

· Building Managers Update ·

Winter Update

As we approach the festive season, we would like to extend our warmest **Merry Christmas** and **Happy New Year** to you all!

We would like to take this opportunity to sincerely thank you for the trust, friendliness, and support you have shown in working with the Management Office Team to maintain and deliver services here at Bickenhall Mansion. It is truly a privilege to be entrusted with the care of your building, and your positive spirit and cooperation continue to make it a wonderful place to live.

The Management Office Team would also like to express our gratitude to the dedicated teams – security, cleaning, and Encore Head Office Management and the work and support by the Board. – for their hard work in keeping everything running smoothly throughout the year.

Thank you once again for your continued support. We look forward to serving you in the year ahead and contributing to the vibrant and welcoming community at Bickenhall Mansion.

Wishing you all a joyful and peaceful holiday season!



Going away, not at home...we would like to remind all residents to take sensible precautions if leaving your flat for any length of time. Please ensure that a key is available with the security team in case of emergency access. This will allow us to respond promptly to any issues that may arise.

We also encourage you to have your property checked regularly to ensure that any potential problems are addressed quickly, or if away for prolonged periods that utilities are isolated. Taking these simple steps will help mitigate any issues or damage while you are away, ensuring the safety and maintenance of your home. - Thank you.



Building Works

No Contractors will be allowed on site between 24th December 2024 and 1st January 2025 inclusive. This relates to works carried out under a License to Alter. Emergency trades are welcome, and we would kindly ask that you notify security and the management office so they can assist and offer support if required.



Waste Collection

Please be advised that there will be no waste collection from the communal corridors on Christmas Day (December 25th) and New Year's Day (January 1st).

To help with managing waste during the holiday period, kindly do not put out rubbish on these days. We ask that you please store your waste inside your flat or take it directly to the bin area.

Additionally, please break down all cardboard and packages before disposal. This will greatly assist in managing the extra waste generated over the festive season. There will no cleaning services on 26th December to collect and manage the refuse and bin area for the collection that day.



Security

We are pleased to report that no serious crimes have been reported within the development in 2024. To ensure resident security and deter crime, our vigilant security team conducts regular patrols, covering all blocks, basements, plant rooms, the building perimeter, and gardens.

During this busy season with increased parcel deliveries, there is a heightened risk of opportunistic theft. We strongly encourage all residents to provide clear instructions to couriers to ensure deliveries are made directly to your flat. Additionally, please remain cautious and prevent unknown individuals from tailgating when entering the building. If you are unsure about anyone's presence, promptly contact the Security Team for assistance.



Fire Safety Reminder

Please use candles safely this festive season. Always extinguish them before leaving the room and keep them away from flammable items like curtains and decorations. Use sturdy, heat-resistant holders or consider safer LED alternatives. Stay fire-conscious and keep your homes safe this Christmas.

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



The onsite management of Bickenhall Mansions is handled by the Building Manager and the Security Team, located in the management office on the lower ground floor (24A/B, Block 8), accessible via the North block entrance.

Management Office Hours:
Monday to Friday, 09:00–17:00 (excluding Bank Holidays)
Contact: info@BickenhallMansions.co.uk | 0207 935 3227



New Accessibility Update:
Starting January 2nd, the management team will also be available in Block 4 lift lobby at specific times to enhance accessibility and communication for residents. Further details will be communicated closer to the date.

Security Calls & Requests:

- Security Email (24/7): bickenhall.security@encoregroup.co.uk
- Outside hours or during patrols, calls are forwarded to the Security Mobile line.
- Limited cellular reception in some areas may cause delays; leaving a voicemail is recommended for follow-up.
- All approvals and access requests must be sent to the Security Team via email.

The Building Manager can assist with:

- General inquiries and day-to-day operations.
- Reporting communal faults or repairs.
- Flat to flat leaks.
- Applications for licenses to alter or sublet.

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