

Dear All

The following is the Manager's Report to General Meeting, which is scheduled to take place on Tuesday 26<sup>th</sup> March and any further updates received will be provided at the meeting. About Major Works/WBC website summary and please use the following link to the WBC website on their Major Works section:

<https://www.wandsworth.gov.uk/housing/council-tenants-and-leaseholders/repairs-and-maintenance/major-works-to-council-properties/about-major-works/>

***“From time to time we have to carry out major works to your block or estate to keep it in a good state of repair. Major works are normally large projects designed to prolong the life of our housing stock. These include schemes such as external decorations or roof, window and lift renewals. Throughout the major works process we aim to obtain maximum value for money and ensure the close involvement of tenants and leaseholders in all decisions. We will consult with you on any major works that we intend to carry out to your block. We will give you an idea of the type of works, expected timescales, costs involved and when you will be expected to pay them. Works are subject to a competitive tendering process which ensures we get the best value for money for you. For more information about major works where you live please check our schedule of future works by visiting our WBC website:***

<https://www.wandsworth.gov.uk/housing/council-tenants-and-leaseholders/repairs-and-maintenance/major-works-to-council-properties/major-works-contracts/>

**Section 20 Major Works (Extractor Fans Phase 1 – CCTV Survey)** – Section 20 Major Works - Phase 1 – CCTV survey suspended. I can advise that I received the following briefing from Mr Peter Roberts, Head of Heating Services, Housing and Regeneration Department, Serving Richmond and Wandsworth Councils, on Thursday 21<sup>st</sup> March: Linked to the agenda, under Co-Operative meetings, on GH website, will be the schematic drawing of the proposed installation.

***“Official Good afternoon Annie, As requested, please see as follows for your managers pack. Regrettably, the ventilation project to refurbish/clean the communal extract system cannot be completed as it has been established that access to the communal risers is not possible without major destructive works which not only would be extremely disruptive to residents but also prohibitively costly. WBC have explored and exhausted all feasible alternatives to retaining the communal system and as such we have to revisit the option of abandoning the communal extract system and installing individual extract fans in flats.***

***In light of the above, and taking into consideration feedback to date and concerns raised with this option, WBC are installing an individual extract system in a void dwelling as a pilot. once this has been completed residents and the RA will be invited to view and inspect the installation so comments and feedback can be collected and reviewed. (Photo's and videos will be taken and shared for those not able to attend in person).***

***To assist, I have attached the schematic drawing of the proposed installation which you are free to share/distribute as necessary. The schematic drawing also contains details of the equipment being installed along with product information and a narrative/installation method.***

***Please note this is representative of one dwelling type only and is intended to act as a guide/example of how the installation will look and routes of ducting. Obviously this will vary depending on dwelling type and layouts but in principle the design will remain largely the same. Once this exercise has been completed and all feedback/comments reviewed, we will contact you and advise of the next steps. It is anticipated the installation will be complete in April. If I can be of any further assistance, or you require further information, please feel free to contact me. Kind regards, Peter Roberts, Head of Heating Services, Housing and Regeneration Department, Serving Richmond and Wandsworth Councils”.***

**Section 20 Major Works/Lifts (H114/H115 & H116)** – The Major Works to the lifts had a difficult start with a number of breakdowns of Lift H116 (Lift C), the breakdowns/lift trappings occurred when the lift was placed back in service after the completion of the Major Works to Lift H116. Expected completion date for the works to Lift H115 (Block B) is 10<sup>th</sup> April. Works to H114 (Block A) are expected to commence on 11<sup>th</sup> April. WBC (Lift Section) have advised that I should be provided with a progress update prior to the GM taking place on Tuesday 26<sup>th</sup> March and once received, it will be shared at the meeting.

**WBC Amended Schedule of the Section 20 Major Works (Lifts H116, H115 & H114):**

Lift Ref	Start Date	Completion Date
H116	29th August 2023	10 <sup>th</sup> January 2024
H115	11 <sup>th</sup> January 2024	10 <sup>th</sup> April 2024
H114	11 <sup>th</sup> April 2024	10 <sup>th</sup> July 2024

**Structural Survey/Intrusive Survey** – Stephanie Pascal (WBC Major Works Department), provided the following update pertaining to the Intrusive Survey on Wednesday 13<sup>th</sup> March, which also included a link to the Intrusive Survey which was so large that it could not be emailed, I reverted to Stephanie Pascal and requested that she provide a Summary/Memo regarding the Intrusive Survey, which she did provide on Monday 18<sup>th</sup> March (please see below and you can also use the following link to the GM website/Co-Op meetings to view the memo and hard copies will be provided at the GM and upon request from the Estate Office: <https://www.gouldenhouse.org/co-operative-meetings/>

*“These works will be incorporated within the external decorations scheme which I plan to pass for Fee Tendering to appoint a Consultant at the end of March 24. I would also add that we plan to perform bi-yearly checks of the structure via abseil until we are nearing to being onsite. As it stands estimated time for being on site is looking around April 2025”.*

**WANDSWORTH  
BOROUGH COUNCIL  
HOUSING  
DEPARTMENT  
MAJOR WORKS**

# “Memo

To: Goulden House  
From: **Stephanie Pascal, Project Controller**  
CC:

**Date:** 18<sup>th</sup> March 2024

**Re:** Goulden House Co-op – Intrusive Survey

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The results and report for the above contract were returned on Thursday 8<sup>th</sup> February 2024 performed by Can UK and the structural report prepared by Capital Property & Construction Consultants Ltd.

The purpose of the survey/ investigation was to identify structural defects throughout the external fabric of the building and more specifically to determine the extent of defective/ spalling concrete.

Sampling and testing of exposed concrete members (ie. primarily faces of the floor and balcony slabs) included the following:

- hammer testing of exposed concrete to identify areas of loose, or potentially loose materials,
- concrete cover meter survey,
- carbonation testing,
- chloride and cement content testing.

The overall condition of the building was considered to be in reasonably good condition with no obvious indications of structural distress caused by movement of the foundations or supporting ground.

CAN's Survey Report has confirmed that exposed concrete is in a poor condition to varying degrees throughout, with many areas of cracked and spalling concrete with reinforcement exposed and rusting at the surface. The likely cause is possible or ineffective joint/head restraint. (see attached drawings within document labelled J3L5946-GOUL-RP01)



Photo 99 – Defect EED02, Area of concrete spalls, 4 no. spalls, <100mm wide, area of previous repair, material removed during survey



Photo 100 – Defect EED02, Area of concrete spalls, 4 no. spalls, <100mm wide, area of previous repair, material removed during survey

A large quantity of recorded 797 samples taken demonstrated a depth of 2mm–10mm carbonation from the surface of the concrete.

## Extract from Concrete testing

Concrete Testing					
Ref. No.	Level	Sample Depth Range (mm)	Type of Test	Covermeter Readings (mm)	Depth of Carbonation (mm)
781	5	–	–	42	3
782	3	–	–	28	8
783	4	–	–	26	2
784	1	–	–	71	4
785	2	–	–	66	6
786	1	–	–	37	3
787	3	–	–	24	4
788	4	–	–	44	4
789	2	–	–	38	8
790	4	–	–	23	4
791	3	–	–	36	2
792	1	–	–	44	2
793	3	–	–	62	6
794	5	–	–	41	9
795	3	–	–	77	4
796	3	–	–	84	2
797	4	–	–	63	2

Failure of previous concrete repairs was also evident and that loose and bulging brickwork in brickwork panels mainly below and adjacent to windows were also noted which could have occurred during window replacement and carries potential damage pending any future window replacement.



Photo 133 – Defect EEE19, Bulging brickwork, mortar surface degraded, and area of vertical cracks in mortar, 3 no. cracks, <2mm wide



Photo 134 – Defect EEE19, Bulging brickwork, mortar surface degraded, and area of vertical cracks in mortar, 3 no. cracks, <2mm wide

Potential risk of falling materials revealed during the survey has been removed and been left un-repaired which will accelerate deterioration of condition. (see attached drawings within document labelled J3L5946-GOUL-RP01)



Photo 671 – Defect EWU01, Spalled concrete, material removed during survey



Photo 503 – Defect EWE01, Spalled concrete, material removed during survey



Photo 504 – Defect EWE01, Spalled concrete, material removed during survey


## Recommendations

It is recommended that full concrete repairs are undertaken at least within the next three years to include the application of anti-carbonation coatings to all exposed concrete members.

It is also recommended that the Goulden House Co-op continue their weekly walk-around safety inspections undertaken at ground level. In addition, considerations of Short-term risk mitigation measures, comprising of cleaning, and priming of exposed rebars and infilling of spalled concrete with a proprietary repair material, can all be facilitated by roped access. The recommended permanent repairs should be undertaken within two years of any holding repairs.

**Below are extracts from Appendix B – Schedule of defects 7 recommended repairs from within Capital's report.**

### Masonry

Item	Location	Apparent Defect/Extent	Photograph	Action/ Recommended Repair
<b>1.0</b>	<b>MASONRY</b>			
1.1	Brickwork at i) junction with concrete and ii) under window panels.	Loose brickwork i) below concrete due to differential/ thermal between dissimilar materials. Possibility of ineffective joint/ head-restraint, ii) below window due to possible disturbance during installation of replacement windows and/ or inadequate wall restraint. (Widespread – mostly at north and east blocks at lower levels, 41No. locations)		Further investigation to reveal underlying construction/ condition and dependant on findings: i) consider renewal of horizontal joint, re-bedding any loose brickwork and re-pointing ii) as i) + possible installation of remedial wall ties

### Concrete

<b>2.0</b>	<b>CONCRETE</b>			
2.1	Corners of RC floor and balcony slabs	Diagonal and transverse crack in concrete (and area of previous repair). Possibly caused by corrosion of reinforcement and/or shrinkage. (Widespread, 92No. locations)		Break-out defective concrete back to sound material, suitably prepare area and carry out concrete repair.
2.2	Corners of RC floor and balcony slabs	Failing concrete repairs, possibly caused by poor standards of work/ inadequate preparation. (Isolated - most levels, 24No. locations)		Break-out defective concrete back to sound material, suitably prepare area and carry out concrete repair.

## **CONCLUSION**

I therefore concur with the consultant's findings and recommendation to be conducted within the next 3 years. Stephanie Pascal"

**WBC Audit** - WBC Audit of GH took place from 11th through to 15th December 2023, in reality the audit took much longer than the allocated time but was very much welcomed. This audit was the most extensive I have seen in my five years as the appointed Estate Manager at Goulden House. The Auditor was very thorough, which is exactly what an audit of a business should be.

Resulting from this Audit, Goulden House Co-Operative Ltd was raised to a higher level. The Audit Assurance Levels were changed in 2023 to the following categories, Substantial Assurance, Reasonable Assurance, Limited Assurance and No Assurance, Goulden House received Reasonable Assurance (see definition below), we are one from the top assurance level but how far we have all come in 5 years from the lowest assurance that exists in the Audit System (No Assurance afforded to Goulden House in 2019).

**Non-Compliant Leasehold Flat Doors** – Under Health & Safety section/ Fire Risk Assessment (FRAs) of our most recent Audit (January 2024), the Auditor's findings were as follows: ***"There are 269 flats on the property and after review of Ridge FRA on the 19/01/2022 and the Co-op current non-compliant lessees/flat doors as of the 12/12/2023 identified 127 leasehold non-compliant fire doors (56%) and five tenanted non-compliant fire doors (11%). Testing compared 10 properties; these properties were selected randomly from Ridge FRA to Co-op records. It is acknowledged that a draft letter on action to be taken on non-compliant fire doors was sent to the Deputy Area Housing Manager on the 01/12/2023 for approval. Once approved it is understood it will be sent to all non-compliant leaseholders. Priority 2 - The Co-op should continue to liaise with Leaseholders, Housing Department and South London Legal Partnership (SLLP) to ensure action is taken on non-compliant fire doors".***

**Important to note:** The Chair and Company Secretary of the Goulden House Management Committee compiled a letter which has been circulated by the Estate Office, to all remaining non-compliant lessees, the letter has afforded 14 days, from the date of the letter, to engage with the Estate Office to advise on the urgent action which they will be undertaking to address their non-compliant flat door (s). At the time of writing this report, I can confirm that following the issue of the Fire Safety Letter to non-compliant lessees, a substantial number of leaseholders have engaged with the Estate Office, a number have requested the list of certified contractors from the GH website and a percentage of leaseholders had actually had their doors repaired as per the survey which highlighted their door defects, but had not forwarded the certification, which they are currently providing to the Estate Office. For ease of reference, please use following link to GH website, where you will find extensive information pertaining to flat doors:

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

**Occupancy & Maintenance Checks** – In our most recent audit, GH received Substantial Assurance in this category, the latter due to the number of Occupancy & Maintenance Checks which is undertaken on site.

**HR** – In our most recent audit, GH received Substantial Assurance in this category "Robust recruitment checks and processes are in place."

**Information Security** – In our most recent audit, GH received Substantial Assurance in this category, "IT access is restricted to staff members only and personal information is kept in a secure area with limited access."

**Proposed Budget 2024/2025** – The Proposed Budget 2024/2025 was reviewed by the Management Committee at their meeting, which took place on Wednesday 7th February and is on the agenda for discussion at GM on 26<sup>th</sup> March.

**Repairs to Inner and Outer Green Pavements** – The maintenance of these pavements come under the responsibility of the Co-op and residents have asked if repairs can be undertaken to sections of these pavements in the new budget year. Provision for these works has been placed in the Proposed Budget 2024/2025. The following pics are just a selection of the repairs which are required.



#### **Sections of pavements which require repairs (provision placed in 2024/2025 budget)**

**Malfunctioning Communal Extractor Fan (Block A)** – It was recently highlighted to the Estate Office that horrendous noise was emanating from one of the Communal Extractor Fans on the Flat Roof (Block A), engaged was made with Smith & Byford (contractor who maintains the communal extractor fans on behalf of Wandsworth Borough Council), the Engineers attended and replaced the fan (see photo below of damaged fan which was removed):



**Damaged fan which was removed from Block A**

**Pavements/Shuttleworth Road & Bullen Street** - I engaged with the Traffic & Engineering Department at Wandsworth Borough Council because of the condition of the pavements on Bullen Street and Shuttleworth Road and received the following briefing from them on Thursday 15<sup>th</sup> February: *“Official Dear Ms Gleeson, Thank you for your email below which has been forwarded to me to review and respond. Bullen Street footway is already on our priority list (appendix 1) of the 2024/25 Highway maintenance programme for renewal. We will advise local residents and businesses by letter drop and advance warning signs prior to the work start on site. As you may know, Bullens Street and Shuttleworth Road carriageways were resurfaced in 2023 and 2021 respectively, so the carriageways are in good conditions. With regards to Shuttleworth Road footway, it is not on the current year or 2024/25 Highway Maintenance programme for renewal. However, it is on the list for consideration on the future programme. In the meantime, my colleagues from Inspection and Enforcement team will monitor its condition and will arrange localised make safe repairs to defects that meet the Council intervention criteria.”*



**Photos of sections of pavements on Bullen Street and Shuttleworth Road**

**Block C Entrance** – As previously advised, the refurbishment of Entrance C will take place once the Section 20 Major Works to the lifts has been completed. The Lift Engineers will be using the Caretakers Room in Block C to store their heavy lift equipment for the duration of the Section 20 Major Works to the lifts.

**Link to Dog Attack/Entrance to Bullen Street and Home Road** – This incident occurred on 18th March, which resulted in the attendance of Armed Police, please use following link to BBC:

<https://www.bbc.co.uk/news/uk-england-london-68607370>

Dogs should be kept on leads at all times, prior to the incident above occurring, there was a serious incident within the grounds of Goulden House.

### **Dog bye-laws - housing land**

**There are three main points to this bye-law.**

1. You must not let your dog on any of the amenity greens, playgrounds, gardens, and drying areas (where washing is aired)

2. Dogs are allowed on paths and footpaths, parking spaces, estate roads and other hard surfaces as long as you keep them on a lead and do not let them in to the dog ban areas
3. You must not let your dog foul on any part of the estate. You can be fined up to £500 for each offence

Please use this link to the WBC website, where further information is available:

<https://www.wandsworth.gov.uk/environment/animals-and-pests/dog-control/dogs-and-the-law/>

**Community Garden Clearance** - The clearance of the Community Garden took place on 12<sup>th</sup> March and what a transformation, please see photos before and after below. A number of residents have formed a Community Garden Group. The Community Garden is on the GM agenda for discussion on 26<sup>th</sup> March.



**Photos before the clearance of the Community Garden**



**Photos after the clearance of the Community Garden**

**Bushes/Shrub Removal between Goulden House Approach to Outer Green** – MMX (Gardening & Grounds Maintenance contractor), has undertaken extensive works to this section of the site as per following photos: the area has been previously used for dumping items and criminality.



**Bushes/Shrub Removal between Goulden House Approach to Outer Green**

**Bulk Waste – due to overflowing Mega Skip** – I have included this update in my report because I have had a number of queries from residents regarding who paid for the removal of this bulk waste. I can confirm that WBC attended site on Monday 29<sup>th</sup> January and removed the bulk waste which was placed on the corner of Bullen Street and Shuttleworth Road as a result of the overflowing Mega Skip (WBC representative gave authority to residents to place their bulk waste on the corner of Bullen Street and Shuttleworth Road because the Mega Skip was overflowing on Saturday 27<sup>th</sup> January). Thank you to WBC for the removal of this Bulk Waste on Monday 29<sup>th</sup> January, please see photos of bulk waste below.



### **Bulk Waste because of an overflowing Mega Skip/Removed by WBC**

**Community Ball Court** – The refurbishment of the Community Ball Court commenced on Wednesday 20<sup>th</sup> March, Pyramids Construction (successful tender) are commencing with the repairs to the brickwork etc. and prior to the removal of the existing Astro Turf and delivery of the 5 x tonnes of sand and new Astro Turf. The team from Pyramids Construction are using the Community Room for welfare etc., the latter removing the need/costs for a trailer/welfare on site. The cost of the refurbishment is £23,571.90 (Exclusive of VAT), the costs are covered by Wandsworth Borough Council.



There are 2 x skips placed in Bullen Street Car Park, the latter to allow the removal of the old materials (astro turf/bricks etc) from the Community Ball Court. The works will be using 3 x Parking Bays between now and Monday, when both skips will be removed. I have asked Pyramids Construction to place covers over the skips as people will see them and discard their items in them and not necessarily from Goulden House.



### **2 x Skips placed in Bullen Street Car Park for removal of materials from Community Ball Court**

**CCTV Cameras covering Shuttleworth Road and Bullen Street** – Two additional cameras have been added to the GH CCTV system, both will be mounted on the Flat Roof, one covering Shuttleworth Road and one covering Bullen Street. Total cost including Full Installation, Set up & Tutorial is £1089.00, the latter included 400 meters of cabling, The installation of these two additional cameras was approved by the Goulden House Management Committee. I can advise that the cabling works have been completed and the two cameras will be mounted on poles on the flat roof on Monday 25<sup>th</sup> March. With the recent and local serious criminality, the erecting of these two additional cameras will provide much needed security for our residents.



**Block B – Flat Roof – CCTV Camera (Pole Mounted) facing/capturing Bullen Street**



**Block B - Flat Roof – CCTV Camera/Pole Mounted - Adjacent to Lift Machine Room – Facing/Capturing Shuttleworth Road**

**Balcony Repairs** – The ongoing adverse weather has resulted with repairs being undertaken to numerous balconies. Important Note: Please ensure that you check the gully in your balcony to ensure that it is clear, please also ensure that if you keep potted plants on your balcony, that you check them regularly because when excessive rainfall occurs, the soil can escape from the plant pots and can block the balcony gully, the latter can then cause ingress into the flat below. Please ensure that you maintain your balconies. Important Note: Zurich, the buildings insurance provider, have advised the following pertaining to leaks from balconies:

***“I can confirm that the insurance policy is procured in line with the terms and conditions of the lease, which states that it must be a comprehensive policy, held with an insurer of repute. For any policy to be considered comprehensive, it must include more than the bare minimum insured perils (or incidents that give rise to a claim), which are normally stated to be Fire, Lightning, Explosion for example. The policy, in line with other buildings insurance policies, will only provide cover for sudden and immediate events, such as a fire, falling aerial or aircraft part, riot, escape of water from a fixed pipe, with the exception of Subsidence. In line with other policies, there is no cover for general wear or tear, or lack of maintenance. Any damage in relation to a leaking roof, or to an issue with a balcony above, would be considered to be Accidental Damage, which is not covered as is it above and beyond the scope of a comprehensive policy.”***

**Communal Areas/Breach of Lease** – Very recently, GH have had two breaches of lease in the common/communal areas.

Lease information pertaining to the Common/Communal Areas: ***“The reserved property or common parts means the parts of the block or house and estate that are not included within the property you have purchased, and which are not separately let to other owners or occupiers.”*** Please use following link to WBC website to Leaseholders' guide:

[https://www.wandsworth.gov.uk/media/2951/leaseholders\\_guide.pdf](https://www.wandsworth.gov.uk/media/2951/leaseholders_guide.pdf)

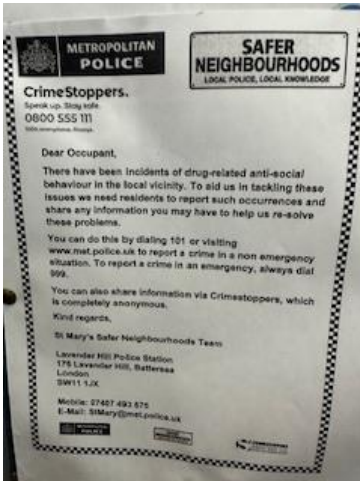
Please be advised that if a breach of lease to the common/communal areas occurs, Goulden House Co-Operative Ltd will advise Wandsworth Borough Council, in their capacity as both Landlord/Freeholder, the latter which is as per process. The resident who has committed the breach of lease to the Common/Communal Areas will be engaged with and advised of the breach and the processes which they need to follow to rectify the breach of lease. **Important Note:** Any costs incurred to rectify any breach of lease to the Common/Communal Areas, will be covered by the resident who breached the lease and not the residents of Goulden House, as the latter would equate to “Abuse of Funding”.

**Successful SIB Application** – GH submitted a SIB via the Co-Op Forum, which took place on 12<sup>th</sup> February and was attended by three Management Committee members and myself. Our SIB application was for the purchase of two Power Washers and 100 meters of hose, the latter so that our Cleaning Staff can power wash the 4<sup>th</sup> Floor and Fire Stairwells. I am delighted to advise that our SIB was successful, and the equipment has been purchased. The power washing of the 4<sup>th</sup> Floor and Fire Stairwells will take place as soon as the warmer weather arrives.

### **Staffing:**

**Emergency First Aid At Work Training Course** – Both Maragret and myself attended the Emergency First Aid At Work Training Course on Monday 26<sup>th</sup> February 2024. This was a One Day Training Course, and it was held at Carey Gardens. This was an excellent and essential training course.

**Safer Neighbourhood Team** – Regular Meetings held with the Met Police Safer Neighbourhood Team, we will shortly be receiving a letter from them to circulate on site with regards to the smoking of cannabis on site, the latter has been highlighted to the Met Police directly from residents on site pertaining to certain sections of the site, the issue of the letter will be the Met Safer Neighbourhood Team's first course of action to address this issue which is impacting on other residents. Residents find the notice which was recently issued by the Metropolitan Police particularly useful (see copy of notice on page 13 of this report):



## Met Police Safer Neighbourhood Team

For and on behalf of Goulden House Co-Operative Ltd

Annie Gleeson MSc

Estate Manager