



**GOULDEN
HOUSE**
CO-OPERATIVE

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Goulden House Co-Operative Ltd

ESTATE MANAGER’S REPORT TO GENERAL MEETING

19th November 2019

4. Manager’s Report including the following:

- 4. Results from Audit Follow-Up (7th October)**
- 4.1. Lift Works Update**
- 4.2. Staffing Update to include Estate Manager's Role**
- 4.3. Recharge Policy**
- 4.4. Parking Review (Results of Review)**
- 4.5. Roof Works**
- 4.6. Redecorating of the 3 Main Entrances**
- 4.7. Intercoms (Annual Maintenance Contract)**
- 4.8. SIB Application**
- 4.9. The Gardening & Grounds Maintenance Contract 20/21**

4. Results from Audit Follow-Up (7th October)

The Follow-Up Audit was undertaken on 7th October where the “No Assurance” rating at main audit in April of this year was changed to “Substantial Assurance”. Extensive work was undertaken to achieve this result, from amending the Procurement Policy in compliance with financial regulations, creating the Recharge Policy and Tenant Engagement Plan. The overhaul of all databases, undertaking numerous Occupancy Checks which resulted in extensive and costly repairs being undertaken to numerous tenanted flats. The creation of the Approved Contractor List, capturing all engagement to and from the Estate Office, the latter undertaken in conjunction with the day to day management of the site.

4.1 Lift Works Update

The partial lift refurbishment works to H114 (Entrance A) has been completed and the partial refurbishment of H115 (Entrance B) are currently being undertaken and should be completed the week commencing 19th November.

4.2 Staffing Update to include Estate Manager's Role

Caretaker (Barney) appointed and has successfully passed his 3-month probationary period. 2 Cleaners, Augustine and Didier appointed. Didier resigned his post prior to him being dismissed and we are currently recruiting for this role. In the interim, we have an agency cleaner undertaking his role. Since Augustine’s appointment, he has received excellent feedback with regards to the standard of his cleaning in Block C & B. The Finance Officer role has now been advertised. The role will be for 2 days per week (Thursdays and Fridays). The Office Administrator role is currently being covered by agency, 4 days per week, Monday through to Thursday. This role will be advertised in the New Year and will be reduced to 3 day (Monday through to Wednesday).

For the past 8 months, my role as Estate Manager was focused on addressing numerous historical issues and putting in place the correct infrastructure in order to move the site forward. Receiving the Substantial Assurance rating on 7th October 2019 confirmed that we had succeeded. Our focus now is to continue to improve the site.

4.3 Recharge Policy

Recharge Policy implemented at Goulden House as a result of the Audit findings. In certain situations, Goulden House Co-Operative Ltd may need to raise an order for a repair which is the Leaseholder’s or tenant’s responsibility and recharge them for it (hard copies of the Goulden House Recharge Policy made available at the meeting). A copy of the Recharge Policy has been placed on the GH Website.

4.4 Parking Permit Review (Results of Review)

The review of the Parking Permits has been completed and the parking permit database has been updated to reflect each of the permits issued, which is as per the correct process. The Parking Permits will be issued on an annual basis. Goulden House Estate Office staff extend immense thanks to WBC for their suspension of parking enforcement within the 2 car parks which serve Goulden House whilst this review was undertaken.

4.5 Flat Roof Clearance Works

Works to clear the flat roof have been completed (a hard copy of the report which shows photos before and after the works available at meeting). A copy of this report has also been uploaded to the GH Website. Provision will be placed in the 20/21 budget for quarterly inspection of the flat roof.

4.6 Redecorating of the 3 Main Entrances

The Goulden House Management Committee were provided with 3 specialist contractor quotes to undertake the painting of the 3 x Main Entrances as agreed by the members at the last GM, but the quotes were costly. GH Management Committee approved that our Caretaker undertake these works which would save the site a substantial amount of money. Due to the Caretaker undertaking the works, Goulden House needed to submit the RAMS (Risk Assessment & Method Statement) to WBC who have responded and advised that these works would normally be carried out as part of estate-wide major works (external decorations).

In addition, WBC have also stated that any decoration to the communal areas of residential blocks has to be carried out using suitable fire-retardant paint (the Council normally uses TOR paints) and all previous paint coatings need to be fully removed. WBC have requested the full Specification of Works for these works and once received, they will assess before approval can be provided for these works to proceed. As soon as we receive WBC’s response, it will be communicated to all residents.

4.7 Intercoms (Annual Maintenance Contract)

At the most recent Goulden House Management Company Meeting, I was instructed to obtain 3 quotes for the Intercoms Annual Maintenance Contract, we approached a number of specialist companies who specialise in Intercoms & Intercom Repairs, unfortunately, when these companies saw the age of the system at Goulden House, they advised that they were unable to provide a quote because in order to maintain the system they would need to be in a position to source the parts. Through the assistance of one of our residents at Goulden House, I have sourced the contractor who maintained the system for over 10 years, he ceased to maintain the system 3 years ago, he is currently on holiday and I have arranged a meeting with him on 8th December, residents will be provided with an update directly after this meeting.

The Goulden House Management Committee authorised the C1 Referral relating to the replacement of the intercoms on Monday 11th November 2019 and WBC have advised that the C1 Referral has been passed to their Head of Programming.

4.8 SIB Application

SIB application submitted to Wandsworth Borough Co-Op & TWO Forum which took place on 11th November 2019 for the placement of Notice Boards in all the Sub-Entrances across the site. I am delighted to advise that our bid was successful. The Notice Boards will be purchased in the very near future.

4.9 The Gardening & Grounds Maintenance Contract 20/21

The Goulden House Management Committee will review the most recent quotes received in relation to the Gardening & Grounds Maintenance at their next scheduled meeting which takes place on 3rd December. The current contract equates to 2 visits to site per month, the most recent quotes will equate to weekly visits throughout the regrowth season and reverting back to normal maintenance visits during Winter.

Additional items:

Benches for the Inner & Outer Green

I am delighted to advise that through private funding we have received £1,042.14 to purchase benches for the Inner and Outer Greens. The funding was provided by The Toureen Group who put in place a football tournament for their staff in order to raise the funding for the benches for Goulden House. This private funding is registered on Goulden House’s Gifts & Gratuities Database which is in line with Goulden House policy. I have asked WBC if we can purchase the benches from the supplier of benches within the public parks as they are more durable.

Increase in items being placed in the communal hallways

There has been an increase with the placement of items in the communal areas. All communal areas should be kept clear in line with Health, Safety & Fire Regulations and as per the Terms and Conditions of the lease. Goulden House operate a Zero Tolerance Policy with regards to items placed in the communal areas of the site. Please do not obstruct a resident’s Means of Escape.

4TH Floor Walkway

Contractors to visit the 4th Floor Walkway and provide the site with options. Further information will follow.

May I take this opportunity to thank the residents of Goulden House for their outstanding support to the Estate Staff, it is very much appreciated by us all.

For and on behalf of Goulden House Co-Operative Ltd

Annie Gleeson MSc

Estate Manager