

ESTATE MANAGER'S REPORT TO GHMC – 8TH FEBRUARY
2023 - GOULDEN HOUSE CO-OPERATIVE LTD

Dear All

The following is the Manager's Report to the General Meeting, which is scheduled to take place on Wednesday 26th March and any further updates will be provided at the meeting.

Section 20 Major Works/Communal Extractor Fans/Ventilation System – The following is the most recent update received (5th March), from WBC (Peter Roberts):

“Official

We are currently finalising a few details with the CA which I anticipate to take a couple of weeks. Once that is complete Dummy Section 20/notice of Intention letters will be issued and posted to all residents.

There is nothing more to advise at this stage

Kind regards

Peter Roberts

Head of Heating Services

Housing and Regeneration Department”

“Dummy Section 20 is a term we use in the council which refers to the start of the 1st stage leaseholder consultation.

What this means in effect is the costs identified in the section 20 notice are taken from the consultant's feasibility estimate and not yet confirmed through the official tender exercise. Following that process, the 2nd stage leaseholder consultation notice is issued to residents confirming the projects' actual returned tender costs”.

External Decs – The following is the most recent engagement (5th March) received from WBC (Stephanie Pascal) pertaining to the External Decs:

“Official

With regards to the Major Works Window renewal and External Decoration scheme I can advise that I had a meeting with the consultant yesterday to confirm final changes to the specification. This should be returned to me within the next 2 weeks and should be ready for consultation with resident a month from now.

Kind regards

Stephanie Pascal

Technical Manager

HRD – Major Works”

The following is further engagement received from WBC (Stephanie Pascal) on 17th March:

“Official

Good Afternoon Annie

I have now had feedback from management and they have advised that the works required to the 4th floor Terrace areas are chargeable works. These are not classed as an upgrade and are considered repairs under general maintenance.

A structural Engineer will be engaged to oversee areas pertaining to the spalling concrete, 4th floor Terrace and roof area should it be required whilst onsite.

Kind regards

Stephanie Pascal

Technical Manager”

Spalled Concrete (Winders Road) – WBC have instructed CAN UK (Abseilers); to attend site to check the structure on Winders Road, the latter is due to a falling brick into a resident's garden. As soon as the Estate Office was made aware, we immediately engaged one of our Approved Contractors to attend and Make Safe the area in question. I then engaged with WBC to advise of the falling brick and that the entire structure on Winders Road needed to be checked. WBC are arranging the Pre-Start Meeting and once dates are confirmed, GH Estate Office will provide notification to residents.

Proposed Budget 2025/2026 – Is on the GM Agenda for presentation by Treasurer at GM on Wednesday 26th March.

Health, Safety, Fire & Smoke Regulations/Non-Compliance:

Non-Compliant Leasehold Flat Doors – The current status of the Non-Compliant Leasehold Flats Doors is as follows:

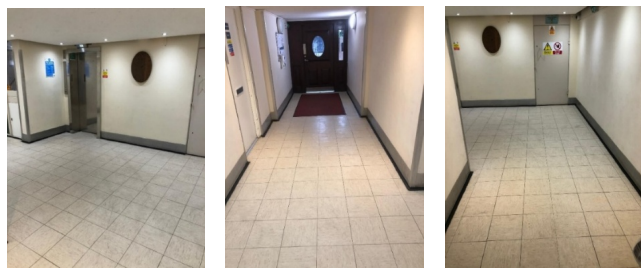
63 Lessees Flat Doors remain non-compliant, after GH Estate Office Staff issued the most recent reminders to all non-compliant lessees, 32 have been very pro-active in dealing with their non-compliant flat doors. Unfortunately, **31 leaseholders have not engaged at all**, all the numerous reminders have gone unanswered. Thank you to all leaseholders who have addressed their non-compliant flat doors and the pro-active leaseholders, who are currently addressing their non-compliant flat doors. **With**

regards to the 31 Leaseholders who continue to non-engage, this most serious issue will be raised to WBC and their guidance sought, in their capacity as both the Landlord/Freeholder of Goulden House.

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

Bulk Waste Removal – When I was first appointed as the Estate Manager for Goulden House, contained within the Annual Budget, was £7,000 provision for the removal of Bulk Waste/Fly Tipping from site and a designated contractor attending Goulden House on a monthly basis to remove the Bulk Waste/Fly Tipping. During the past few years, we have upgraded our CCTV and implemented a Zero Tolerance Policy pertaining to Fly Tipping. I am delighted to be in a position to advise my residents that, in this Financial Year, and through the robust stance and hard work, GH Estate Office undertake to combat Fly Tipping, there has been no costs for the removal of Bulk Waste/Fly Tipping from site, in this fiscal year.

Refurbishment of Entrance B – The refurbishment of Mian Entrance C has been completed, this was Phase 1 of 3, Phase 2 will be the refurbishment of Main Entrance B. We were initially hopeful that the costs for the refurbishment of Entrance B could have been included in the 2025/2026 Proposed Budget, we did include them, but we needed to revisit the Proposed Budget to make additional cuts. If at Year End, we have a healthy Surplus, the Management Committee have agreed that the costs for the refurbishment could be taken from the Surplus, once we know the status of a potential Surplus at Year End, residents will be provided with further information. These works are at the Tendering Stage. Phase 3 will be the refurbishment of Main Entrance A, which will be undertaken in 2026/2027 Financial Year. The following are photos of the current condition of Entrance B:



Pic 1. Pics showing the current condition of Entrance B

Conversion of Caretaker's Room to Staff/Resident's Common Room – As advised previously, the conversion of the

Caretaker's Room was delayed because of the Section 20 Major Works to the lifts and the refurbishment of Entrance C. The aforementioned delays means that the tenders obtained for these works have expired and therefore, we have retendered these works, in compliance with the Goulden House Co-Operative Ltd Procurement Policy, I expect to receive the quotes shortly. WBC have confirmed that they will cover the costs of this conversion in the amount of £10,000 as a Service Improvement.

Security Cages on Estate Office & Caretaker's Room Windows – WBC have confirmed that the Security Cages will be removed during the Section 20 Major Works and replaced with Shutters, black in colour to match the perimeter railings at each of the entrances.



Pic 2. Security Cages on windows serving Estate Office, Community Room & Caretaker's Room

Pavements on Bullen Street and Home Road – Extensive works have been undertaken to the pavements on Bullen Street and Home Road by WBC. I checked with the contractor undertaking the works to ascertain whether the pavements on Shuttleworth and Winders Road would also be addressed, and they advised that they were dealing with the pavements which were programmed to be addressed by WBC. The pavement on Shuttleworth Road has numerous Priority 1 Failings and I have raised this previously with Head of Engineering (Group 2) at WBC.



Pic 3. Pics of current works to the pavement on Bullen Street



Pic 4. Pics of current condition of pavements on Shuttleworth Road & Winders Road

Pavements on the Inner & Outer Green – WBC have confirmed the sections of defective pavements in the Inner and Outer Greens will be incorporated into the External Decs/Section 20 Major Works. The following pic is of one section of defective pavement on the Inner Green:



Pic 5. Pic of defective pavement on Inner Green

Voids – GH Estate Office Staff have been working tirelessly, over the past three months, dealing with the refurbishments of four Social Housing Flats, the refurbishment of these flats were not limited to the usual refurbishment of a void property, there were additional works undertaken by WBC, as part of their Maintenance Programme, the latter included the Asbestos Survey/installation of the new individual Extractor Fan System and the Fire Proofing Works. All four Void Properties are now occupied, with the most recent resident moving in on Monday 24th March.

Roof Repairs in Q4 (1st January to 31st March) – GH Estate Office have overseen three roof repairs because of ingress into the flats directly below and one of the sub-entrances.

Balcony Repairs in Q4 (1st January to 31st March) – GH Estate Office Staff have overseen three balcony repairs, which caused ingress into the flats below.

Structural Repair in Q4 (1st January to 31st March) – GH Estate Office Staff have overseen the structural repair to a section of the 4th Floor Terrace, because of a serious leak into the flat below. When we initially investigated the leaks, it was apparent that the

stones which were placed in the 4th Floor Terraces had no drainage sheet underneath and the reality is that these stones should never have been placed in the 4th Floor Terraces in the first instance. These will be removed once the Section 20 Major Works/External Decs commence.

Structural Repair 4th Floor Terrace (WBC) – WBC have instructed one of their Approved Contractors to address a pipe which was embedded in concrete in one of the 4th Floor Terraces, the latter causing ingress into one of the flats below.

GH Finances – The Estate Manager and Management Committee have worked extremely hard to source a solution to deal with the GH Finances in the new Financial Year. It is important to note that it is very difficult to source a Finance Officer/Accountant that is willing to undertake the finances for a business for two days per week. The Management Committee agreed to tender the GH Accounts to four Accountancy Firms, the latter in compliance with the Goulden House Co-Operative Ltd Procurement Policy. The successful tender is Knox Cropper at a cost of £24,000 per annum. There will be an overlap in April to allow the Temp Agency Finance Officer to conclude the financial handover.

For and on behalf of Goulden House Co-Operative Ltd



Annie Gleeson MSc

Estate Manager