

**BICKENHALL MANSIONS
BUILDING MANAGER UPDATE
MAY 2023**

Dear Residents,

Please find below my update on current matters relating to Bickenhall Mansions:-



New Security Supervisor

I am pleased to announce that Sunil Pudasaini has joined the team as our new Security Supervisor. Sunil comes with many years' experience in the customer service and security industry and is a very welcome addition to the team.

If you have not already, please feel free to pop down to the management office and say hello to Sunil.

Fire Action Notices

Smart new frames have now been installed into all block entrances, containing fire action notices. The notices contain important information on what to do in the event of a fire and residents are strongly urged to take the time to read and digest this information. If anything appears unclear or should you hold any questions relating to fire action matters, please do not hesitate to speak with me.

Digital Signage Displays

Digital signage displays are now active in all blocks and are being used to communicate important updates. Suggestions for information to be displayed are welcome at any time and information currently being displayed includes: _

- Registration for a Mailchimp e-mail service to keep residents quickly updated on building operational issues, which may directly affect you.
- Details for communicating with the management office and security team
- Information for the daily refuse bag collections
- Copies of the fire action notice

New Website

A reminder that the new Bickenhall Mansions website is up and running now. Please take a look. For access to restricted content please register an account on the website and once approved you will have full visibility of restricted content. The website address is :- www.BickenhallMansions.co.uk

Open Reach

OpenReach have now completed their installations of fibre services into Bickenhall Mansions. The benefits of using Open Reach is that they offer speeds of up to a gigabit per second and their network is open and this means that you can buy a faster broadband package from a service provider of your own choice and shop around for the best deal with no lock-in to a single provider. Please keep an eye out for the Open Reach notices which are being circulated or go to: openreach.co.uk/ftpproviders

Emergency Keys

for emergency purposes, please consider lodging with security a key for your flat front door. The key will be securely stored and only used either with your explicit permission or in the event of a serious emergency that requires immediate action to prevent or minimise damage to your flat or surrounding flats.

Key Authority Release & Disclaimer

Please also be reminded to keep your key authority and disclaimer form up to date to ensure that all desired keys users are duly logged as being authorised to collect your key/s from security. Key authority forms can be located on the website or on request to the security team.

Communicating with the Management Office and Security Team

The day-to-day on-site management of Bickenhall Mansions is facilitated by the Building Manager and the Security Team located in the onsite management office. The office is accessed via the North block entrance and located in the management office in at 24A/B in the lower ground floor of block 8.

The door to the management office is always open and residents are welcome to attend the office at any time. There will be exceptions when the Building Manager is not present in the office, primarily outside of working hours, or due to undertaking external duties.

To avoid disappointment, residents may prefer to book a specific time in advance, either via e-mail: info@BickenhallMansions.co.uk or telephone: 0207 935 3227.

[Management office - Open 09:00 to 17:00 Monday to Friday not including Bank Holidays]

The Building Manager can assist with a wide range of issues including but not limited to general enquires, reporting a communal fault or repair, interflat leaks, renting a storage vault or bicycle space, applying for a licence to alter or application to sublet.

To ensure the smooth running of the development, residents are requested to use only the approved lines of communication detailed below. Please note that BMML does not support Whatsapp as an approved method for reporting issues or contacting the Management Office or Security Team.

Building Manager

Mike McRoberts

Tel: 0207 935 3227

e-mail: info@BickenhallMansions.co.uk

Security Team

Tel: 0207 935 6575

e-mail: Bickenhall.Security@encoregroup.co.uk

The Security Team are primarily focused on the security of Bickenhall Mansions and can assist with security matters, parcels, key management, access to storage vaults & inter flat leaks occurring out of hours.

Regards,

Mike McRoberts

Building Manager

Bickenhall Mansions

info@BickenhallMansions.co.uk

020 7935 3227