

Dear Resident

Health & Safety Surveyor – PYRO Fire Services instructed and the survey of the Leasehold Flat Doors. The survey will be undertaken on Monday 13th (Block A), Tuesday 14th (Block B), Wednesday 15th (Block C) and “Mop-Up” will take place on 16th December. Letters have been issued to flat owners advising of date and time (AM/PM) when their doors will be surveyed, and notices have been placed on notice boards across the site. Estate Office has provided detailed spreadsheets pertaining to each of the blocks/sub-entrances to the surveyor. Please ensure that access is provided to the surveyor on the date and time (AM/PM) which has been allocated to you. Important note: failure to provide access to the surveyor will result with you needing to instruct your own surveyor to survey your door.

Update on Survey of Leasehold Flat Doors (13th, 14th, 15th and 16th December:

- 186 Leasehold Flats have been surveyed
- 5 omitted due to COVID
- 1 refused to give access
- Surveyor was on site 11 hours per day with a 30-minute lunch break/Estate Manager on site 12 hours + per day
- The surveyor will return in mid to late January to inspect the 41 remaining doors and this number includes the 5 doors where residents advised the surveyor that they had COVID (the date of the survey in January will be issued to the 41 owners as soon as we receive it).
- Surveyor requested that I pass on his thanks to the residents for their excellent support and patience throughout the 4-day survey. Surveyor thanked Estate Manager and Office Administrator for the extensive work undertaken with residents over the 4-day period pertaining to access.
- Wandsworth Borough Council have been updated with the number of flats which were surveyed and that 41 flats have yet to be surveyed in mid-to late January.

The completed survey from 13th, 14th, 15th and 16th December will be issued to the Estate Office on Tuesday 4th January, letters will then be issued to the owners on site, advising of the Surveyor's findings.

I can also advise that I have spoken with KRM (Krispar Repairs & Maintenance), and they have advised, that if the order is placed by a leaseholder by 17th January, KRM have confirmed that they will be able to complete the works by 31st March. For ease of reference, KRM details are as follows:

KRM (Krispar Repairs & Maintenance)

15 NCR Business Centre, Great Central Way, London, NW10 0AB

Telephone: 0208 451 1375

Email: krm@krispar.co.uk

WBC Annual Monitoring Review – The Annual Monitoring Review of Goulden House was undertaken by Wandsworth Borough Council on **Friday 8th October**. I can advise that the Annual Monitoring Review was very positive and has resulted with WBC providing the following feedback to Goulden House. I would also like to add that I more than welcome and very much appreciate this feedback from WBC. The Estate Office and Management Committee are more than aware of the relentless work undertaken to move this site forward from the unacceptable failings which were identified by

Wandsworth Borough Council in the 2019 failed audit, and which highlighted failures across all areas of our business.

"8. Overall Comments WBC:

It was important that this monitoring meeting took place virtually, as last year it was not possible to do so physically, due to Covid-19 restrictions, and a Virtual Annual Review procedure was not in place at that time.

The Estate Office has worked hard to manage the estate properly and very effectively, especially noticeable in these extremely demanding times, mostly down to the Covid-19 Pandemic.

Committee and general meetings continue to be run smoothly and efficiently.

The Limited Assurance overall rating received from Internal Audit, is a marked improvement from the last audit and the hard work of the Estate Office and the committee taken to achieve this should be applauded.

The challenge of the pending major work schemes is still on the immediate horizon, but I am confident that all parties involved will manage these with great diligence and efficiency."

Goulden House Risk Register – The Risk Register has been updated to reflect a number of updates which pertain to the survey of leasehold flat doors, the deferment of the replacement of the intercoms, training undertaken by GHMC and staff and the recruitment of the Office Administrator (updated copy of Risk Register has been uploaded to the GH website and copies are available upon request from the Estate Office).

Fly Tipping – I advised residents at the previous General Meeting of the significant increase in Fly Tipping and that CCTV was assisting in the identification of a number of incidents. Please be advised that placement of items in the communal areas of the site is a breach of Health, Safety & Fire Regulations and is also a breach of the terms and conditions of the lease. Notices have been placed on the items which have been left in the hallways, outside of flats in Block C, the Estate Office has noted that the notices have been removed but not the items. The Estate Office will now review the removal of the items in the communal areas and the costs for their removal will be recharged to each of the specific flats who are potentially placing our buildings insurance at risk.

Estate Office Opening Hours over Christmas period –The Estate Office will close on Friday (Christmas Eve) at 2 pm and will re-open on Wednesday 29th December. On Friday 31st December (New Year's Eve), the office will close at 2 pm to allow staff to get home safely to their respective families. I shall be in the office between Christmas and New Year, as majority of staff will be on Annual Leave. Notification reflecting the closing and opening times for the Estate Office shall of course be placed on the notice boards across the site in due course.

I would like to take this opportunity to thank you all for your support over the past 12 months.

For and on behalf of Goulden House Co-Operative Ltd

Annie Gleeson MSc

Estate Manager