

Dear Resident

This has been an exceptionally busy number of months for the Co-Operative. From an operational perspective, we have dealt with back-to-back audits, both internal and external and the Annual Monitoring Review undertaken by Wandsworth Borough Council. In addition to all of this, we were instructed by Wandsworth Borough Council to provide a business case to them, which would reassure them that Goulden House Co-Operative Ltd could remain viable as a business. It is very important to note that until such time that Wandsworth Borough Council both received and approved the business case, they withheld their Management Allowance to the site for 2021/22. All the afore mentioned commitments were undertaken whilst operating with reduced staff, during a pandemic and in addition to our day-to-day commitments and management of the site.

Business Case to WBC – The business case was both reviewed and approved by the Management Committee at meeting which was held on 14th April 2021, and which resulted in 1/5th reduction to the 2021/22 budget. The cuts included the removal of the caretaker post (alternative part-time cleaning post was offered to the caretaker which he accepted and Star Cleaning Agency hours were reduced to accommodate this newly created post) , the deferment of the recruitment of the office administrator post until end of October, the reduction of the Gardening and Grounds Maintenance by 50%, the removal of provision for the additional lighting for the Outer Green, the removal of provision for Community Events and reduction to staff training. In addition to these cuts, Wandsworth Borough Council requested that Goulden House return the Cyclical External Decoration Fund (£188,096), which was sitting in the Goulden House Reserve Account. Goulden House proposed that £100,000 was returned immediately and the remainder to be returned over the next 2 years (£88,096). Wandsworth Borough Council accepted both the business case and the proposals pertaining to the return of the Cyclical External Decoration Fund and this resulted with WBC releasing the Management Allowance for 2021/22 period. I can confirm that the £100,000 was returned to WBC on 2nd June 2021 in 4 payments of £25,000 (due to limit restriction).

Year End 2020/21 – Year End 2020/21 ended with a surplus of £2335. The Year End Audit commenced on 17th May and the final report was issued by Knox Cropper on 8th September. The audit was extensive with Knox Cropper undertaking 3 visits to Goulden House. Knox Cropper did advise, that as they were newly appointed to Goulden House, their first audit would take a longer period of time than normal and would be time consuming. Knox Cropper thanked Muhamad (Finance Officer) for his extended support and provision of data to conclude the audit successfully. This has been placed on the agenda for discussion/approval to transfer the surplus to the Contingency Fund.

WBC Annual Monitoring Review – The Annual Monitoring Review of GH was undertaken on Friday 8th October. This was both a very positive and productive review. The Annual Monitoring Review Report has yet to be issued by Wandsworth Borough Council.

Goulden House/WBC Final Audit Report –8 sections of our business were audited for which we received 3 Full Assurances, 4 Substantial Assurances and 1 Limited (due to the Health & Safety Priority 1 pertaining to the Fire/Smoke compliance of the Leasehold Flat Doors). The WBC Final Auditor acknowledged the level of work undertaken since the failed audit of 2019, which resulted with Goulden House receiving a rating of “No Assurance”.

GH Risk Register – As part of the most recent internal audit undertaken by Wandsworth Borough Council, the auditor acknowledged that risks pertaining to the business were well documented but in separate documents.

The auditor instructed that we created a Risk Register which would detail the risks in one document (GH Risk Register is available on the GH website and if you require an electronic/hard copy, please engage with the Estate Office, where a copy will be provided to you). A number of risks contained within the GH Risk Register come under the responsibility of Wandsworth Borough Council.

GH Risk Register/WBC Risks - I engaged with WBC and requested updates on the risks contained within the GH Risk Register, which come under their responsibility, Ronan Coady (Head of Programming Leasehold & Procurement) has engaged and advised the following.

Extractor Fans Section 20/Major Works – Ronan Coady responded on 4th November and included Peter Hedges in the email pertaining to the Section 20/Major Works/Extractor Fans. I am waiting on update from Peter Hedges (alternative Scope of Works and Consultation Meeting with residents).

Lift Refurbishment Section 20/Major Works - The lift project at Goulden House is due to commence its procurement process in Spring 2022. 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.

Important Note: Estate Manager has advised WBC the costs pertaining to the Health & Safety emergency works which were undertaken to H114 (Lift A) and H115 (Lift B) will need to be deducted from the Section 20/Major Works costs. **This is detailed in the GH Risk Register as a High Risk (3). Ronan Coady included Warren Griffiths (Lift Dept.) on his email response to me regarding update on the lifts which includes the continual breakdown of Lift H116 (Block C). I am waiting on his response.**

Flat Roof - Report into the Flat Roof provided to WBC (Martin Stack) for their review and instruction over 18 months ago. Provision of £15,000 has been accrued until such time that we receive instruction from WBC. Important Note: **The Flat Roof has been included in the GH Risk Register, as a High Risk (5).**

Flat Roof Clearance – The clearance of the flat roof was undertaken in October.

Replacement of the Intercoms/Costs/Section 20/Major Works – Danny Boud (Senior Electrical Engineer) provided the following update pertaining to the replacement of the Intercoms, “The original estimate was for a system that did not include the sub-landing doors and sub-landing call panels, following consultation with yourself (Estate Manager) regarding the design and input from the manufacturers, the cost per block is now estimated at £100k per core, £300k in total”. Part of my conversations with Danny (Boud) included the number of Major Works already programmed for the site and whether Wandsworth Borough Council would delay the replacement of the Intercoms until after the Major Works pertaining to the Extractor Fans and Lift Replacements have been completed (I have asked WBC to look at programming the Intercoms in the next 3 to 5 years to reduce the financial impact on our residents). Danny Boud instructed that I email him and include Ronan Coady (Head of Programming Leasehold & Procurement). I have provided Ronan with the GH 5 Year Plan and the GH Risk Register so that he has full knowledge of the extend of the programmed Major Works facing the site and the cost implications for our residents. This has been included in the GH Risk register as a Medium Risk (4). **Ronan Coady confirmed the following on 5th November 2021, “at your request, this scheme has been delayed, however funding (£300,000) is available should the scheme be required to be moved forward. I have asked for the additional funds to be in place for the door entry system for 2023/24 with the intention that we catch up on an annual basis and push the works back if all is Ok with you”.**

Fire Risk Assessment (FRA) – Ronan Coady has requested update from Gerry Collin (WBC) on WBC's plans regarding the expired FRAs on a number of their developments. The FRA at Goulden House expired on 17th July 2020.

Health & Safety Surveyor – PYRO Fire Services instructed to undertake the survey of the Leasehold Flat Doors. The survey of Leasehold Flat Doors will be undertaken on 13, 14, 15 and 16th December. Letters will be sent to leaseholders 14 days prior to the commencement of the survey, which will confirm which of the 4 dates provided your flat door will be surveyed. GH Estate Office have already circulated Advance Notice of these dates to leaseholders and copies of the notices have been placed on notice boards across the site. WBC has advised that once the survey is made available to leaseholders, they will be afforded 12 weeks to address the non-compliant doors and provide the Estate Office with the appropriate certification. WBC have advised that there will be no deviation for this timeframe due to the potential risk involved/impact on the Buildings Insurance.

Important Note: The non-compliance of the Leasehold Flat Doors has been included in the GH Risk Register as a High Risk (9). This was raised as a Priority 1 under Health & Safety in our most recent Internal Audit undertaken by WBC, the Auditor also advised that Goulden House were marked down at Audit because of this High Risk. WBC have confirmed that they will cover the costs of this survey.

Structural Surveyor – This is currently at the tendering stage, and we expect the quotes to be submitted into our business prior to the end of November.

Co-Op Insurance Renewal – The Co-Op Insurance was renewed on 14th October 2021 at the cost of £2,265.76 + IPT (Insurance Premium Tax), the previous year's cost was £2,216.62 + IPT (Insurance Premium Tax). The renewal this year saw an increase of £49.14.

Fly Tipping – The past 12 weeks has seen a large increase in Fly Tipping, CCTV has assisted in the identification of a number of incidents where the residents in question have removed their items. CCTV works when we can identify the individuals concerned. We have saturated the site and the GH website with letters and the placement of Zero Tolerance Notices on items that have been discarded. We have sought clarity from the Metropolitan Police on the legalities of placing the images of the Fly Tippers from CCTV on the Notice Boards, in other words "Name & Shame" and the Police have advised "when an individual Fly Tips, they have committed a criminal offence and therefore, their image can be taken from the CCTV footage and placed on the Notice Boards". GH Estate Office have adopted the placement of CCTV images of individuals who fly tip, and this has reduced the number of incidents of fly tipping on site.

Fly Tipping – £3,000 was allocated in the 2021/22 budget against Bulk Waste Disposal, we have incurred expenditure which equates to £2,480 up to end of October, which leaves us with a sum of £520 and therefore, it is highly likely that the Year End will show a overspend unless residents dispose their Bulk Waste responsibly. Residents can dispose of their Bulk Waste by engaging with Wandsworth Borough Council via the following link:

<https://www.wandsworth.gov.uk/rubbish-and-recycling/bulky-waste-and-diy-waste-collections/book-a-bulky-waste-collection/>

Items placed in the communal hallways – There has been an increase with the placement of items in the communal hallways. Please be advised that Goulden House Co-Operative Ltd operate a Zero Tolerance Policy and there are a percentage of residents who are ignoring this. There are, as of today's date (12th November 2021) 30 flats which have placed items in the common areas and albeit notices

have been placed on them, these notices are being ignored. The placement of items in the common areas of the site is a breach of Health, Safety & Fire Regulations and it is also a breach of the Terms and Conditions of the lease. **Please do not be accountable for impeding a resident's means of escape.**

Community Protection Order – The Met Police Safer Neighbourhood Team have issued a Community Protection Order for the smell of cannabis emanating from one of the flats on site. This falls under a pilot scheme which the Metropolitan Police are currently trialling. Under this new initiative, for example, a resident will call the Met Police on 101 and advise that there is a smell of cannabis in the vicinity of their flat, the Met Police will take the details and attend site and investigate, if they can smell the cannabis, a letter is issued to the resident by the Met Police and followed up with the issuing of a Community Protection Order.

Staffing update:

Office Administrator Interviews – The Office Administrator interviews took place on Friday 5th November, and I am delighted to be able to inform you that we have successfully recruited. The successful candidate's name is Margaret Earle. Margaret's commencement date will be Monday 29th November.

Overspend – Provision of £1,500 was placed in the 2021/22 budget for Peninsula (HR & Legal provider), whom we share the contract with a group of Co-Ops, and this reduces the costs to Goulden House. The shared cost for the Peninsula contract for Goulden House is £735 excluding VAT. However, a staffing issue arose where Goulden House were advised by Peninsula that they should independently deal with this staffing issue and the cost of which equated to £1,295 excluding VAT. The latter has resulted with an overspend. The Chair of the Management Committee will provide further update at the meeting.

I would like to take this opportunity, on behalf of all staff, to thank you for your continual support, your numerous welfare checks either via email or in person at the Estate Office, all of which have been very much appreciated by us all.

For and on behalf of Goulden House Co-Operative Ltd

Annie Gleeson MSc

Estate Manager