

BICKENHALL • MANSIONS • • RESIDENTS UPDATE •

Summer Update

Dear Residents

Welcome to the latest edition of our building newsletter!

I'm excited to share updates, important information, and news with all of you. Firstly, I want to say a big thank you for the warm welcome I've received since becoming your Building Manager in February earlier this year.

The friendliness and help from everyone at Bickenhall Mansions have made my transition easy and enjoyable. Your support means a lot to me and I truly appreciate it.

I look forward to building a strong, connected community here at Bickenhall Mansions. Thank you for your continued support, and I'm excited about making our building an even better place to live.



Sunil



Rachael



Ahmed



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Tel: **0207 G35 6575**

Email: Security.Supervisor@BickenhallMansions.co.uk

Building Manager
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Email: Building.manager@encoregroup.co.uk

Security/Concierge
Tel: **0207 G35 6575**
Email: Bickenhall.Security@encoregroup.co.uk



Chuks

Meet the Team



Olu



Security/Concierge

Security/Concierge

Booking Appointments
To schedule an appointment for more personalised assistance or detailed inquiries, please email 9 - 5pm.
info@BickenhallMansions.co.uk.

Availability Note
We will always strive to be available, but if your query requires more detailed attention, please book an appointment.

For general inquiries and security matters, please contact our concierge/security team directly. Their contact details and photos are displayed below their pictures.

Security 24/7

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Flat - Fire Heat Detector

Thank you to all Residents for your cooperation in the recent flat heat detector alarm servicing. Having key access was crucial, with just a few flats left to review. Heat detectors by the front door are fitted as part of the fire integrity plan and linked to the fire panel for monitoring and must not be removed. Your compliance ensures a swift response and effective protection.



Flat - Hallway Fire Heat Detector

Parcel Delivery Update:

We encourage couriers to deliver parcels directly to residents' doors. With the help of residents' feedback to Amazon on delivery issues, we met with the Amazon regional supervisor in person and now provide pictures and regular feedback. We've seen improvements and will continue working with Amazon to ensure direct deliveries. Thank you for your continued support and for working together to make improvements.

Security Team Activity Report:

Our dedicated Security team ensures the safety and well-being of our residents through monitoring and access management. For the period 10 May to June 21, the team assisted with 658 intercom interactions and 678 key management interactions.

Intercom Interactions:-

G8 - Residents and visitors

21G - Cleaners

355 - Couriers

286 - Contractors

The team also conducted 308 hours of security patrols, addressing any technical issues promptly. These activities highlight the security team's commitment to maintaining a safe and secure environment for all residents.



Emergency Key Notice:

Please consider lodging a key with Security for your flat door, to enhance emergency response times. Keys are securely stored and used with your permission or in emergency situations to investigate alarms or water leaks. Two team members will always attend as a pair.

Key Authority Update:

Please keep your Key Authority and Disclaimer form updated to ensure correct access for approved individuals collecting your key/s from our security team. Using the Key Waiver form on our website or requesting it from our security team ensures quick updates, minimizing delays for your guests and other visitors. Your cooperation is essential in maintaining strong building security and ensuring efficient operations for our on-site team alongside their other duties. Thank you for your understanding and support.

The website address is :

www.BickenhallMansions.co.uk