

Dear All

The following is the Manager's Report to the General Meeting, which is scheduled to take place on Thursday 19th June and any further updates received will be provided at the meeting.

Section 20 Major Works (Extractor Fans) – I can confirm that the following update was received, via email, from **Wandsworth Borough Council on 6th June:**

"Official

Dear Annie,

Thank you for your email ahead of the upcoming General Meeting at Goulden House.

In regard to the upcoming ventilation scheme (phase 2), I can advise that we should be in a position to serve Notice of Intention letters for this scheme imminently, with the plan to get notifications sent out by mid-July at the latest. There have unfortunately been delays at various points due to the nature of this scheme and the intricacies involved, although this should be moving forward shortly. Leaseholders will be receiving their individual estimates for both decommissioning of the existing communal system, and separate estimates for the council's installation of individual ventilation systems within leasehold properties, whereby we will run a ballot for individual leaseholders to opt-in/out of this part of the scheme, and the upcoming letter will explain this in greater detail. In addition, there will be an in person drop-in meeting taking place at Goulden House, or alternatively residents can book individual slots for virtual meetings to speak with the officers involved."

Section 20 Major Works (External Decs/Replacement of Windows) – I can confirm that the following update was received, via email, **from Wandsworth Borough Council (Stephanie Pascal), on 6th June:**

"Residents will be notified within the next 6 - 8 weeks of the proposed first stage consultation meeting dates once a consultation officer has been assigned".

C7261-Goulden House-Residents' Notification Letter from Wandsworth Borough Council-Abseil June 2025 – Please use the following link to the GH Website to view a copy of the letter which was issued to all residents on site, advising that CAN Structures Ltd (Abseil Team), would be on site for a four-week period, commencing on Monday 9th June,

<https://www.gouldenhouse.org/c7261-goulden-house-residents-notification-letter-from-wandsworth-borough-council-abseil-june-2025/>

I can advise the CAN Structures Ltd commenced the works on Monday 9th June and please see following photos of these works:



Intercoms/Section 20 Major Works – I received engagement from WBC with regards to the Programming of the Section 20 Major Works pertaining to the Intercom System, ***“If we start the process this year, I estimate it will be on site in 2026/27, if we delay it again it will be 2027/28”***. I have advised WBC that we normally raise this question with our residents at the AGM, in that do our residents wish to remain with the Intercom Digi Pads or is it their wish to proceed with the Section 20 Major Works for the replacement of the Intercoms and that our AGM normally takes place in September. I asked WBC if they were happy with the timeframe of September, WBC responded with the following: ***“That’s fine Annie we’ll put the scheme on hold until you come back to us.”***

Electrical Upgrade to Communal Lighting and Intakes - COMMUNAL ELECTRICAL INSTALLATION TESTING (Smith & Byford working on behalf of London Borough of Wandsworth)

“Dear Resident,

As Wandsworth Borough Councils Electrical testing contractor, we are responsible for ensuring the testing and maintenance of the electrical installation in your communal area and block and are required to ensure that a 5 yearly safety check is undertaken by one of our NICEIC registered engineers.

The Communal test to your block (common areas) is booked for: Tuesday 6th May 2025. The purpose of the inspection is to check that all communal circuits and accessories are safe. Show if any of the communal electrical circuits or equipment are overloaded.

Discover any potential safety risks such as, electrical shocks or fire hazards. Establish the adequacy of earthing or bonding.

Check the serviceability of the communal equipment and determine the extent of any wear and tear or damage. The test will take around 4 Hours (Each circuit will be off for a short period of time)

The lift will be out of use for 30 minutes, whilst the circuit is tested. The lifts will be checked for occupancy and grounded before being switched off.

Power to the communal Aerial system (affecting TVs on the communal system) will be out of use for 30 minutes, whilst the circuit is tested.

Power to the Communal Lights on Stairwells and balconies will be out of use for 30 minutes, whilst the circuit is tested. Emergency lighting system will activate during this time.

Power to any communal fire systems will be out of use for 30 minutes, whilst the circuit is tested.

· Power to any Door entry systems will be out of use for 30 minutes, whilst the circuit is tested. Doors will default open whilst circuit is switched off.

Access may be required to check some of your Individual fuse boards on the day. Engineers will call on the day as required.

Our dedicated team can be contacted on: Phone: 020 8722 3416 or email, please contact electcc@smithandbyford.com. If you require further information.

Yours sincerely

Smith and Byford Electrical Department”

I can confirm that a copy of the letter detailed above, was placed through the letter boxes of all 269 flats on site and a copy was also uploaded to the GH website, please use following link for ease of reference:

<https://www.gouldenhouse.org/letter-to-residents-communal-electrical-installation-testing-by-smith-byford-on-behalf-of-wandsworth-borough-council/>

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

Non-Compliant Leasehold Flat Doors – Leaseholders whose Flat Doors have not been addressed by them, **remain in the Non-Compliant Category of Health, Safety, Fire & Smoke Regulations**, are now firmly in the minority category. I can confirm the following:

- **206 Flat Doors are now fully compliant to Health, Safety, Fire & Smoke Regulations**
- **63 Flat Doors remain non-compliant, with 33 leaseholders engaging to advise they were in the process of addressing their Flat Door Defects and 30 Leaseholders have not engaged at all. We require your Flat Door Certification as a matter of urgency.**
- **When applying for a lease extension, Wandsworth Borough Council, will request your Flat Door Certification in compliance with Health, Safety, Fire & Smoke Regulations.**
- **The Fire Risk Assessment of Goulden House will be undertaken this year and please ensure that you address your flat door defects because any of the remaining defective lessee flat doors will be identified by the FRA Assessor and placed within the official Fire Risk Assessment.**
- **Leaseholders who Sub-Let your properties, please ensure that if your flat door was identified by Pyro Fire Services as being defective, you have a legal duty to address your flat door defects and prior to you sub-letting your property, knowingly sub-letting your property with a serious identified risk is placing your tenants in potential danger as you are with your fellow residents.**
- **Estate Manager instructed by Wandsworth Borough Council, to undertake external visual inspection of the remaining non-compliant Flat Doors, the latter will be completed within the next 10 days because of the urgency attached to it and my report findings will be issued directly to Wandsworth Borough Council, as per their directive.**
- **Estate Manager will undertake a full annual inspection of all front doors, the latter to include access to check the door closer is working etc, this is a legal requirement in compliance with Health & Safety, via Wandsworth Borough Council. Notification will be issued by the Estate Office to all residents, advising on dates when the inspection will be undertaken and that access is required.** Important to Note: Residents have been aware of their responsibility pertaining to their Flat Doors since 2017, may I take this opportunity to thank the residents (206 in total), who have adhered to their responsibilities as leaseholders, in ensuring that their flat doors were compliant with Health, Safety, Fire & Smoke Regulations. Please use the following link to the Goulden House pertaining to information regarding flat doors:

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

Budget 2025/2026 – The Budget for 2025/2026 was approved at the General Meeting on 26th March 2025 and placed as approved on the GH Website, a copy of the Approved 2025/2026 Budget was also provided to WBC. The following link will take you to the budget on the GH Website.

<https://www.gouldenhouse.org/co-operative-meetings/>

Year End Accounts – I can confirm that Knox Cropper have confirmed the following pertaining to our Year End Accounts covering 2024/2025:

“Dear Annie,

I can now comment that the surplus for the year is approximately £22k. I do not at this point have a split of this amount between leaseholders and tenants, and as such does not factor in any amount of the allowance for the year that will be repayable to WBC when the reconciliation is carried out, but that is next to be calculated. Kind regards, Andrew”

This is fantastic news, considering how phenomenally busy 2024/2025 was in relation to the numbers of Works Orders raised/works completed on site.

WBC Audit of GH – Wandsworth Borough Council will undertake the audit of Goulden House on Tuesday 8th July. I can confirm the Governance/GHMC, Accounts Manager and I are preparing for this Audit, in that collating the documentation as requested by the WBC Auditor.

GH/Outsourcing of Accounts – I can confirm that the GH Accounts have been successfully outsourced to Knox Cropper. GH designated Outsourced Accounts Manager is Caroline Kok.

Voids – There are currently no void properties at Goulden House.

CCTV Annual Maintenance – I can confirm that the CCTV Engineer attended site on Wednesday 16th April to undertake the Annual Maintenance Check of the CCTV System/Cameras. The Engineer was on site for most of the day. Provision for the Annual Maintenance Check of the CCTV is contained within the budget, the latter, which is as per process, and since GH upgraded the CCTV system.

Food Bins- Site Visit took place on Wednesday 11th June with WBC Waste Services, to review and confirm the proposed locations for the Food Bins, which will shortly be placed on site.



Pic of WBC Food Bin

Moise Disturbance/Criminal Damage – On the weekend of 28th March, we had two serious incidents on site. One incident has been dealt with by the Metropolitan Police. The second incident was a can of paint (oil based), being thrown from a flat above onto the Inner Green Pavement, unfortunately, when I reviewed the CCTV to ascertain which balcony it could have been thrown from, the CCTV Scanner, which overlooks the area, did not pick up when the paint cans were thrown because it had rotated to scan the other side of the Inner Green. However, I am continuing to make enquiries and if/when I locate the resident in question, he/she will be recharged for the entire amount of the clear-up costs (please see following photos):



Pics taken of the site (17th April)

Refurbishment of Entrance B – After successfully re-tendering these works, because of issues being raised over the type of flooring detailed within the first round of tenders. The second round of Tenders resulted with the majority of GHMC Members approving the tender from OSPM. These works will proceed if the Surplus at Year End (2024/2025) is adequate to cover these works. GH Estate Office was advised on Friday 13th June, by Knox Cropper that the Year End resulted with a Surplus of approximately £22,000 and I will now seek official authorisation from Wandsworth Borough Council, on whether, Goulden House, can Carry-Over the costs of these works to the current financial year, the latter from a statutory accounts perspective.

Staff – Margaret, GH Office Administrator, retired on 30th May. Margaret worked with us for 3.5 years and we wish her the very best in her retirement. Margaret's temporary replacement is Zakaria and when he is not working for Goulden House, he is completing his studies to become a Gas Safety Engineer. Zakaria has settled in well and has already had the opportunity to meet many of our residents.

Reminders:

Watering of Plants on balconies - Please be mindful when watering your plants on your balconies, that any excess water does not run-off to the flats with gardens on the Ground Floor.

BBQ use - **Please note that BBQ's are not permitted to be used on the balconies**, this would equate to a serious breach of your lease and a serious breach of Health, Safety, Fire & Smoke Regulations.

Items in the Communal Areas – Please keep all communal areas free of any items, Goulden House Co-Operative Ltd have a Zero Tolerance to any items placed in the communal areas of the site, the latter from a lease perspective and in compliance with Health, Safety, Fire & Smoke Regulations. **Items placed in communal areas of the site, both internal and external, are strictly prohibited.**

For and on behalf of Goulden House Co-Operative Ltd



Annie Gleeson MSc

Estate Manager