

Dear Resident

The following is my Manager's Report to the General Meeting, which is scheduled to take place on Tuesday 28th March and any further updates received will be provided at the meeting.

Section 20 Major Works (Extractor Fans Phase 1 – CCTV Survey) – T Brown Group is the contractor appointed to undertake Section 20 Major Works Extractor Fans Phase 1 – CCTV Survey and these works are scheduled to commence on 3rd April. The T Brown Group circulated letters to all residents on site on Tuesday 21st March, the letters outlay the dates, property numbers etc and have been split into three phases (Phase 1, Phase 2 and Phase 3).

GH Communal Extractor Fans Update from Smith & Byford – Estate Office made aware that a number of flats, in excess of 20, were experiencing issues with their Extractor Fans and have been for a number of weeks. Smith & Byford Engineers (the contractors who maintain the Communal Extractor Fans on behalf of Wandsworth Borough Council) identified that two of the Communal Extractor Fans needed to be removed from site for repairs to be undertaken. Goulden House Estate Office have engaged regularly with Smith & Byford to ascertain when the fans would be returned to site, the most recent engagement was again made with Smith & Byford on Wednesday 22nd March to ascertain when the fans will be back in operation and Smith & Byford have confirmed that the works will be completed to the 2 x fans on Wednesday 29th March. GH website updated on Wednesday 22nd March to reflect this update, please utilise following link to view the notification:

<https://www.gouldenhouse.org/gh-communal-extractor-fans-update-from-smith-byford/>

Section 20 Major Works/Lifts (H114, H115 & H116) – The consultation period for the Section 20 Major Works to the lifts expired on 2nd March with no relevant objections and Consultation Officer's recommendation is that an order is placed for this work to proceed. Wandsworth Borough Council (Warren Griffiths, Head of Lift Services at Wandsworth Borough Council) confirmed today (Friday 24th March), "The lift contractor (Amalgamated Lifts) have provided a proposal start for 7th August 2023 to commence works on site. We will be writing to the residents 2 months prior to any works commencing on site, which will be provided with the contractor's timescales for each lift. The contractor has confirmed H116 will be the first lift removed from service".

Structural Survey/Intrusive Survey – WBC have tendered for the Intrusive Survey, the Intrusive Survey is to investigate what is causing the spalled concrete, which is detailed within the Structural Survey, and this will be done by taking samples of the affected areas and having them analysed, which will hopefully determine the cause. The following update from Stephanie Pascal was received on Monday 27th February pertaining to the Intrusive Survey: "Good Morning Annie These details will be made available once we have placed an order with the successful tenderer at which point, I will be in contact with you to meet the contractor to go through the programme and scope of works so you may update your residents. I can confirm that I have sent the relevant details surrounding the parking and welfare to the tenderers so hopefully will have revised cost this week in order for the order to be raised. Kind regards, Stephanie Pascal, Project Controller, HRD – Major Works". I requested a detailed update from WBC so that I could include it in this report to our residents and I received the following via email from WBC today (23rd March): "Unfortunately, I have only received 1 revised quote to allow for the parking and welfare elements. I chased the last contractor last Friday and again on receipt of this email". The Structural Survey is on the GH website and also includes the most recent update from Wandsworth Borough Council pertaining to the Intrusive Survey/Tendering update and you can view both by accessing the following link: <https://www.gouldenhouse.org/co-operative-meetings/>

Intercoms Summary/Section 20 Major Works proceed or defer – As detailed on the GM Agenda, Section 20 Major Works are programmed for 2024/2025 and Goulden House need to advise Wandsworth Borough Council on whether Goulden House wish to proceed with these works as programmed or whether Goulden House wish to have them deferred:

Briefing on Intercoms & estimated costs pertaining to Section 20 Major Works:

£300,000 is set aside by Wandsworth Borough Council based on their Senior Electrical Engineer's estimate from September 2021 (£100,000 per block), this will be amended once Wandsworth Borough Council know when they will be carrying out the works. The works are currently scheduled for 2024/25 but can be pushed back and revised annually if the Goulden House Management Committee via consulting with residents at General Meeting on 28th March 2023 feel that this is the best way forward. Wandsworth Borough Council have advised their Senior Electrical Engineer has all the paperwork and is ready to advance the scheme. If Goulden House decide that the works are to proceed as programmed in 2024/2025, Wandsworth Borough Council need to get the process started, hence the decision is required on whether to proceed with the works or whether to have these works deferred. Wandsworth Borough Council have also advised, if the decision is to proceed with these works, it can take up to 18 months before the works will commence on site.

Lessees Flat Doors/who remain non-compliant to Health, Safety, Fire & Smoke Regs – Estate Manager is meeting with Daniel Lloyd (Deputy Area Housing Manager at WBC) and Foday Kamara (RPO/WBC) on Monday 27th March at 3 pm to review the actions which will be undertaken with regards to the lessees, whose flat doors remain non-compliant on site. I can advise that 50% of the lessee flat doors are now compliant. At this meeting, I have advised WBC that I wish to discuss the current Stay Put Policy because with the number of doors which remain non-compliant (50%), and in the event of an incident, how can we ask residents to adhere to the Stay Put Policy, we would potentially be putting their lives at risk, not to mention the impact this will have on our Building Insurance policy with Zurich. As this meeting takes place the day before the General Meeting, I shall update the residents with the actions/decisions which come from this meeting at the GM on 28th March.

The Cyclical External Redecoration Fund - The final settlement sum of £44,048 is due for return to Wandsworth Borough Council on 1st April and we have requested that WBC send Goulden House the final invoice in order for Goulden House to action this accordingly. For both information and Audit trails purposes, please note the list of payments as agreed with Wandsworth Borough Council pertaining to the return of the Cyclical External Redecoration Fund:

- 1st payment of £100,000 returned in 2021/22
- 2nd payment of £44,048 returned in 2022/23
- 3rd payment of £44,048 will be returned on 1st April (2023/2024) – Wandsworth Borough Council are currently preparing the invoice for payment.

Background briefing from Ronan Coady (Wandsworth Borough Council) pertaining to the Cyclical External Redecoration Fund:

“With the inception of the Goulden House Co-Op it was envisaged that the Co-Op would be responsible for carrying out large scale external decorations, and the monies in the external redecoration fund were paid over by Wandsworth to the Co-Op to cover these costs. However, it became clear that it was not practical for the Co-Op to manage large major work projects as they did not have the expertise in this field. I took over managing the Co-Op M&M payments in 2007 and by 2010 felt it was time we looked to remove this allowance.

The then co-op manager Rachid Bellini was carrying out smaller internal decorations annually but did not see the need for full decorations.

As a consequence, I became concerned that the reserves were growing rapidly year on year. Rachid and I therefore agreed in 2011 that if the co-op did not think they were able to carry out full decorations it would be better to hold future allowances centrally by us (Wandsworth) in a ring fenced account, as we did for other co-ops. The central allowance could then be called upon when major decs were required. With that in mind I recalculated the allowances excluding the provision for external decorations.

In the short term it was agreed that the allowance that had already been paid over could be retained by the Co-Op as Rachid wished to continue to carry out internal decorations across the block. I agreed to this but asked him to evidence any substantial decorations that were being carried out. Initially he provided some information but this did not continue. I then left the Housing Finance Team to manage the Major Works programming Team and Rachid also left Goulden House. In hindsight it would have been better if the reserves had been paid back to Wandsworth when we removed the external decorations allowance from Goulden House but for the reason stated above it was not.

As the build-up of this fund is due to allowances paid over by Wandsworth I would like to assure you and the board that the leaseholders have not contributed to the reserves you are now paying back to Wandsworth”.

Star Cleaning Agency – From April, the Star Cleaning Agency (agency who currently provide our cleaning services) will undertake the bi-monthly Jet Washing of the 4th Floor Walkway and Fire Stairwells. Prior to the first jet washing being undertaken, notices will be placed on the bike stands on the 4th Floor advising residents of date when they need to remove their bikes from the bike stands in order for the entire section of the walkway to be washed. There are also a number of bikes in the bike stands that have not been used for a number of years, notices will be placed on these bikes advising the bike owners to engage with the Estate Office and if no engagement is received, the bikes will be removed and disposed of, the latter will allow other bike owners to utilise these much needed spaces.

Changes to the Recycling and General Waste Collections - David Hutchens (Environmental Manager, Serco Local & Regional Government), Serco deal with our Recycling and General Waste Collections on behalf of WBC), attended Goulden House Estate Office on Monday 27th February, to advise on the changes for the collection of the Recycling (normally collected on a Monday) and General Waste (normally collected on a Wednesday), will now both be undertaken on a Wednesday every week as we move forward, the new changes were implemented on site on Wednesday 1st March. I can confirm that Agency Cleaners have adapted well in dealing with both collections in the one day and the very positive side is that Goulden House will no longer have to pay Bank Holiday rates for 2 members of Agency Staff to attend on Bank Holiday Mondays to deal with the Recycling (WBC have historically collected Recycling on all Bank Holidays).

Prime Security/CCTV provider/Annual CCTV Maintenance Contract – Prime Security are the contractor who installed our upgraded CCTV and also undertake the annual maintenance of the CCTV system. They have provided a quote for the placement of a camera which will capture the Community Ball Court and Bullen Street Car Park (this part of the site is not covered by CCTV), the total cost incorporates the supply of 1 x Hikvision 5 mp ULTRA HD Motorised Lens Camera and includes cabling direct to existing DVR, lifetime after sales telephone support, 36 months Parts Warranty and 12 months of Labour Warranty and the total cost, including full installation ,set-up and tutorial is £1,249.

This camera will assist with capturing the images of fly tippers who choose Bullen Street Car Park to discard their items and will certainly assist in dealing with anti-social behaviour within the Community Ball Court.

Proposed Phased Redecoration of the 3 x Main Entrances/Entrance C/Phase 1 - Quotes for the redecoration of Main Entrance of Block C (Phase 1) were both requested, received and discussed by the Goulden House Management Committee at their most recent meeting which took place on 6th March. The Goulden House Management Committee asked that the contractors who provided the quotes for the redecoration of Main Entrance C, revisited the quotes they provided and included the levelling of the floors in Main Entrance C and alternative floor coverings which need to be accompanied with costs. The proposal is that Phase 1 (Main Entrance C) would take place in the new financial year (2023/2024) and directly after the Section 20 Major Works was undertaken to Lift C, which are scheduled to commence in August, Phase 2 (Main Entrance B), would take place in 2024/2025 and Phase 3 (Main Entrance A), would take place in 2025/2026). The Goulden House Management Committee will review the amended quotes, once received and residents will be updated accordingly.



Flooring in Entrance C

Proposed Community Event/King's Coronation – Tom Dowding, Goulden House resident and Pastor for The Bridge Battersea, engaged with the Estate Office to ascertain whether, he could assist in the running of a community event at Goulden House over the coronation weekend, Saturday May 6th. Tom has confirmed that previously his church has run a similar event on the Surrey Lane Estate for the Platinum Jubilee, where a picnic was held, with a few games for the children etc. Tom has also floated the following ideas, a BBQ, games on the grass (Inner Green), a treasure hunt for the children. Tom will be attending the General Meeting on Tuesday 28th March, where residents will be able to raise any questions to him at this time. If the decision is to hold this community event, both Margaret (Office Administrator) and myself will be volunteers on the day, to assist with the event.

For and on behalf of Goulden House Co-Operative Ltd

Annie Gleeson MSc

Estate Manager