

Dear Resident

The following updates highlight some of the works undertaken by the Estate Office to date.

Staffing:

Finance Officer - Goulden House have successfully recruited a Finance Officer (Muhamad Throwfeek). Previously, Goulden House's finances were managed by a Finance Contractor. The handover of our financial data took a 3-month period to complete and Muhamad took control of our finances on 1st June. It was recommended by the Auditors at WBC in 2018 that Goulden House brought our finances in-house.

Part-Time Caretaker – Barney returned to work in August after being off long-term sick. We are delighted that he has returned to site.

Office Administrator - The Estate Office are unable to recruit during COVID-19 Pandemic due to Government Social Distancing Measures and the Government's Stay-at-Home Policy.

Estate Manager - I have been running with both the Estate Manager's role as well as the Office Administrator Role since March 24th as a result of the pandemic. It has been an exceptionally busy time for the Estate Office.

Important Note - I raised my concerns to the Goulden House Management Committee with regards to the Estate Office workload and the impact on my wellbeing as a result of me covering both roles due to the Pandemic. I proposed that Muhamad assist with the Office Administration for 1.5 days per week as per provision within the current budget. This was agreed by the Management Committee and Muhamad commenced his temporary admin role on the 1st July and Muhmad will continue to carry out this role until we are in a position to recruit.

Star Cleaning (Agency) - Star Cleaning Agency have remained loyal to the site during COVID-19 and placed their own fears aside to ensure that the site was operating as usual, albeit they were on reduced hours, to protect themselves and their families. I have received a number of calls from residents with regards to the cleaning on site and I can now confirm that as of yesterday (Monday 7th November), the Cleaning Staff have returned to their full contracted hours.

Earthgardens – James continues to undertake the Gardening and Grounds Maintenance on site which he has undertaken throughout the pandemic.

COVID -19/Lockdowns -This has been an unprecedented year for everyone and albeit the site was in lockdown, the site remained exceptionally busy. We saw a large increase in general maintenance, we also carried out extensive repairs to the flashing in 2 sections of Block A as highlighted via Zurich, the Insurers for the site. A large increase in balcony repairs has been undertaken as a result of leaks. We have dealt with on average 4 leaks per week where due process has been followed. We put in place a COVID-19 Volunteer List to assist with our most vulnerable residents who were shielding, our exceptional volunteers queued for groceries, picked up medical supplies etc, may I take this opportunity to thank each and everyone of you for your outstanding support during a period of time when it was needed the most.

New Intercom Digital System in Block B:

Due to the failure of the Intercoms in Block B, we sourced a new Intercom Digital System at a cost of £3,500. Residents provide their preferred number/numbers to the Estate Office and these numbers are inputted into the Digital Pad which is installed at the Entrance to Block B under the respective residents' flat numbers. When a visitor/delivery presses the flat number, the number provided will call and all the resident needs to do is press 123 on their device. As detailed previously within previous General Meetings, the handsets for Blocks A, B and C are obsolete and no longer available. We have a small number of residents in Block C where their handsets are non-operational, and they have opted to utilise Entrance B so that their visitors/ may access to the block.

Flat Roof - Report into the Flat Roof provided to WBC to review and to provide Goulden House with their instruction/recommendation. WBC engaged after a 9-month period and requested additional details from the contractor who inspects the Flat Roof on a monthly basis and who compiled the original report for WBC which identified a number of defects. Provision of £14,000 was placed in the current budget (19/20) and this money will be accrued until such time that we receive instruction from WBC.

Extractor Fans – Smith & Byford attended site several weeks ago to inspect the fans and ducts and access was provided to them to one of the flats. Smith & Byford advised they would provide their findings to WBC. Smith & Byford advised that 4 of the Roof Fans had failed, this equates to 8 units (2 units per fan). Estate Office has requested an updated from WBC with regards to the potential options to address the Roof Extractor Fans. **Important Note:** we have a number of flats in Blocks A, B and C who are currently without ventilation due to the failure of the roof fans which service their flats.

Section 20/Lift Refurbishment – As detailed within our 5 Year Plan, the full lift refurbishment is programmed to take place 20/21 but the site has yet to receive communication from WBC with regards to these Programmed Major Works.

Section 20 Replacement of the Intercoms - Also detailed within our 5 Year Plan is the replacement of the Intercoms in 21/22. **Important Note** – the site has installed the Intercom Digital System in Block B and provision has been placed in the 21/22 Proposed Budget should the intercoms fail in Blocks A and C. The cost for the Digital Intercom System per block is £3,500.

Refuse Review – Engagement made with WBC to undertake a review of the refuse on site, both General Waste and Recycling. As part of this review, I requested that a number of the Recycling Banks/Paladins were replaced because they were no longer fit for purpose and that we required additional Recycling Banks/Paladins due the increased amount of recycling which is taking place on site. WBC have confirmed that 5 of the Recycling Paladins will be replaced and will also be provided with 3 additional Recycling Paladins to accommodate the recycling increase. WBC also advised that Recycling Waste Charges were introduced in 2012 but from their records they identified that Goulden House has not been charged for the collection of Recycling Waste since 2012. WBC advised Goulden House that provision is placed in the 21/22 budget for Recycling Waste collection.

CCTV – Extensive maintenance has been undertaken to the existing CCTV system on site. The provision of additional CCTV Cameras has been tendered (the delay due to COVID-19 and contractors' backlog of works). Tenders expected by end of December and once the Management Committee review/instruct, the new cameras should be installed on site by end



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of January. Cameras will be placed in areas of the site which currently have no coverage, and this will include the Chute Rooms.

Community Ball Court - Works have commenced to replace the net in the Community Ball Court and WBC have confirmed that they will cover the costs for these works which equate to £1888.70.

Underground Leak in Outer Green – The underground leak in the Outer Green, a number of weeks ago, was due to a corroded mains water supply pipe. The repairs have been undertaken and WBC have confirmed that they will cover the cost of these repairs which equates to £2,616.

Bike Shelters – Spaces within the Bike Shelters have been allocated this week.

For and on behalf of Goulden House Co-Operative Ltd

Annie Gleeson MSc

Estate Manager