



BICKENHALL MANSIONS
BUILDING MANAGER UPDATE
DECEMBER 2023



Season's Greetings, Residents!

We hope this message finds you well and please find below my latest update. Please note that the last update was circulated in September and included circulation by our Mailchimp residents' notification service as well as being added to our website.

BMML & BFL AGM

The BMML & BFL AGMs took place on Wednesday 29 November and the Boards of both BMML & BFL are pleased to report that all of the resolutions put forward, were successfully passed. Copies of the minutes have been added to the website and are now available for review.

Packages

We understand that keeping up with deliveries can be a bit of a juggling act, especially when you're not at home. To make things easier, the management office is more than happy to accept and safely store your packages until you're able to pick them up. Just a quick note: due to handling limitations, we can only accommodate packages that one person can manage easily.

Speaking of deliveries, we've noticed an issue with Amazon parcels. Sometimes, they're left in bulk at random entrances with a notification that they've been delivered to your door. Rest assured, if we spot these packages, we'll rescue them and keep them safe in the management office.

Can't find your package even though you got a delivery notification? Your first stop should be Security – they might have some information. And if it turns out to be an Amazon mishap, we encourage you to file a complaint with them. Your feedback is crucial and can prompt Amazon to address any issues with their delivery process.

Refurbishment

Our internal refurbishment program is now in the final stretch – the snagging phase.

This is where we dot the i's and cross the t's, making sure everything is just perfect. We're committed to achieving the highest standards of quality and finish in all our work. The Directors won't rest until they're fully satisfied that everything is up to the mark. If you have any concerns, please e-mail me with details.

For back ground information on Phase 1 and an update on Phase 2 the BMML Board circulated an update in early November, a copy of which has been added to the website and is now available for review.

Thanks for your continued patience and support as we wrap up phase 1. The end result will be worth it!



E-bike Battery Fires

It is possible that you may gift or receive an electrically operated bicycle or scooter this Christmas.

For fire safety purposes we would remind residents of our earlier advice, being that The National Fire Chiefs Council (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.

Security

I am pleased to report that there has been no serious crime reported within the development over the last quarter and for the purposes of resident security, the deterrence of crime and building safety, the security team remain vigilant during their regular patrols. The patrols are conducted, covering all blocks and floors, including the basement areas, plant rooms, building perimeter, and gardens.

It is possible that with an increased number of packages being delivered at this time of year, that this unfortunately could result in attempts at opportunistic theft. Please therefore be aware of unknown individuals trying to tail gate when you enter the building and if you are uncertain about an individual, please do immediately contact the Security Team who will attend and investigate.

Separately issued on the 22nd November was a lessee update concerning a general review of security and concierge services and BMML has invited owners to make written observations and or put forward the name of a company from whom BMML should try to obtain an estimate for carrying out security services. Please be reminded that the consultation period for this exercise will end on 31 December 2023.

We are also sad to announce that our day Security Officer, Santosh, is leaving us for pastures new. We take the opportunity to wish Santosh all the best in his new venture and thank him for his service to Bickenhall Mansions.

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.



Block Entrance Doors

A friendly reminder about our automatic entrance doors. We've noticed that some doors have been wedged open. While we understand there might be reasons for keeping them open temporarily, this practice can trigger the door mechanism's failsafe mode and potentially damage the door's motors.

For those times when you need the doors to stay open for a while, just give our Security team a shout. They'll temporarily disable the automatic feature, allowing you to use the doors manually. This way, we can avoid any accidental damage and keep everything running smoothly.

Also, a quick heads-up for your deliveries: Please inform any delivery companies you use, about our door policy as it will help us ensure a smooth and efficient service for everyone.

Open Reach

OpenReach fibre installations services are available throughout 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/ftpproviders

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

Christmas Tree

We are excited to announce that our festive Christmas Tree has been set up in the Block 4 entrance and it's beginning to look a lot like Christmas at Bickenhall Mansions and we can't wait for you to see the beautiful decorations.

Feel free to come by, admire the tree, and soak in the holiday spirit. It's a wonderful opportunity to enjoy the festive decor and maybe even meet and share some holiday cheer with your neighbours.



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.

Wishing each and every one of you a joyous Christmas and a splendid New Year. May this festive season bring happiness, health, and peace to you and your loved ones. Looking forward to another wonderful year at Bickenhall Mansions. Happy Holidays!

Regards,

Mike McRoberts - Building Manager

Bickenhall Mansions

020 7935 3227 / info@BickenhallMansions.co.uk





Christmas and New Year Office Opening Times

Please see below dates over the holiday period and the services operating from the management office on each day. Any emergencies on these days should be reported to the Security team who will respond to them.

| | |
|------------------------|-------------------------------------|
| Friday 22 December: | Building Manager + Security |
| Saturday 23 December: | Security Only |
| Sunday 24 December: | Security Only |
| Monday 25 December: | Security Only |
| Tuesday 26 December: | Security Only |
| Wednesday 27 December: | Interim Building Manager + Security |
| Thursday 28 December: | Interim Building Manager + Security |
| Friday 29 December: | Interim Building Manager + Security |
| Saturday 30 December: | Security Only |
| Sunday 31 December: | Security Only |
| Monday 1 January: | Security Only |
| Tuesday 2 January: | Building Manager + Security |

Contractors Working Times

If you are undertaking any flat refurbishment works including under a decoration permit, please be reminded that contractors are not permitted to work in the flats as from Saturday 23 December, until Tuesday 2 January 2024.

This is to ensure that noise disturbance for residents is kept to a minimum and to avoid the potential for any working mishaps, that could negatively impact on a neighbouring flat.

Communal Cleaning & Recycling

Communal cleaning will continue as usual over the Christmas period.

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.

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.