

Dear All

The following is the Manager's Report to General Meeting on Wednesday 11<sup>th</sup> May and any further updates will be provided at the meeting.

Background to current Section 20 Major Works (Lifts and Communal Extractor Fans):

A number of residents sought clarity, via the Estate Office, on whom initiated the Section 20 Major Works and whether these works were subject to the C1 Referral process via the Goulden House Management Committee, for both clarification and legal purposes, the following information was provided by Wandsworth Borough Council on 27<sup>th</sup> April 2022 in response to resident (s) queries:

***“Section 20 - C6996 Communal Extract fan replacement – This was not a C1 referral. Works were identified following increased maintenance calls, age of plant (of which is now obsolete and requires replacement). Works were added to the capital programme on 17/8/2015 and identified for replacement as part of the HRA Business Plan for 2018/19.***

***C6801 Lift refurbishment – This was not a C1 referral. Future works were identified by the lift department and incorporated into the capital programme on 23/8/2011. Formal bid for funds was made in Oct 2018 (approved Jan 2019) Scheme was programmed for inclusion as part of the HRA Business Plan for 21/22.***

***Wandsworth Council are the freeholder & ultimately make the final decision. Goulden House Co-op can make recommendations for major works schemes by a C1 referral”.***

If any resident has a query pertaining to Section 20 Major Works (legal process between Wandsworth Borough Council and the lessee), may I suggest that you engage directly with the Estate Office, where the correct information will be provided to you either by the Estate Office or via Wandsworth Borough Council, in their capacity as Landlord/Freeholder of Goulden House.

**Communal Extractor Fans** – Notices of Intention were sent via the postal service on Tuesday 5th April 2022 and are due to expire on Tuesday 10th May 2022. Residents have been informed of the ability to book MS Teams consultation appointments on Wednesday 25th April 2022.

**Section 20 Major Works/Lifts (H114, H115 & H116)** – Notice of Intention (NOI) in respect of the lift scheme was served (4th March 2022) with an expiry date of Friday 8th April 2022.

**FRA (Fire Risk Assessment)** – As advised previously, the Fire Risk Assessment (FRA) of the Common Areas was undertaken by RIDGE, on behalf of Wandsworth Borough Council, on 19th & 20th January. Goulden House Estate Office received the survey on 15th February. The three fundamental areas of risk identified via the Fire Risk Assessment (FRA), are the **1. leasehold flat doors, 2. communal fire doors and 3. items placed in the communal areas.**

**Leasehold Flat Doors** – As previously advised, the survey of the leasehold flat doors has been completed by Pyro Fire Services and I can confirm that 222 out of the 227 leasehold flat doors have been surveyed. **A Formal Reminder will be sent to leaseholders who have yet to advise the Estate Office that they have either instructed or undertaken the remedial works to address the Surveyor's identified risks with their flat doors. We require these updates at your earliest opportunity, to ensure that your flat door is compliant with Health, Safety, Fire & Smoke Regulations. Non-compliance is not an option, please engage and update the Estate Office as a matter of priority.**

**Communal Fire Doors**, Wandsworth Borough Council and Keens (Surveyor) attended site on Wednesday 9th March to survey the Communal Fire Doors as they were graded as “Serious” in the most recent Fire Risk Assessment of the Common Areas (FRA). The survey findings were that that Goulden House are accountable for the repairs to the existing Communal Doors/Glazing/Joinery/Door Closers at a cost of £31,114.81 + vat and WBC would be responsible for the replacement of a number of the Communal Fire Doors at a cost of £13,885.19 + VAT. Estate Manager engaged with Ronan Coady (Head of Programming Leasehold & Procurement) on 30th March to discuss the implications for the placement of the costs pertaining to the repairs to the Communal Fire Doors in the 2022/23 budget. Ronan Coady responded with the following:

*“Goulden House have external decorations programmed for 2025/26 where we would have incorporated the repairs to the communal fire doors into the contract, however Goulden House can't wait that long for these works to be completed. I have therefore agreed to fund them ec £31k. Annie, Please commission the works, pay the contractor and then send us a copy of their invoice along with an applicant to pay Goulden House for the same amount. Regards, Ronan Coady, Head of Programming Leasehold & Procurement”.*

Ronan Coady confirmed that the initial costs £31,114.81 + VAT will be covered by Wandsworth Borough Council and leaseholders will be charged for these works as part of their annual repair services charges.

**Wandsworth Borough Council have prioritised these works at Goulden House due to the serious condition of the Communal Fire Doors. Notification will be issued very shortly to all residents advising of the commencement date for these works.**

**Items in the Common Areas**, I can advise the majority of the items have now been removed from the Common Areas. Any breach of the Common Areas will be dealt with robustly in line with the Terms & Conditions of the lease and in compliance with Health & Safety & Fire Regulations. I can confirm that at the time of writing this report, there are three residents who have not removed the items which they have placed in the common areas, these items will now be removed and the owners in question will be recharged for their removal, via the Goulden House Co-Operative Ltd Recharge Policy and will also be advised in writing that they are in breach of the Terms & Conditions of their lease, pertaining to the placement of items in Common Areas of the site.

**Structural Survey** - SOCOTEC UK LTD undertook the Structural Survey on Monday 11th April and Tuesday 12th April. Wandsworth Borough Council have covered the costs of the survey which equate to £4,400 (inclusive of VAT). The survey is expected to be emailed to the Estate Office the week commencing 9th May. I can advise that the Flat Roof formed part of the structural survey and the surveyor has confirmed that there is one section of the flat roof which requires additional testing, (£15,000 has already been ringfenced for flat roof repairs). The Surveyor has also confirmed that there are numerous sections of spalled concrete across the site which needs to be addressed, a large percentage of these relate to previous repairs, dating back 5 years, and occurred because sub-standard materials were utilised. As soon as the Estate Office receives the survey, it will be emailed through to Wandsworth Borough Council for their review and necessary action. A copy of the survey will also be placed on the GH website for all residents to view.

**WBC Audit Action Plan** – The Audit Action Plan was completed and returned to the WBC Auditor, on 8th March, as per the Auditor's deadline for submission. The latter resulted in three additional queries which have already been responded too and no further queries have been submitted to GH by WBC Auditor.

Extensive work was undertaken by the Estate Office and Management Committee in addressing the Auditor's recommendations, special thanks to Estate Office Staff and Company Secretary who worked tirelessly to ensure the Auditor's recommendations were addressed and submitted within the Auditor's deadline.

**Knox Cropper (Year End)** – Knox Cropper (GH Auditors) will be undertaking their field audit (Year End) on Friday 24<sup>th</sup> June. Prior to them commencing their field audit, they will be meeting with the Chair and Treasurer of the Goulden House Management Committee, in line with Best Practice.

**Goulden House Quarterly Newsletter** – A newly formatted Quarterly Newsletter is currently being worked on and will be issued to the site in due course.

**Goulden House Website** – Lots of work has been undertaken to the Goulden House Website and it is regularly updated. The Company Secretary has done excellent work on the website and this work has been complemented by the WBC Auditor at the most recent audit. Please visit it by utilising the following link: <https://www.gouldenhouse.org/>

For and on behalf of Goulden House Co-Operative Ltd

Annie Gleeson MSc

Estate Manager