



**GOULDEN  
HOUSE**  
CO - OPERATIVE

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Dear Residents,

It has come to the attention of the Management that various correspondence is being circulated to residents which may appear to come from the Goulden House Co-operative when it in fact comes from independent members on the estate.

We would like to remind all residents that the only authorised email address for the Co-operative is [office@gouldenhouse.org](mailto:office@gouldenhouse.org)  
Any emails you may receive from alternative emails are not endorsed in any way by the Co-operative.

The Co-operative is registered with the Information Commissioners Office for data protection and will not share any contact information for any of our residents with any person or organisation without their permission.

As such, it is unknown how the mailing list for recent correspondence has been compiled.

If you are concerned that you have been included in recent correspondence without your permission, please contact the office and we will be happy to consult with our IT support contractor to trace those responsible.

All circular correspondence from the Co-operative will henceforth be published on our website ([www.gouldenhouse.org](http://www.gouldenhouse.org)) so that residents can check that anything they have received is genuine.

We would also like to advise all residents that anonymous requests for information cannot be responded to. Any concerns which members have should be raised with the office in the first instance.

Finally, please note that General Meetings are to discuss estate matters and not for individual issues. Please refer any such issues (such as minor repairs and maintenance queries) to the office.

If you have any queries or would like to discuss these matters further, please do not hesitate to contact our office.

Yours sincerely

Goulden House Management Team