

Welcome to the December edition of the BFL/BMML Residents Newsletter.

This is our final newsletter of 2022 where we will update you on recent and current events here at Bickenhall Mansions.

As you will have seen, the Bickenhall Christmas Tree is now in the main Reception and the doors are decorated with Christmas Wreaths to help get us into the festive spirit.



We would like to extend warm greetings to you all.

AGM

The BFL and BMML AGMs were held on 23rd November 2022. The sole purpose of the AGMs is to deal with statutory requirements of the company.

At both meetings shareholders approved the minutes of the previous AGM, adopted the Financial Statements for the Company year ended March 2022 and voted in favour of reappointing Macalvins as auditors. At the BFL AGM Directors

Yannick Laborie, Majid Hangari were re-elected to the Board and the appointment of a new Director, Salim Khoury, was approved. At the BMML AGM Director Claire Tremeer was re-elected to the Board. Thank you to all of those who participated in voting.

MAJOR REFURBISHMENT PROJECT PHASE 1 – Internal Works

The end is almost in sight! Feedback on the Contractor has been overwhelmingly positive and we appreciate your patience and cooperation during the works. The construction industry has faced enormous challenges in the last two years; Covid, key material shortages, labour constraints and rising costs. Fortunately we secured a fixed price for the internal works back in 2018 so we have not been exposed to price increases but this has obviously posed challenges for the Contractor.

Chris Stansell, MD of Earl Kendrick Associates (our appointed Building Surveyors) in his letter dated 8th November 2022 forecasted that final costs are still expected to be within the original budget previously set out and communicated.

The programme completion date for the internal refurbishment was always communicated as the end of 2022. We will run slightly over on this with the works in the reception area set to start in the New Year but given the impact of Covid, BREXIT and industry wide challenges, we are pleased that the overall delay has been limited. Our Main Contractor, Collins, will continue to communicate on a monthly basis until blocks are finished. As each block completes, Chris Stansell will also update you on the snagging process.

RECEPTION AREA

The current arrangement is one which we hope to substantially improve as part of the internal refurbishment works to create a more welcoming space. Larger, bulky elements of the CCTV systems that can move downstairs will do so as will any other kit that does not need to be sited here. This should result in a simpler arrangement. The plan is to retain a small seating area.

MAJOR REFURBISHMENT PROJECT PHASE 2- External Works

The Board are considering how the Phase 2 works might be further phased into smaller contracts; to prevent further dilapidation, maintain momentum on site and make best use of funds as they become available. Proposals on how the Phase 2 works could be undertaken will be subject to a Section 20 Consultation process which will commence in January 2023. We will write to you further on this in the New Year.

The 'Rolling Reserve Fund Forecast' attached to our newsletter of March 2022 anticipates the Phase 2 Major Works as being expended Financial Year Ending 2024 – 2027. It is important to note that the phasing strategy will not be finalised until the works have been tendered as Contractors are best placed to advise on the most cost and programme efficient manner of sequencing the works.

BICKENHALL COMMUNITY

Please save the date Wednesday 22nd February 2023 for Leaseholders and Residents 'Drinks & Nibbles' in the New Year. It is a good opportunity to meet new neighbours and say hello to old friends. Timing/venue to be confirmed in the New Year. We look forward to seeing you there.

Completion of the internal works will also mean that we can resume community building events in 2023 such as the Children's Halloween gathering.

BICKENHALL WEBSITE

As previously communicated, our new and improved website is now up and running and can be visited at www.bickenhallmansions.co.uk It includes useful information for leaseholders, shareholders as well as tenants. There you will find our Residents Handbook as well as forms that require completion for undertaking works to your property, selling or letting your property as well as a number of other administrative matters. Some areas of the website can be freely accessed but for

access to restricted areas, you will need to register an account and specify your status ie: lessee, shareholder or tenant. If details match our records, our Building Manager will approve your registration. If you have any feedback please do let us know.

REPORTING MATTERS

We would like to strongly encourage Residents and Leaseholders to ensure that any relevant matters or issues are reported to our Building Manager. There have been instances where Residents have been dissatisfied with issues but are communicating these with other Residents rather than with our Building Manager which is ineffectual. Our Building Manager is best placed to help you. Issues and complaints are logged and prioritized accordingly. Recurrent issues can also be identified and rectified quicker.

bickenhall.manager@encoreestates.co.uk

0207 935 3227

The security Team also work closely with our Building Manager and can be found at the main reception desk.

In the unlikely event that an issue is not resolved to your satisfaction, you may wish to contact a Director.

BAKER STREET NEIGHBOURHOOD: FAST FOOD, DELIVERY DRIVERS, LATE NIGHT LICENSES

Thank you to the residents who attended the meeting at The Globe pub on 1st November. There does not appear to be an easy fix to the problems we are experiencing with premises being almost exclusively food/fast food based and the increasing congregation of delivery drivers. It is important that residents give feedback on surveys like those commissioned recently by the Baker Street Quarter to lend weight to residents' concerns.

WCC are seeking feedback from residents specifically regarding issues in our zone of Baker

Street. If you are happy to provide feedback, please contact Franco Mendes who is our Neighbourhood Coordinator. You can also contact him and ask to be added to the regular circulation list to be kept abreast of matters and future meetings f فرانcomendes@westminster.gov.uk

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.

BLOCK ENTRANCE DOORS

If you are moving large items (house move, undertaking works to your property) and require the doors to remain open for a specific task, please do not prop them open as it can damage the mechanism. Please contact Security who can simply override the setting to ensure that you have unhindered access for the necessary duration.

REMOVAL OF RUBBISH & RECYCLING

The increase in home deliveries generates significantly more packaging for our team to remove each day. Please can all Residents help by flattening packaging and boxes before disposing of them, especially in the run up to Christmas when there is likely to be more packaging.

Rubbish must only be left outside apartment doors 7am - 9am. Please do not put rubbish out at other times; spills and leaks will damage newly laid carpets.

MANAGEMENT OFFICE – CHRISTMAS/NEW YEAR

The Management office will be closed from 24th-28th December 2022 (inclusive) and 31st Dec 2022-2nd Jan 2023 (inclusive) Any emergencies on these

days should be reported to the Security team who will respond to them.

BUILDING WORKS OVER THE FESTIVE PERIOD

Contractors carrying out works under a License to Alter will not be allowed on site from 24th December 2022 - 2nd January 2023 (inclusive). Please advise any Contractors who may be undertaking works for you so that they can plan accordingly.

Collins who are undertaking the refurbishment of the communal parts will close site operations on Wednesday 21st December and will resume on Wednesday 4th January 2023.

AWAY OVER THE FESTIVE SEASON?

If you are leaving your flat unattended for an extended period of time, please take a few sensible precautions to protect yourself and your neighbours from potential leaks; turn off your water and stop cock if you can and please ensure that taps are closed/off. It is also sensible for a key to be left with Security in the event that emergency access is needed whilst you are away. If you have had a new door installed, ensure that Security hold the current key.

THANK YOU

Finally, we would like to take this opportunity to thank all of the hard-working individuals who support the residents of Bickenhall Mansions – cleaning staff, the security team, the Encore team and our Building Manager.

We would like to wish them, and all of you, very Happy Holidays and good wishes for 2023.

The Chairman & Board of Directors