

Dear All

The following is my Manager's Report to General Meeting, which is scheduled to take place on Wednesday 8<sup>th</sup> November and any further updates received will be provided at the meeting.

**Section 20 Major Works (Extractor Fans Phase 1 – CCTV Survey)** – Section 20 Major Works - Phase 1 – CCTV survey (suspended). I can confirm that WBC called a meeting on 12<sup>th</sup> October and requested the attendance of the Chair, Treasurer, Company Secretary from GH Management Committee, and myself, in my capacity as the Estate Manager. Attendees from WBC were, but not limited to, Ian Stewart, Tom Crawley, Peter Hedges and also present were representatives from the T Brown Group. Detailed discussions took place at the meeting with WBC highlighting their key technical concern being, ***“is that there is no access to the whole of the ducted system to enable it to be properly cleaned of potentially flammable material. The ducting also contains no fire dampers and there is inadequate fire compartmentation in many of the properties between the bathroom and the duct”***. WBC asked the Chair, Company Secretary and Treasurer to feed back to the wider Management Committee, the issues which were discussed at the joint meeting on 12<sup>th</sup> October and that the Management Committee provide WBC with a formal response. WBC also advised that once they received the formal response from the Goulden House Management Committee that a joint communication would be issued to the residents of Goulden House. The Management Committee discussed the findings at their scheduled GHMC meeting on 17<sup>th</sup> October and a formal response was issued to WBC on 25<sup>th</sup> October by the Chair of the Goulden House Management Committee (the formal response was in letter format). **WBC confirmed (Wednesday 1<sup>st</sup> November ), that the accounts have been put on hold and once WBC have the final actual costs, revised bills will be sent out.**

**Non-Compliant Leasehold Flat Doors** – Current Status is that 50% of the Leasehold Flat Doors have been addressed by the Lessees, **with 50% remaining non-compliant**. This remains a Priority 1 Failing under Health, Safety, Fire & Smoke Regulations. Due to the serious risk attached to the non-compliant lessee flat doors, the following course of action will be undertaken next week (week commencing 6<sup>th</sup> November):

Final Warning Letters to be issued to all lessees by Goulden House Co-Operative Ltd, whose doors remain non-compliant and contained within the Final Warning Letter will be the directive that Goulden House Co-Operative Ltd, require that lessees take immediate action to address their respective door defects as identified/surveyed by Pyro Fire Services, a copy of the survey of their respective doors will be re-issued to the lessees with the Final Warning Letter. Included in the letter will be the link to the GH website where all relevant information, pertaining to the Leasehold Flat Doors, is located. **Also stated in the Final Warning Letter will be, any leaseholders who do not take appropriate and immediate action will be referred to SLLP for an LBA.**

For ease of reference, please use the following link to access the information on lessee flat doors/amendment to lease in 2017, flat door spec etc:

<https://www.gouldenhouse.org/useful-information/leaseholder-flat-doors/>

**Section 20 Major Works/Lifts (H114, H115 & H116)** – The Major Works to the lifts commenced on 29<sup>th</sup> August with Lift C (H116). The works are progressing well with the lift engineers using the Caretaker's Room to store the heavy lift equipment and the Community Room as their welfare facility, the latter negated the need for the engineers to place trailers on the Inner Green for the duration of the Section 20 Major Works.

### Schedule of the Section 20 Major Works (Lifts H116 (Block C), H115 (Block B) & H114 (Block A)):

Lift Ref	Start Date	Completion Date
H116	29th August 2023	27th November 2023
H115	28th November 2023	27th February 2024
H114	28th February 2024	20th May 2024



### Section 20 Major Works to Lifts (H116 Block C)

**Invoicing/Lifts/Section 20 Major Works** – I engaged with the Head of the Lift Section at Wandsworth Borough Council to ascertain when the invoices will be issued for the Lift Major Works, and I received confirmation via email on Thursday 2<sup>nd</sup> November, which advised the following:

***“As requested with regards to the major work charges for lifts, we have been informed by the Leasehold and Procurement team that although the S20 Notice advised of Oct 23 billing this scheme, leaseholders will be invoiced in Oct 24”.***

**Structural Survey/Intrusive Survey/Flat Roof** – The intrusive Survey has been completed by CAN. I emailed WBC (Stephanie Pascal) on Friday 29th September and asked for an update on when the identified sections of the Flat Roof will be investigated by Engineer, as GH were previously advised. I received the following update from WBC (Stephanie Pascal) on Tuesday 10th October: ***“Official Good morning, Annie, All’s well thanks and I hope you are too. I have contacted Steve Davis from Capital Property & Construction Consultants Ltd who will be preparing the report, and he has advised that CAN are currently in the process of completing their factual report, which he expects to be issued next week. Following this, he will require a couple of weeks to review and carry out his own assessment of the findings. So hopefully, by the end of this month, but he will let me know if anything changes. Kind regards Stephanie Pascal, Project Controller.”*** I can also advise that I engaged with WBC this week to ascertain whether there was any further update on this and was advised that no further updates were received.

**10 Year Electrical Testing** – The 10-year electrical testing is currently being undertaken within the 42 tenanted properties.

**PAT Testing** – PAT testing was undertaken on Tuesday 1st August.

**RMO Contract Compliance/Annual Review Report** – WBC carried out the inspection on 31 July 2023. WBC's Overall Comments are as follows:

*"The Resident Participation Officer attended this meeting and undertook the monitoring exercise, as required.*

*It is my opinion that the Goulden House Co-operative Estate Office functions extremely well; Annie Gleeson and her team manage the estate to a very high standard in all areas that I am aware of.*

*The extent/scope of the multiple major works schemes on the estate are solidifying, which poses challenges, which will need to be met (I am sure that they will be) on both the Co-operative/Council-side.*

*I would reiterate that the Committee and general meetings continue to take place, where essential business is transacted and robust discussions are had. I don't really have any real concerns relating to the governance/management of the estate/provision of services.*

*It is particularly good to see that the committee have embraced the need for ongoing training/development, increasing their capacity, in relation to effective governance/management of the estate".*

**Conversion of Caretakers Room to Staff/Common Room** – The contractor (FG Keen Ltd) has been appointed to undertake these works in compliance with the Goulden House Co-Operative Ltd Procurement Policy. WBC are covering the costs (£10,000) of these works as they pertain to Service Improvement for the site. The conversion works will not commence until the Section 20 Major Works to Lift C have been completed, because the room is currently being utilised to store heavy lift equipment for the lift major works. WBC have been updated accordingly.

**Flat Roof** - The annual clearance of the Flat Roof was undertaken on Monday 25<sup>th</sup> & Tuesday 26<sup>th</sup> September. The amount of debris removed was extensive but not surprising with the weather conditions over the past year. The contractor did a very good job over the two days in which it took to undertake the clearance of the Flat Roof.



**Photos of post inspection of the annual clearance of the Flat Roof**

**Void Major Works** – Two flats are currently at the tendering stage of Void Major Works. In this financial year, WBC provided provision for 2 Voids (£15,000), Goulden House would exceed this provision with the additional 2 Voids and with a potential 3<sup>rd</sup> Void in the current financial year. Estate Manager asked for a meeting with WBC Finance Manager to discuss additional provision, the Chair of GHMC also attended this meeting. The meeting was very productive and resulted with **WBC increasing their Void provision from £15,000 to £45,000 in this financial year.**

**Intercoms Database/A & C** – I can advise that Estate Office Staff have successfully taken handover of the Databases for Blocks A & C. The Estate Office can now upload and remove numbers for Blocks A & C. Block B Intercom Digital Pad is an older system to the Intercom Digital Pads in Blocks A & C and still requires the Intercom Engineer to attend, however, I can advise that call-out to Block B are minimal and we will only call out the Intercom Engineer, when we require him to address more than one issue on site and this includes dealing with any issues in the Sub-Entrances as they operate to a different system to Blocks, A, B & C.

**Pest Control Update** – Pestgone are the contractor who undertake the pest maintenance on site and have increased their visits and all of their recommendations have been carried out, the latter includes but not limited to, weekly visits over a 3 month period by Pestgone to address the increase in rodent activity, one of the communal gardens fully landscaped to address the rodents numerous entries to site, another communal garden completely cleared by the Gardening and Grounds Team as part of their maintenance visits. Pestgone will continue to undertake the necessary visits until such time that GH are comfortable that the rodent issue has been addressed. Please note the following update from Pestgone: ***“A routine inspection was carried out today across all areas of the premises, including all external areas, including both Inner and Outer Greens, all external bin stores, communal gardens, communal sheds, internal communal areas, and 4th floor landing, with light evidence of rat activity found within the bin stores of the inner green only. All other areas of the premises remain in good condition, with no evidence of any recent or ongoing pest activity. All bait stations have been fully serviced with bait replenished and refreshed where needed good levels of housekeeping and hygiene standards were found during today’s inspection, I have advised that areas within the sheds and bin stores where gaps have been found be sealed up to prevent further egress. PestGone will continue to monitor on forthcoming service visits. Additional bait stations have been installed along sub entrances to Shuttleworth Street”***. I can advise that Goulden House instructed one of the Approved Contractors to undertake the sealing of the gaps within the store sheds in the Inner Green, I can advise that these works, as identified by Pestgone, have been undertaken, the latter has resulted with the contractor needing to return to reseal a gap within one of the store sheds.

**4<sup>th</sup> Floor Communal Water Supply** – WBC have approved the works on 4<sup>th</sup> Floor in order to provide a communal water supply to the 4<sup>th</sup> Floor. GH were waiting on the delivery of the specialist key which needed to be manufactured and which can turn off the stopcock which is 1.3 Meters underground. The key has been made and delivered and the works will be undertaken on **Tuesday 7<sup>th</sup> November**. The water supply will be interrupted on the morning of the 7<sup>th</sup> of November and notification has been issued to the residents who will be affected. Please use following link where we have also placed a notice on the GH website. The WBC have agreed to fund these works (.

<https://www.gouldenhouse.org/interruption-of-water-supply-in-block-c-tuesday-7th-november-at-9-am/>



**Fencing Repairs** – In compliance with the Goulden House Procurement Policy, three quotes were received and reviewed by the Goulden House Management Committee and based on the GHMC decision, the Works Order was raised on Wednesday 4<sup>th</sup> October to the successful tender (W M Gardiner). Provision of £5,000 allocated for the fencing in the current budget (2023/2024) and cost of the fencing repairs/replacements is £2285.00. The money remaining will be utilised to paint the Storage Sheds in the Walkways, these works have been tendered in compliance with the Goulden House Co-Operative Ltd Procurement Policy. The fencing repairs remain ongoing, and the contractor is currently at the mercy of the current appalling weather.

**Block C Entrance** – As previously advised, the refurbishment of Entrance C will take place once the Section 20 Major Works to the lift has been completed. The successful tender is currently completing the Method Statement, Scope of Works and Risk Assessment, the latter in compliance with CDM Regulations, once received, the documentation will be provided to WBC for their review as the works will be undertaken to the Common Areas. The cost of these works are £6,350.00.

**Occupancy & Maintenance Checks** – Extensive Occupancy & Maintenance Checks have been undertaken by the Estate Office in recent weeks.

**WBC Audit** - WBC Audit of GH will take place from **11th through to 15th December**. Preparation work is underway with documentation already being provided to the Auditor by Governance and our Finance Officer for her review and prior to her undertaking the audit in December.

**Block C Stairwell** – To reduce the youths who are loitering and committing anti-social behaviour in Stairwell C, we have placed cameras on all levels and the Metropolitan Police Safer Neighbourhood Team have increased their patrols of Stairwell C, B & A. I can also advise that cameras have now been placed on all levels in Stairwells A and B.



#### **Cameras placed in stairwells/all levels in Blocks A, B & C**

**Community Ball Court** – As you all may be aware, the Community Ball Court has been closed for a considerable time, the latter under Health & Safety and as instructed by Wandsworth Borough Council. The issue as to why it is closed is because of sections of the astroturf need to be replaced and when we asked contractors to quote for the emergency repairs, their findings were that albeit that sections of the astroturf needed to be replaced, the repairs would not last as the Community Ball Court required a full refurbishment.

I engaged with Wandsworth Borough Council to ascertain whether they had the available funding to undertake a full refurbishment of the Community Ball Court and received the following email: ***“Official Good afternoon, Annie, Apologies for the delay coming back to you. I have made enquiries here and the money for the refurbishment has been set***

*aside. Please bear in mind our procurement rules. 3 quotes for works estimated to be under 50k, 5 quotes if over. Finance has also been made available from the capital budget to cover the necessary repairs in order to allow the continued use in the meantime so you can proceed with the repairs".* I can advise that as a result of receiving this email, we have raised the Works Order for the emergency repairs and have tendered (5 contractors) for the full refurbishment of the Community Ball Court.

**Scaffold Tower/Block C** – The scaffold Tower which has been erected on Block C/adjacent to the Community Ball Court has been erected to address ingress into the Fire Stairwell. The works will be undertaken as soon as the weather permits. Notification has been placed on the GH website, please use following link to view the notice:



#### **Scaffold Tower erected on Block C/adjacent to Community Ball Court**

**Safer Neighbourhood Team** - The Metropolitan Police Safer Neighbourhood Team have provided a guide to help residents report anti-social behaviour. They stated that “without the incidents being officially reported to Police, there are no records of the incidents or evidence that the incidents are part of an ongoing issue. In these circumstances Police are also unable to respond at the time of the incidents occurring.”

Notification has been placed on the GH website and please use this link for ease of reference: <https://www.gouldenhouse.org/how-to-report-anti-social-behaviour/>

**Replacement of Lamps/Inner Green** – Residents engaged with the Estate Office on Friday 6<sup>th</sup> October to raise their concerns over the non-operational lights on the Inner Green. I raised this with WBC and received their response on Monday 9<sup>th</sup> October, who advised the following, **“Highways Manager (Roads, Traffic and Street Lighting) that the columns will all be repaired today, as they have been part of a concrete column replacement programme”**. I can advise that the lamps were being worked on yesterday (9<sup>th</sup> October) and a notice was placed on the GH website to reflect that we had raised this issue with WBC, under the umbrella of Health & Safety. I can also advise the old concrete columns have been removed.

<https://www.gouldenhouse.org/non-operational-lamps-on-the-inner-green/>

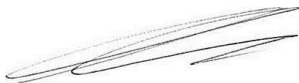
**Gardening and Grounds Annual Maintenance Contract** – I have spoken with MMX (Gardening & Grounds Maintenance) and advised them of our residents’ feedback from the AGM, i.e., the weeds and noisy equipment. MMX have attended to the weeds and with regards to the “noisy equipment”, MMX have advised that as they are using the appropriate equipment, there will always be a little noise in order to undertake the works and have also advised that MMX provide 3 of their staff to undertake the Gardening & Grounds Maintenance, where as previously, one person undertook these works.

**Estate Parking Permit Renewal** – The annual issuing (September) of Resident and Visitor Parking Permits have been issued.

**Contractor/Letter of Complaint** – Goulden House Estate Office received an email from WBC on 3<sup>rd</sup> October, which contained a letter of complaint pertaining to the Agency Cleaning Staff. A copy of this letter was issued to Star Cleaning because the allegations pertained to their staff. Due to the racial undertones contained within this letter (this was not the first letter of its type, abhorrent and unfounded allegations have previously been made, and on more than one occasion, against directly employed staff), guidance was sought from the Metropolitan Police upon their review this was crimed as a Race/Hate Crime and is currently the subject of an active investigation. The Goulden House Management Committee were briefed on 17<sup>th</sup> October at their scheduled GHMC meeting. The GHMC issued a letter to all residents on site on 1<sup>st</sup> November 2023 and formulated a Bullying & Harassment Policy, this was reviewed and approved by the Goulden House Management Committee, reviewed, and approved by Peninsula (HR & Legal provider to Goulden House) and also reviewed by Wandsworth Borough Council. I emailed Wandsworth Borough Council on 2<sup>nd</sup> November (2023), to advise that based on the official reviews, the Goulden House Co- Operative Ltd Bullying & Harassment Policy is effective immediately (2<sup>nd</sup> November 2023).

**Staffing** - Goulden House saw the departure on 19<sup>th</sup> October of our long-term (3.5 years) Finance Officer, Muhamad, who has left Goulden House to take up a full-time position and we wish Muhamad all the very best in his new role and his future endeavours. Ali is our newly appointed Finance Officer and is employed on a Fixed Term Contract.

For and on behalf of Goulden House Co-Operative Ltd



Annie Gleeson MSc

Estate Manager