

Dear All

The following is my Manager's Report to the General Meeting, which is scheduled to take place on Monday 22nd May and any further updates received will be provided at the meeting.

Section 20 Major Works (Extractor Fans Phase 1 – CCTV Survey) – Works commenced on 3rd April. The most recent Progress Meeting took place on 26th April and next scheduled Progress Meeting takes place on Wednesday 24th May. I have requested the most current/actual number of flats which have been surveyed and this information (if received prior to GM) will be provided to you at the meeting.

Section 20 Major Works/Lifts (H114, H115 & H116) – The lift contractor (Amalgamated Lifts) have provided a proposal start for 7th August 2023 to commence works on site. Wandsworth Borough Council will be writing to the residents 2 months prior to any works commencing on site, the letter will detail the contractor's timescales for each lift. As previously advised, the contractor has confirmed H116 (Lift C) will be the first lift removed from service.

Intrusive Survey/Update from WBC – The following email was received from Wandsworth Borough Council (Stephanie Pascal):

“RE: Update on Intrusive Survey. Official. Good Afternoon Annie, Thank you for your email. I hope you are keeping well. The winning tender has been notified and we are in the process arranging to Purchase Order. This has taken longer than normal as the tenderer had to be set up on the system. All financial details have been provided and Capita are finalising the details which is hoped to be completed tomorrow. On receipt I will arrange a meeting to confirm a start date. Kind regards, Stephanie Pascal, Project, Controller, HRD – Major Works”.

Occupancy/Maintenance Checks – Numerous Occupancy/Maintenance Checks undertaken so far in this new financial year. Part of the Maintenance Checks are to inspect the flat doors to ascertain whether they have the appropriate door closures (Directive from WBC), my findings so far are that 1 out of every 2 doors inspected are missing the door closures. I have already raised this with Daniel Lloyd (Deputy Area Housing Manager) and Foday (RPO) at our most recent meeting pertaining to the non-compliant leasehold flat doors. Daniel Lloyd is going to check with Tom Crawley (Head of Resident and Estate Services at WBC) whether we need to install the missing door closures as and when we identify them or if we can collate the final number of missing door closures and then tender for all the missing door closures to be replaced. **Important Note:** The Social Housing Flat Doors were replaced by WBC in 2017 (5 Flat Doors need to be replaced, the details of which have been provided to WBC via a Visual Survey and as per their instruction). The cost to replace the Social Housing Flat Doors rest with WBC and not with Goulden House Co-Operative Ltd.

Non-Compliant Leasehold Flat Doors – I can confirm that Wandsworth Borough Council have yet to provide their instructions on the next course of action which will be undertaken pertaining to the remaining non-compliant leasehold flat doors on site, the latter remains a serious Priority 1 failing under Health, Safety, Fire & Smoke Regulations.

Prime Security/CCTV provider/Annual CCTV Maintenance Contract – Prime Security are the contractor who installed our upgraded CCTV and undertake the annual maintenance of the CCTV system. Works Order was raised based on their approved quote, which equated to £1,249 (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). Prime Security Engineers arrived on site on Wednesday 12th April to start the installation, only to find

that the work involved was a lot more detailed than what their own surveyor quoted for, the latter resulted with Prime Security requesting that they increase the quote from £1,249 to £2049.00 (an increase of £800 because 2 x Engineers were required to undertake the works over a 2 day period). I formally advised Prime Security Senior Managers that we raised the Works Order based on their quote and I expected them to carry out the agreed works as per the approved quote (£1,249). I can confirm that Prime Security adhered to the Works Order raised and the new CCTV Camera was installed on site on Friday 5th May, the installation of the new CCTV camera took 11 hours to install and used 300 meters of cabling. The works were undertaken in compliance with CDM Regulations (Risk Assessment, Scope of Works, and Method Statement).



Image of Community Ball Court from newly installed CCTV Camera.

Scaffold on Winders Road – On Wednesday 26th April, scaffold was erected in Communal Walkway between Flats 7 & 8, The scaffold is to address flashing which needs to be replaced and which has been identified as the source of ingress into one of the flats on 4th Floor, the works remain ongoing. Notices were issued to residents in the vicinity of where the scaffolding was placed in Block A. A copy of the notice was also placed on the GH website, please use the following link for ease of reference: <https://www.gouldenhouse.org/scaffold-tower-april-2023/>

Scaffold on Inner Green – The scaffold on the Inner Green, which was erected to address pointing works, will be removed, the week commencing 22nd May. The scaffold has been up for a reasonable time after works had been completed allowing for inclement weather to test the works and at no additional cost to Goulden House.

Phased Redecoration of the 3 x Main Entrances/Entrance C/Phase 1 - Quotes for the redecoration of Main Entrance of Block C (Phase 1) remain with the contractors, where we have requested that they add options and costings for the floor covering.

Gardening & Grounds Contract – James (Earthgardens) currently undertakes the grounds maintenance but has submitted his resignation, for personal reasons, and is currently working his month's notice period, which is until 3rd June. James provided his resignation via letter and thanked all staff and the Management Committee, for the years in which he has worked at Goulden House. Resulting from James' resignation, the Gardening & Grounds Maintenance contract has been tendered. We have allocated provision of £10,350 in the current financial year budget for this contract and it will not be an easy task to tender this contract at this cost because, when we last tendered the contract 3 years ago, the most cost effective was Earthgardens as the other tenders were in excess of £30,000 +, due to the size of the grounds. I am not stating that it cannot be done, it may take longer than we would like, and I would ask that you bear with us during this process. I shall of course keep you updated on how the tendering process is progressing.

Water Supply/4th Floor – We are currently looking at all options to deal with the provision of water for the 4th Floor Walkway, so that we can pressure wash the 4th Floor Walkway and the Fire Stairwells. We looked at the commercial karcher pressure washers on the market, which needed to have water tanks attached, what we found were not fit for purpose.

We then asked a surveyor to look at the 4th Floor who advised “when buildings were built 50 years ago, nobody looked or thought of these issues for the future and the potential problem they would create”. The surveyor then looked at whether it would be possible to run a pipe from the existing water supply within the Community Room (Block B), directly to the 4th Floor. The surveyor confirmed that the ground floor community room would need to have a mains supply pipe that can be shut down for connection. There would need to be ducting/communal pipework runs to allow ease of pipe running from ground to 4th floor, if not, then a specialist company would need to be contracted to core drill the concrete floors for pipe runs. Any pipe runs would need to be fireproofed between floors and pipes insulated. The mains supply pressure/flow rate may be reduced due to the height of the run (4 floors). The surveyor then advised that a much simpler way would be to tap into a rising main pipe before it supplies any single dwelling on the 4th Floor. The plumber will be on site next week to undertake his investigation. Important Note: The provision of a water supply to a section of a development which was never included in the original build is no easy task but there is a solution to everything, and we shall endeavour to find that solution.

Communal Fencing – £5,000 provision has been placed within the current budget to address damaged fencing on site. The site was surveyed on Wednesday 17th May, where fencing that fell under Health & Safety Priority 1's was the focus. Further information will be provided on this in due course.

Disposal/Cigarette Ends – We have been advised that cigarette ends are being thrown, yet again, from the balconies of flats above into the gardens of the ground floor Flats and onto the roofs of their garden sheds. This is a serious breach of Health, Safety, Fire & Smoke Regulations. Please dispose of your cigarette ends responsibly. Please note that children are playing in the gardens below and it was only last year that we had a balcony fire which was very severe, and the occupants of the flat in question, were very fortunate that they did not sustain any injuries.

Should you require any additional information or if you have information on whom the person or persons are who are non-compliant with the Health, Safety, Fire and Smoke Regulations, then please do not hesitate to call the Estate Office on 0207 924 5213 or via email office@gouldenhouse.org. We shall check CCTV and if the flat in question is identified, costs for any repairs for the most recent damage caused by the discarding of cigarette ends, will be recharged to the flat in question in compliance with the Goulden House Co-operative Ltd Recharge Policy. We have placed a notice on the GH website and I have attached the link for ease of reference:

<https://www.gouldenhouse.org/cigarette-ends-urgent-notice/>

Pest Control - As a result of previous increase in rodent activity, we increased the bait boxes across the site. As a result of further resident concerns, Pestgone (our Pest Control Contractor), has placed additional bait boxes around the inner green and other areas of the site today, 15th May. We have also undertaken the sealing of many pipes around the site. We have a contractor attending the site on Wednesday, 17th May, to survey one of the smaller enclosed communal gardens as potentially an underground pipe may have collapsed, thus causing an increase in rodent activity. Please be assured that this is red flagged by the Estate Office until such time it has been brought to its rightful conclusion. Notices were issued to the

ground floor flats in the Inner Green on Monday 15th May and a copy of the notice was placed on the GH website, please use the following link to view the notice:

<https://www.gouldenhouse.org/update-on-pest-control/>

In addition, we have two bin stores on the Inner Green where refuse is still not being disposed of responsibly and just placed on the floor of the bin stores. In addition, the only area of the site where fly tipping is still occurring, are the afore mentioned bin stores. We are asking that refuse is placed in the paladins in these bin stores and not on the floors and that bulky items are disposed of responsibly and not fly tipped within these bin stores, items fly tipped recently include but not limited to the following, a fridge-freezer and bed frame (please see photos of dumped items below).

Important Note: When large bulky items are fly tipped on site, it is staff that need to clear these items so that residents do not get injured accessing their bin stores and where other residents are left to pay the costs for the irresponsibility of a very small percentage of residents. Staff have previously been injured when residents have not disposed of their bulky waste responsibly. We ask the small percentage of residents who continue to fly tip, to think of the impact you are having on other residents and staff and on yourselves because if you are captured on CCTV, you shall not only be fined but could also be prosecuted as fly tipping is a criminal offence. The Metropolitan Police have confirmed that if a person is captured on CCTV, their image can be placed on Notice Boards so that other residents can see who is fly tipping on site and why there is an increase in their Service Charges pertaining to the removal of fly tipped items from site.



Photos of items dumped in Bin Store in Inner Green (large items also dumped within the paladin).

If you have bulky items which you need to dispose of, then please dispose of them responsibly as 99% of our residents do. Please utilise the following link to the Wandsworth Borough Council website pertaining to bulk waste:

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

Theft of tools from vehicle - We had contractors working all morning on Site on 15th May, only to finish their work and find that their brand-new vehicle parked in a parking bay by Block C on Bullen Street had been broken into and thousands of Pounds of tools were stolen. The contractor noted the vehicle involved in this theft was a Black Vauxhall Zafira and has reported this to the Metropolitan Police. Please ensure that you do not leave tools/valuables etc. on display in your vehicle. If you witnessed this incident on Monday 15th May or see the Black Vauxhall Zafira, in and around the Site, please contact the Metropolitan Police immediately. I have also updated the Metropolitan Police Safer Neighbourhood Team on this incident. We placed notices on the main notice boards in Blocks A, B and C and a copy of this notice was placed on the GH website, please use the following link to view the notice:

<https://www.gouldenhouse.org/theft-from-vehicles/>

Community Event/King's Coronation – The Planning Group undertook extensive work over a short period of time to ensure that a good time was had by all who attended the Coronation Party which took place on Saturday 6th May from 1 pm until 4 pm in the Inner Green. £1,050 funding provided by WBC from their “King and Queen Consort’s Coronation Grant Fund” and £350 was donated by a number of our contractors as a way of giving something back to the residents of Goulden House. **Important note:** Contractors who offered donations have been advised that Goulden House will purchase the items as per the amount donated by them and will then invoice them for payment, the latter in compliance with the Goulden House Co-Operative Ltd. Procurement Policy. Please use the following link to the GH website to see update and photos (Please see a small selection of the photos below) from the Coronation Party:

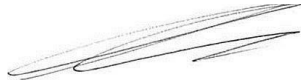
<https://www.gouldenhouse.org/coronation-party-photos-from-the-day/>



Photos from the Goulden House Coronation Party

Fire Safety Training – Estate Manager and Office Administrator attended Fire Safety Training on Tuesday 9th May, this was a whole day event and extremely beneficial and relevant to current issues, for example the compliance of Flat Doors and the Stay Put Policy.

For and on behalf of Goulden House Co-Operative Ltd

A handwritten signature in black ink, appearing to read 'Annie Gleeson', with a stylized flourish at the end.

Annie Gleeson MSc

Estate Manager