

Dear Resident

Please see the following:

Action updates from previous General Meeting of 18th February 2020:

Lighting Infrastructure - Estate Office was instructed to engage with Zurich (the Insurers for the site) and advise them on the Lighting Infrastructure at Goulden House where Goulden House are unable to undertake emergency lighting monthly drain tests because the existing lighting infrastructure is not compatible. Wandsworth Borough Council have a set programme to address the lighting infrastructure as it is their responsibility in their capacity as Landlord and Freeholder. WBC's current focus is on developments 10 stories and above, Goulden House being a low-rise block will follow at a date to be determined by WBC.

I engaged with Richard Mason (Insurance Manager), firstly to advise him of the potential risk pertaining to the lighting infrastructure because of Goulden House's inability to undertake monthly emergency lighting drain tests and to also advise that albeit Wandsworth Borough Council are responsible for the upgrading of the lighting infrastructure, Goulden House are willing to phase the lighting upgrade dependant on the Insurer's confirmation of the risk. I also advised the Insurers that Wandsworth Borough Council confirmed they would not cover the costs of the Condition Survey which would need to be undertaken prior to the phased lighting upgrade being undertaken.

Richard Mason confirmed that from his point of view, regarding Buildings Insurance, "it's a low risk which can wait for Wandsworth Borough Council to address the lighting infrastructure as part of their set programme, provided the timescale is reasonable, say in the next 12 /18 months". Richard Mason also advised that if Goulden House are aware now, or before Wandsworth Borough Council commence the works of circumstances which might increase the risk to high, the Insurers will need to review this comment, inevitably". Wandsworth Borough Council were included in my engagement with Richard Mason (Insurance Manager). Wandsworth Borough Council have checked NPS in regard to this matter but there are currently no planned electrical maintenance contracts listed. WBC have also advised that they have queried this matter with Tim Dulson (Head of Electrical at Wandsworth Borough Council), asking if there is any further update available and they will revert back to Goulden House once they receive engagement from Tim Dulson.

Goulden House Co-Operative Ltd (current updates):

Extractor Fans – Smith & Byford advised the site towards the latter end of last year that 4 of the Roof Fans had failed, this equates to 8 unites (2 units per fan) which left a percentage of flats without ventilation. This issue was discussed at the AGM on 8th December which resulted with the Estate Manager raising a Formal Complaint to Wandsworth Borough Council, shortly after submitting the Formal Complaint, Smith & Byford attended site and removed the non-operational fans to their workshop for refurbishment. The refurbished fans have been returned to site and ventilation to the flats affected have been restored. In addition to this, the Estate Office received several noise disturbance complaints pertaining to one of the other fans, Smith & Byford attended site to address the issue and advised that the maintenance they undertook had reduced the noise being omitted from this fan (Block A), albeit temporally and also advised that this fan may also need to be removed to their workshop for reconditioning.

Section 20 Major Works (Extractor Fans) - Objections raised by the leaseholders of Goulden House via the Section 20 Major Works, Notice of Intention, have been taken on board and will be subject to consideration when re-presenting a scheme for consultation. The current renewal of a fan unit as part of normal maintenance will also include a detailed condition survey of ventilation ducting. This survey will assist in informing the nature of the works proposed. However, it is hoped that the more detailed consultation will allow leaseholders' queries and concerns to be addressed and for a scheme to be developed which is broadly supported by the residents of Goulden House.

Section 20/Lift Refurbishment - This update was provided to the AGM on 8th December 2020. The lift project at Goulden House is due to commence its procurement process in Spring. The procurement process contains many stages and is a lengthy process. At this moment in time, the works on site are due to commence in late summer 2022. Obviously, these dates will remain subject to change, as the process progresses. The lifts will be worked on one at a time, and we expect each lift to be out of service for approximately 10 weeks.

Service Charges 2019/20/Essential Lift Repairs – We engaged with Wandsworth Borough Council as a result of receiving a number of calls from residents pertaining to the increase to 2019/20 Service Charges pertaining to the Health & Safety essential works which were undertaken to Lift A (H114) and Lift B (H115). We spoke with Alison Kenny (Property Accounts/Revenues Service) and advised her that the residents required a breakdown of the costs incurred on the essential repairs to the lifts in order for them to understand the increase in 2019/20 the Service Charges. Alison Kenny instructed this information would be provided.

Flat Roof - Report into the Flat Roof provided to WBC for their review and instruction based on the reports provided to them. Provision of £15,000 was placed in the current budget (19/20) and this money has been accrued/ring fenced until such time that we receive instruction from WBC.

CCTV Upgrade – As per provision on the 20/21 budget for the upgrade of CCTV, I can advise that the tendering process was completed, albeit there were delays due to COVID-19. 3 quotes obtained in line with the Goulden House Procurement Policy which the Management Committee reviewed. Prime Security Installations were instructed based on the Management Committee Review and the works have been instructed. **Prime Security Installations** will commence the **CCTV upgrade on 31st March** and the works will be undertaken by 2 CCTV Engineers over a 3-day period. Important note, the quote came in under budget. **Provision in budget equates to £8,500 and the actual cost for the CCTV upgrade is £6,440.40 (inclusive of VAT).**

Community Ball Court – Contractor who was appointed to replace the net in the Community Ball Court has been dismissed for Breach of Contract and Oak Hill Fencing were chosen by Wandsworth Borough Council as the second most cost effective quote received. Oak Hill Fencing have confirmed that the works to replace the net will commence on Monday 5th April. The costs to replace the net equate to **£3240** and **Wandsworth Borough Council will be covering these costs.**

WBC Reimbursements – Rechargeable (WBC) – WBC have **reimbursed** Goulden House with **£11,855.57** and this amount is broken down as follows: Underground Water Leak in Outer Green = £2,180.00, Void Repairs = £8,888 and Notice Boards (43) = £787.57

Rechargeable (GH) – Recharges have been issued to a percentage of residents in compliance with the Goulden House Co-Operative Ltd Recharge Policy. The amount equates to **£769.08**, and these costs pertain to breaches of the lease pertaining to the communal areas and criminal damage.

British Gas (Electricity provider): The British Gas (electricity provider) contract has been renewed as per Management Committee instruction. British Gas provided a **17% discount** to Goulden House, 7% discount for paying by Direct Debit and a further 10% because of the manner in which we manage the account. British Gas's advice on price is in line with Ofgem, therefore, we have received the best price, guaranteed.

Health & Safety Surveyor – Provision has been placed in the 21/22 Proposed Budget for a Health & Safety Surveyor to inspect all 229 Leasehold Flat Doors to ensure that they are compliant with Health & Safety Regulations (Fire & Smoke). Letters were sent to all leaseholders by Wandsworth Borough Council in 2017 and the letters also included an information sheet. A copy of this letter and information sheet has been placed on the GH Website for your information and if you require hard copies, please engage with the Estate Office on office@gouldenhouse.org. The survey will confirm which leaseholder flat doors are compliant and which are non-compliant, for those which are non-compliant, it will be the leaseholder who will be responsible for ensuring that the door is replaced in order to comply with Health, Safety & Fire Regulations. Wandsworth Borough Council have noted that Goulden House Co-operative are acting reasonably in arranging a survey to identify non-compliant doors. Wandsworth Borough Council have also advised that they do not have a fire door contractor but were able to advise that they utilise the contractor KRM to install/repair multi secure doors to their tenanted properties, <https://www.krispar.co.uk/>. I engaged with KRM this week who advised that prices for the replacement of non-compliant doors start at £875 and their doors comply with Wandsworth Borough Council's specifications (Wandsworth Borough Council specification has been uploaded to the GH Website and can be located under the heading of "Useful Information").

Structural Surveyor – Provision has been placed in the 21/22 Proposed Budget to undertake a structural survey of the site. This provision has been placed in the 21/22 Proposed Budget because of external building issues which I raised with Wandsworth Borough Council. Martin (Stack) confirmed that after reviewing the documentation provided, advised that it was spalling concrete and classified it as a maintenance issue, as it had not affected the structure but left to deteriorate it would do. Spalling can be inconsequential, that is, a purely aesthetic issue, or it can lead to serious structural damage requiring costly remediation work. Wandsworth Borough Council have requested that Goulden House undertake a survey and a hammer test of this area and any other suspected areas on site and the Surveyor's Report to be forwarded through to WBC for their review and necessary action.

Appointment of New Auditors – as per decision from previous meeting, Goulden House tendered and obtained 5 quotes, the Management Committee reviewed the quotes obtained and based on their review, their decision was to appoint Knox Cropper. Knox Cropper have already engaged with our existing auditors to get professional clearance to act.

ESTATE MANAGER'S REPORT TO THE GENERAL MEETING ON TUESDAY 16TH MARCH 2021

The Pension Trust (deficit):

The Pension Trust (TPT) Deficit relates to 5 historical members of staff at Goulden House Co-Operative Ltd. The deficit arose from the day the debt was withdrawn as there were no new members of staff added on the growth plan. The reason why no new members of staff were added was because Goulden House Co-Op Ltd had signed up to NEST Work Place Pension Scheme for new staff members. Reference was made in the Management Committee Minutes dated 18th January 2016 where the following reference was included in the minutes from that meeting, "***Most tens of expenditure stay the same and only allowances for staffing costs have been increased to reflect changes in legislation with regards to the pension and national insurance contributions***". For clarification, **17th of March 2016**, Goulden House Co-Operative Ltd opted into this new Scheme, choosing the UK government backed NEST as our Work Place Pension Scheme provider. (FYI: NEST was set up by the UK government under the Pensions Act 2008 to support the automatic enrolment of employees. Launched in 2010, it is free for employers to use).

During the period of Withdrawal from TPT, there were no payments made into the Growth Plan Pot, and back in 2019, TPT granted us a 12-month period of grace (from 17th of July 2019 to 16th of July 2020), clearly stating that this Grace period would only be extended with consent of the Board of Trustees and a new member of staff being added to the scheme. As per their instruction, Goulden House made an agreed monthly payment of £114, and this continued until end of January 2021, where we have made a payment of £2,040 in total against the Pension Liability and TPT will be deducting this sum from overall liability agreed.

The moment TPT informed us of their decision not to extend the Grace Period, we advised the Goulden House Management Committee and we engaged with the Internal Audit Department of Wandsworth Borough Council seeking their advice on the matter, WBC confirmed that Goulden House were free to deal with this issue independently, we further engaged with TPT to resolve the Pension Deficit, asking to settle over 36 monthly instalments which would reduce the impact on residents' service charges.

All available information pertaining to the pension deficit has been provided to the Management Committee and they have been made aware of the liability and the underlying charges, the Management Committee members voted in favour of settling the Debt in full as this will avoid further interest charges and the Payment Agreement Plan Deed payment of £1,200 (including VAT).

The debt will need to be paid in one lump sum, and the estimated amount payable would be £23,673, which comprises of following individual elements:

Withdrawal Debt: £21,873 Actuarial Fees: £3,600 inc. VAT Administration Fee: £240 inc. VAT
Less payments to date: £2,040 **Total owed: £23,673**

Below are for information purpose only, as these are no longer applicable: There would be an additional cost of £1,000 plus VAT payable in respect of drafting a legal Payment Agreement Deed, if we wish to pay by instalments (no longer applicable as it has been agreed to settle in on lumpsum).

Also note that 36-month agreement plan would incur interest expense of (estimated at the interest at the rate of 3.2% p.a) £1,228.08 (no longer applicable as it has been agreed to settle in one lumpsum).

We have already engaged with TPT advising them that the Debt will be paid in full in due course, hence the additional charges will not apply.

Benches to be placed in Inner Green

The Management Committee have approved the placement of benches in the Inner Green. The costs for the purchase of these benches were donated to the site. The benches will be placed in the Inner Green as soon as the current COVID-19 Restrictions ease.

Staff Parking

The Management Committee have approved the allocation of **one parking bay** in the Bullen Street Car Park for Estate Office Staff. The costs for parking for staff who need to drive to get to work is approximately £20 per day. Signage will be placed in one of the parking bays in the next two weeks.

Staffing:

Office Administrator – Provision has been placed in the 21/22 Proposed Budget. Job Spec for the role is currently being formulated.

Employment Tribunal – Claim Against Goulden House Co-Operative Ltd. As previously advised, a previous member of staff took a claim against Goulden House Co-Operative Ltd for Unfair Dismissal and due to COVID-19 Restrictions there was a lengthy delay to the commencement of the Hearing. The Hearing took place on 21st January this year where the Claimant decided to withdraw from the proceedings, therefore the claim was dismissed upon withdrawal.

For and on behalf of Goulden House Co-Operative Ltd

Annie Gleeson MSc

Estate Manager