

BICKENHALL MANSIONS
BUILDING MANAGER UPDATE
SEPTEMBER 2023

Dear Residents,

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

E-bike Battery Fires

You may have seen in the news recently, an increase in reporting on electric bike battery fires, with the London Fire Brigade advising that it has been called to a fire caused by e-bike batteries, on average once every two days during 2023.

According to the London Fire Brigade website, e-bike and e-scooter batteries “can start incredibly ferocious fires” if they are damaged or fail.

The National Fire Chiefs Council (NFCC) have also said there has been a “worrying increase” in fires involving lithium-ion batteries used by e-bikes.

The NFCC recommends that people do not charge their devices battery whilst sleeping. It also says:

- Always unplug your charger once it has finished charging
- Plug the cable into a main socket rather than an extension lead
- Do not cover the battery with anything while charging
- Make sure you use the battery recommended by the manufacturer
- Always use the manufacturer-approved charger for the product
- Ensure you have working smoke alarms on every floor of your home and in the room where you charge the bike/scooter

Residents are requested to please carefully consider the above recommendations, as we work together to maintain a safer living environment.

Westminster, Lambeth & Wandsworth Fire Safety Team

During August the Westminster, Lambeth & Wandsworth Fire Safety Team were invited to attend Bickenhall Mansions for the purpose of inspecting the buildings and providing any additional guidance or recommendations.

A team of two inspecting officers attended and spent the majority of one afternoon looking around. I am pleased to report that no serious concerns or defects were identified. We remain in touch with the safety team for future guidance and advice where necessary.

Fire Alarm Systems

On Friday 8 September testing was completed to the fire alarm systems in all blocks. The testing including an audible activation of the sounders both in the communal areas and the individual flats. The testing was satisfactorily completed, and we thank residents for their understanding of the associated noise inconvenience, whilst this essential testing was undertaken.

Fire Doors

You may also have noticed several fire doors on both the North and South side corridors are being held open. These doors are fitted with an automatic door closer that will keep the door open until the fire alarm system is activated, at which time the doors will then automatically close.

All other manual fire doors should be kept closed and should not be propped open at any time.



Sunil Pudasaini – Security Supervisor

Sunil joined the security team back in May as our new Security Supervisor. Coming from a background with many years' experience in customer service and the security industry, Sunil has been a welcome addition to the team and I am pleased to report Sunil has now successfully completed his first six months in his new role.

Sunil has also been working diligently to review and update the many written procedures that the team use for training and to facilitate their effective performance for the various aspects required in their roles.

Further Sunil is actively carrying out one-to-one training awareness sessions with the security team, to assist to reinforce their understanding of the procedures and their operational awareness.

Security

I am pleased to report that there has been no serious crime reported within the development over the last 12 months.

It should also provide assurance that for the purpose of resident security, the deterrence of crime and building safety, the security team regularly carry out patrols. The patrols are conducted, covering all blocks and floors, including the basement areas, plant rooms, building perimeter, and gardens.

Security personnel can be identified on the estate by their uniforms and wearing of high-visibility vests during their patrols.

Block Front Doors

Residents are kindly requested not to wedge open the automatic doors at any time. Wedging open the doors can activate the door mechanism's failsafe mode and could also damage the motors that operate the doors.

Should you require a main door to remain open for an extended period, please contact security. The security team have a procedure in place to disable the automated mechanism, allowing for manual control. Their advance notification also means they will be forewarned to be more vigilant whilst the door is open.

Kindly ensure that any delivery companies you expect at the building are informed of this protocol as may be necessary.

Open Reach

OpenReach have now completed their installations of fibre services into Bickenhall Mansions. The benefit 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/fttpproviders

Residents Notifications

For day-to-day operations and significant updates that might affect residents, notifications are issued from the management office through our Mailchimp service. To stay informed and receive these crucial notifications, please sign up at <http://eepurl.com/hikRpD>.

Website

A reminder that the new Bickenhall Mansions website is in operation. 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

The website also includes copies of earlier newsletters and other helpful information including but not limited to:-

- Leaks
- Drain and gutter cleaning
- Emergency Key holding
- Licences to alter
- Insurance & Claims
- Key Disclaimers
- Licences to sublet
- Major works correspondence

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.

Should you attempt to contact the office outside of standard business hours, or during instances when the staff are preoccupied, your call will be systematically redirected to alternative lines within the office. If all lines remain unattended, you will be transferred to our voicemail service. At that juncture, we kindly request you to leave a voicemail containing your name, apartment number, and a succinct description of your inquiry. A member of our team will promptly return your call.

Please be aware of the fact that during peak hours or instances of reduced staff availability, there may be a delay in answering your call. In such circumstances, we encourage you to utilise our voicemail service.

Regarding security-related calls outside of standard hours, or during periods when security personnel are indisposed due to breaks or patrols, your call will be rerouted to the designated Security Mobile line. Please be advised that there are specific areas within the building complex with limited cellular reception, which may further delay immediate response. In these instances, we again recommend leaving a voicemail message for expedited follow-up.

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