inlet valve washer. If you are aware of water constantly running into a toilet pan this indicates a potential ball valve problem that needs attention – do not ignore this, it could overflow. You may inadvertently be causing damage to the exterior of the building if your toilet is making a constant running sound. This will mean the external overflow is allowing water to escape onto walkways below and in icy conditions you could be causing a hazard. It will also mean staining to walls, encourage vegetative growth, damage mortars, and lead to possible ingress elsewhere.
- Check taps for drips (often repaired by replacing a washer) and humming or vibration sounds when using the taps.
- Ensure that if you have a service duct or main stack within your property, it is accessible. The duct can provide access to valves, mains services & rodding eyes. If you are thinking about refurbishing your flat, your designer or contractor should give careful consideration to installing an adequate number of isolation valves and service access hatches. Without access hatches it makes locating the cause of a leak much more difficult and can result in destruction to tiles or marble.

Kitchens:

- Check your seals at the back of your kitchen worktop and around your sink. Spills need containing and gaps can often cause water to penetrate down the back or into your units.
- Check your plumbing. Nine times out of ten under the sink is where everything comes together - your water outlets for your dishwasher and washing machine, your isolation valves, and the waste from your sink etc. Make sure that nothing is leaking, and the outlet connections from your washing machine/dishwasher are secured and in place; frequent vibrations can cause these to become loose. Also check your plughole is not leaking.
- If you have a washing machine carry out frequent checks on the hose as this is a major cause of leaks.

- Check taps for drips (often repaired by replacing a washer) and humming or vibration sounds when using the taps. Descale tap heads – scale can be a cause of water hammer.
- If you have a service duct within your kitchen please ensure that this is fully accessible in the event of an emergency.

Radiators:

- Check your radiators, valves and exposed pipe work for leaks and any signs of corrosion and rust. Do you have bespoke radiator covers? These can conceal a leaking radiator so please inspect regularly. It is also important that you carry out regular checking/monitoring of all radiators/pipe-work within your flat where visible and leaking radiators must be fixed. The damage to flooring, carpets and floorboards could be a lot more serious and expensive than you might think

STOPCOCKS AND DEVICES TO REDUCE WATER DAMAGE

Do you have an internal stopcock in your flat and if so, do you know where the stopcock is located? Can you easily turn it or is it rusted? Being able to turn off the water supply easily if water is leaking could save you thousands of pounds of damage and insurance premiums. If you do not have an internal stopcock, it is recommended you have one installed.

An annual test of the stopcock is a good exercise.

It is good preventative maintenance to spray WD40 or similar around the stopcock. And make sure your family members also know the location of the stopcock.

There are devices on the market that can be installed by leaseholders to reduce the likelihood of prolonged water damage. One device is a switch, similar to an electric socket switch, which will turn off the water supply at the stopcock.

THINGS YOU CAN DO TO HELP SHOULD A WATER LEAK OCCUR

Make sure we have up-to-date contact details for you or your letting agent or tenant in case no one is at home. This way it is easy for you to be contacted should you have a leak which is resulting in damage to a neighbouring property and will help to minimise that damage. If you are going away or the flat is unoccupied, please consider leaving a key with a neighbour or Security and inform us accordingly. A delay to entry can cause unnecessary damage.

LESSEES CONTENTS AND CONSEQUENTIAL DAMAGE TO THEM

The insurances taken out by a landlord does **not** include insuring leaseholders' or tenants' household contents and personal effects.

It is strongly recommended leaseholders obtain contents cover to include third party liability. For example, if a water leak from one leaseholder's flat cause's damage to the contents of your flat, the initial claim will be made against your contents Insurance Policy. It may seem unreasonable but the leaseholder who is not at fault in any way will have to claim on his/her contents insurance policy, it is then up to the Insurance companies involved to agree liability.

If you have also carried out extensive, high specification alterations to your apartment, we strongly recommend you consider additional 'Tenants Improvements' insurance.

BUILDINGS INSURANCE - FREQUENTLY ASKED QUESTIONS:-

1. What is the purpose of the Building Insurance cover?

The leases for Bickenhall Mansions dictate that the Management Company (Bickenhall Mansions Management Limited) is responsible to insure the Estate on behalf of Bickenhall Freehold Limited (the Freehold Company), against loss or damage by fire, storm, tempest, terrorism, explosion, loss of rent and other such risks as would usually be covered by a comprehensive policy.

2. Who is responsible for implementing Building Insurance cover?

The leases for Bickenhall Mansions dictate that the Management Company (Bickenhall Mansions Management Limited) is responsible to insure the Estate and also to include within the cover the structure and fixture and fittings of the individual apartments.

3. Who pays the premium associated with the Buildings Insurance cover?

Bickenhall Mansions Management Limited pays the premium and this is funded via a proportion of the 'On Account' service charges demanded and collected from all flat owners (Lessees) during each financial year.

4. What are fixtures & fittings?

Fixtures and fittings can be described as items integrated into the apartment, which would not ordinarily be removed when vacating the premises. By way of example, these can include doors and light fittings, some floorings and fitted bathrooms and kitchens.

5. Are there any fixtures which are not included within the cover?

Possibly, if you have carried out a refurbishment of your apartment.

You may have introduced a fitted bespoke kitchen or marbled bathroom with luxury sanitary ware. Alternatively you may have replaced the existing flooring with a more luxurious alternative, such as Amtico or Karndean or a solid wooden flooring.

Under the circumstances where an owner has refitted an apartment to a higher specification than the original or you have purchased an apartment which has previously been refurbished to a high specification, we strongly recommend that owners take out a separate 'Tenants Improvement Policy'

6. What if I haven't taken out Tenants Improvement Insurance?

Where you have carried out refurbishment works under a License to Alter or purchased an apartment that has already been refurbished, it is strongly recommended you take out a 'Tenants Improvement Policy' in addition to your contents insurance.

In the absence of a Tenants Improvement Policy, you may find that where a claim is made solely on the Buildings Insurance, the insurer's settlement will not cover the full cost of reinstatement.

7. Does the buildings insurance cover damage to personal items within my apartment, such as furniture and electrical items?

No. For cover associated with personal contents, it is the responsibility for apartment owners or their tenants to take out a separate contents insurance policy.

8. How can I help avoid having to make a claim on the Buildings Insurance?

As well as impacting negatively on service charges, an insurance claim can be costly and create considerable stress and inconvenience for those affected for example by an escape of water.

Bickenhall Mansions has created a 'Guide to Avoiding Water Leaks' which is periodically circulated. A copy can be obtained on request from the Building Manager: - Bickenhall.Manager@encoreestates.co.uk

9. Does the building insurance cover the cost of repairs to leaking pipework in my apartment?

No. The cost of repairing a leaking pipe is not covered by the buildings insurance and the costs falls to each apartment owner.

10. Who covers the cost of redecorating my apartment in the eventuality of a fire or escape of water?

The buildings Insurance, subject to the provisions in 6. Above.

11. Who is responsible for covering the cost of any insurance policy excess?

So long as there is no evidence of a claim arising due to negligence or an attempt at betterment during the repairs phase, then the excess will in most circumstances be met by the service charge that BMML collects on behalf of the leaseholders.

[For any other specific insurance queries please refer to the Building Manager](#)

Complaints procedure

We want to provide the best service for you and welcome feedback to help us understand where we can improve. If a member of staff is unable to resolve a problem to the satisfaction of the resident and if the resident believes the matter needs to be raised to a more senior level of the organisation, they should address their concerns via the complaints procedure and submit this to the Estate Management team.

It can be found on the Bickenhall website or obtained from the Management Office. Bickenhall Mansions Management Limited is a member of The Property Ombudsman (TPO) scheme.

UNACCEPTABLE BEHAVIOUR POLICY STATEMENT

Bickenhall Mansions Management Limited is committed to providing a fair, consistent and accessible service for all leaseholders. However, the directors must also provide a safe working environment for their staff and ensure work is undertaken in an efficient and effective manner. We believe that leaseholders have the right to be heard, understood and respected. However, we also consider that our staff, whether employed directly or under contract with us have the same rights.

We aim to provide a service that is accessible to everyone entitled to it. However, the directors of Bickenhall Mansions Management Limited reserve the right, where they consider certain actions by individuals to be unacceptable, whether they are leaseholders or not, to take whatever action is necessary to prevent harm. All our members of staff have the right not to be subjected to aggressive, offensive or abusive actions, language or behaviour, regardless of the circumstances.

We recognise that under certain circumstances, it may be difficult for people to express themselves or communicate clearly. The directors will always consider reasonable adjustments for the individual if we are asked to do so, but we reserve the right to manage contact in these situations if necessary.

Our members of staff are accountable for their actions and are required to log all instances of unacceptable behaviour, noting the reason(s). Any instances recorded will be brought to the board of directors at their next meeting.

In implementing this Policy Statement, we are also mindful of the commitments we make in meeting the requirements of the Equality Act 2010, and our responsibilities under the Data Protection Act 1998.

Appendix

The following documents can be found on the resident's website or upon request from the management office
Click the hyperlinks below to be taken to the appropriate page on our website.

- A. [Landlord Regulations – Works, Alterations and redecorations in flats](#)
- B. [Application Form For Licence to Alter](#)
- C. [Application to let](#)
- D. [Application Form to Assign](#)
- E. [Application for a Vault Rental](#)
- F. [Application for Bike Rack Rental](#)