



Dear All

The following is the Manager's Report for the Goulden House General Meeting, which is scheduled to take place on Wednesday 12th November and any further updates received will be provided at the meeting.

Section 20 Major Works (Extractor Fans) – I can confirm that at the time of writing this report, there has been no further update received from WBC pertaining to the Section 20 Major Works (Extractor Fans), the Notice of Intention (NOI) Stage has been completed and I have received no further updates pertaining to these works from WBC. I have included the following link to the GH Website, where all information pertaining to this Section 20 Major Works is stored there and with full approval from WBC Major Works Department:



www.gouldenhouse.org/ventilation-scheme/

Section 20 Major Works (External Decs/Replacement of Windows) - I can confirm that at the time of writing this report, there has been no further update received from WBC pertaining to the Section 20 Major Works (External Redecoration/Replacement of Windows)), the last update was received on 3rd September from Stephanie Pascal via the Consultation Officer for these works, I provided this update (verbally) to the residents at the AGM, which took place on 17th September:

“Official Good Morning Annie,

Thank you for your email. I have raised your query with the Consultation Officer who advised that the Notice of Intentions will be served by the end of this month with anticipated billing for October 2027.

I trust that the above serves you well”.

I have sent a further Chase-Up email today (5th November) to WBC (Stephanie Pascal) requesting an update on the Section 20 Major Works External Redecoration/Window Replacement and I am hopeful that I will be in a position to provide you with a further update at the GM on 12th November.

Intercoms/Section 20 Major Works:

As per our Residents' decision at the AGM on 17th September pertaining to the deferment of the Section 20 Major Works to the Intercoms, I can confirm that I have updated WBC (Ronan Coady) with this decision, which is as per process and I have also raised the query which was raised at the AGM by one of our residents, in that, if Goulden House Co-Operative Ltd has sourced an alternative intercom system (Intercom Digital Pads), are the Programmed Section 20 Major Works to the Intercoms still necessary, at the time of writing this report, I am still waiting on a response from WBC.

WBC Audit of GH – Wandsworth Borough Council undertook the audit of Goulden House on Tuesday 8th July, for the information of our new Management Committee Members, this was a very extensive audit, which was undertaken over a four week period and the results of this audit resulted with Goulden House Co-Operative Ltd receiving Substantial Assurance across all areas of our business which were audited. Please use following link to the GH Website, where you can view the Audit findings and comments:

www.gouldenhouse.org/goulden-house-earns-top-marks-in-council-audit/



GH/Outsourcing of Accounts –The GH Accounts were successfully outsourced to Knox Cropper this year. GH designated Outsourced Accounts Manager at Knox Cropper is Caroline Kok.

Year End Accounts – Knox Cropper completed the Year End Accounts/Audit in a timely manner and GH Year End Accounts were presented to our residents at the AGM on 17th September. Goulden House Co-Operative Ltd, were provided with a directive from WBC to provide the signed Year End Accounts to WBC no later than 30th September, the latter so that the Service Charges could be processed in a timely manner, I can confirm that all relevant documentation pertaining to our Year End Accounts was provided to WBC, a week in advance of their 30th September deadline. I can also advise that the Year End Accounts have also been filed with the Mutuels Registry.



HSBC Safeguarding (undertaken by HSBC every two/three years):

I can confirm that Caroline (GH Accounts Manager) completed and submitted the HSBC Safeguarding Review and as of yet, we have not had any queries and nor have we been told that the HSBC have completed their Safeguarding Review, however, Goulden House Co-Operative Ltd have completed what was required of us by the HSBC. If you require any further information on this, please do not hesitate to ask the Chair and Treasurer at the GM on 12th November.



HSBC Signatories:

I can also confirm that the Signatories have also been changed to that of the current Officers (Chair, Company Secretary and Treasurer), as agreed by the Goulden House Management Committee and in addition to the Officers, Caroline (GH Accounts Manager), is also a Signatory and this will greatly assist our business, in that, if any changes occur at Officer level, the amendments to the Signatories will be addressed promptly and in a very timely manner. If you require any further information on this, please do not hesitate to ask the Chair and Treasurer at the GM on 12th November.



Co-Operative Annual Insurance Renewal – The Co-Op's annual insurances have been renewed/ approved by the Goulden House Management Committee Officers. The annual renewals include, the Co-Op Public Liability, which includes Business Interruption (both policies are mandatory) and Directors & Officers, which is not mandatory but essential cover for Management Committee Members. For clarification purposes, the Directors & Officers cover all Management Committee Members, in that, the Management Committee are covered as group and not individually.

Main Entrance B Refurbishment Works – Main Entrance B (Phase 2 of the Refurbishment Works of the 3 x Main Entrances. The refurbishment works of Main Entrance B have been completed.



www.gouldenhouse.org/refurbishment-of-main-entrance-b-complete/

Q2 & Financials – The Q2 (Quarterly Monitoring Report & Financials) were reviewed by the Management Committee at the GHMC meeting on 22nd October. A copy of the Q2 and Financials were also emailed to WBC on 14th October, which is as per process. Estate Office raised 120 Works Orders in Q2.

Office Admin Role and Finance/Banking Role – The Management Committee reviewed options to address the current vacant post of Office Administrator and the Banking (2 x Payment Runs per month/Bank Transfers etc), both of these roles are currently being undertaken by the Estate Manager (Banking since October 2024 and Office Administration since 30th May 2025, the latter due to Margaret's Retirement). The following decisions were made by the Management Committee on 22nd October 2025: Estate Manager will continue to run with the Office Administrator Role; this will be alongside her role as Estate Manager and the Banking Function will be retained in-house and will continue to be undertaken by the Estate Manager. The Estate Manager will be supported by Caroline (GH Accounts Manager) for an additional two days per month, that latter will allow for Estate Manager to take two days leave per month, to comply with Health, Safety & Staff Wellbeing. If you require any further information on this, please do not hesitate to put your questions to the Chair & Treasurer of the GHMC at General Meeting on 12th November.

The provision for the recruitment of a qualified Property Administration Assistant will be placed in the Proposed Budget for 2026/2027 and presented to our residents in March 2026 for approval, recruitment of new member of staff will commence immediately thereafter.

Health & Safety/Non-Compliant Flat Doors/Serious Breach of Health, Safety, Fire & Smoke Regulations & Serious Breach of Lease:



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

Non-Compliant Leasehold Flat Doors – Leaseholders whose Flat Doors have not been addressed by them, and **remain in the Non-Compliant Category of Health, Safety, Fire & Smoke Regulations**, are now firmly in the minority **(54)**.

The Regulator, via Wandsworth Borough Council, have issued a directive to Goulden House to inspect all Flat Doors, both internally and externally and **the deadline to have completed this work is by 30th November**. I will be supported by Management Committee Member (s), solely in support function from a Health & Safety perspective. The following dates are when i will be undertaking the inspection of the Flat Doors, and I am confident that we will meet Wandsworth Borough Council's 30th of November deadline. Notifications (hard copies) will be issued next week, to all residents pertaining to the dates when their flat doors will be inspected. Copies of these notifications have been placed on a specific page on the GH Website and emailed to all residents via the Goulden House Distribution List. My findings from the Inspection of all 269 Flat Doors on site will be uploaded to Wandsworth Borough Council's Riskbase Database and provided to the Regulator by 30th November 2025.

Block A:

Monday 3rd November - Commencing at 10 am to 4pm

Tuesday 4th November – Commencing at 10 am to 4pm

Block B:

Friday 7th November Commencing at 10 am to 4 pm

Saturday 8th November commencing at 10 am until 7 pm

Block C:

Wednesday 12th November from 5.30 pm to 6.45 pm (GM commences at 7 pm)

Thursday 13th November from 5.30 pm until 8 pm

If you have already addressed your defective flat door and provided your Flat Door Certification to the Estate Office, we are still legally required to inspect your Flat Door, both externally and internally, hence why we require access, (only external inspection required, if your Flat Door opens directly to Open Air). If you have not addressed your non-compliant Flat Door or a defect is identified via our inspection on the dates listed below for each block, Wandsworth Borough Council will review all data provided to them pertaining to your non-compliant Flat Door and would then refer to SLLP and arrange a LBA (Letter before Action) and this legal process will also apply to residents who do not provide access to us to inspect the Flat Doors.

Please use the following links to the GH Website, where you can view the notifications which were issued to all residents.

www.gouldenhouse.org/2025/10/inspection-of-flats-doors-access-required/

www.gouldenhouse.org/2025/10/inspection-of-flats-doors-block-b-access-required/

www.gouldenhouse.org/2025/10/inspection-of-flats-doors-access-required-2/

If you are one of the 54 leaseholders who have yet to address your non-compliant Flat Door, please use following link to the GH Website, where you will find documentation pertaining to Flat Doors, which will assist you in dealing with this most serious issue:

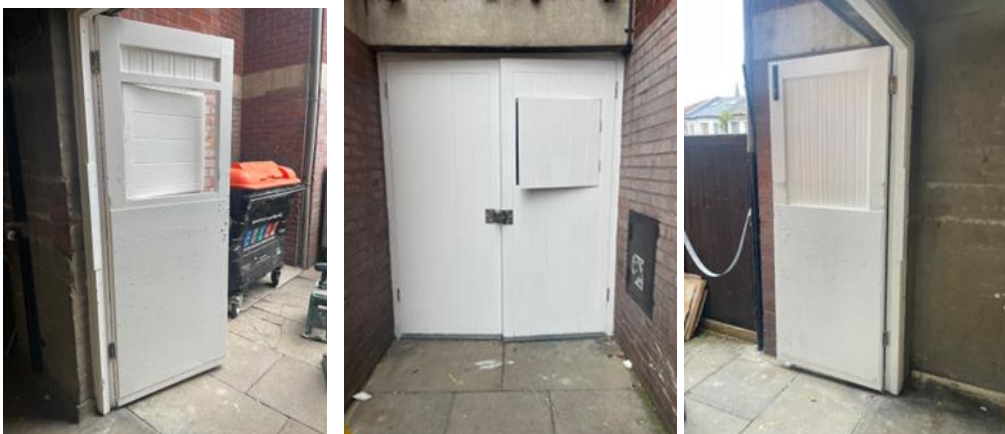
www.gouldenhouse.org/useful-information/leaseholder-flat-doors/

Ball Court:



The Ball Court now closes at 5 pm and will open as normal at 9 am. Goulden House Staff will both open and close the Ball Court, Monday through to Sunday, however, WBC Estate Team will close the Ball Court on Saturday and Sunday evenings. Large new signage (photo above) has now been placed at the entrance to the Ball and if any serious noise disturbance and/or anti-social behaviour occurs, **I will close the Ball Court immediately**. I have advised Wandsworth Borough Council, that because of a number of recent serious incidents within and directly outside of the Ball Court, I will prepare a report, detailing a number of proposals to address the Ball Court & Outer Green, from a Health & Safety perspective.

Bin Store Doors Serving Blocks A, B & C – The Bin Store Doors serving Blocks A, B & C have been recently painted and look so much better, it has been a number of years since the Bin Store Doors were painted and we will endeavour to have these doors painted on a yearly basis, as we move forward.



Parking Proposal Report – I submitted a Parking Proposal/Business Case to Wandsworth Borough Council (Highways), on 13th August 2025, requesting additional free parking for the residents of Goulden House

This Business Case respectfully requests that Wandsworth Borough Council review the existing Free Parking (Bullen Street Car Park & Goulden House Approach Car Park), with the view of extending free parking access, exclusively to Goulden House residents—supporting a fairer and more functional parking scheme for the local community. Only 16% of Goulden House households currently benefit from on-site parking on a First Come, First Served basis. Extending the Free Parking would ensure better access for households, who lack sufficient parking, aligning provision with residential density.

Suggested/Proposed areas for the extension of Free Parking at Goulden House for Wandsworth Borough Council's review & consideration are as follows:

Goulden House Co-Operative Ltd propose the following extensions to the existing Free Parking at Goulden House (Bullen Street Car Park & Goulden House Approach Car Park): The proposed bays directly adjoin Goulden House, minimising the need for residents to park at a distance and improving ease of access and safety, especially during evening hours.



Two Parking Bays in 004 to be allocated to Disabled Parking/Blue Badge: Logical Adjacency and Safety.



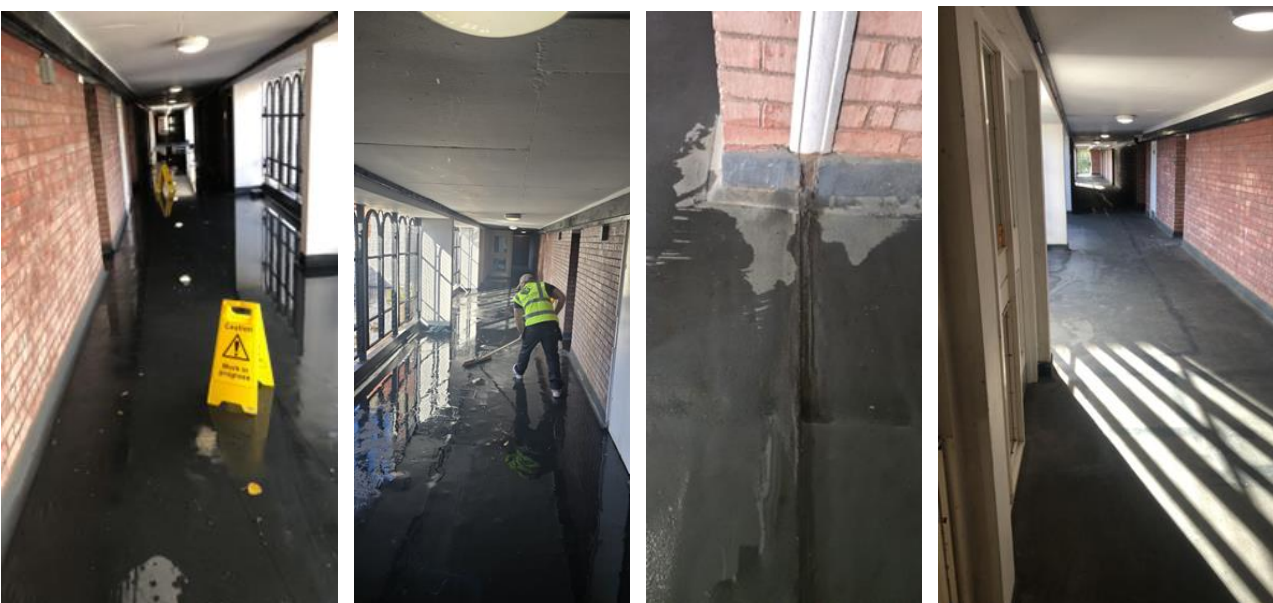
5 Parking Bays in 9009 6 Parking Bays at 12012 5 Parking Bays at 11260 8 Parking Bays at 11248

Important to Note: This is a proposal, at this stage, submitted by me to Wandsworth Borough Council, for their review and decision. As soon as I receive a response from Wandsworth Borough Council (Highways), it will of course be communicated to you, via the Goulden House Residents' Distribution List.

The Clearance of the 4th Floor Terraces – The stones and pebbles were removed from the 4th Floor Terraces. Ingress appeared in the flats which sit directly below the 4th Floor Terraces and when Trace and Access was carried out, the ingress was sourced to the 4th Floor Terraces/stones/pebbles. I submitted a detailed report to Wandsworth Borough Council (Stephanie Pascal) on 22nd October, to ascertain whether Goudlen House Co-Operative Ltd could proceed with the sealing of the 4th Floor Terraces at a cost of £5,000 or whether Wandsworth Borough Council preference was to deal with the 4th Floor Terraces as they are expected to be addressed via the Section 20 Major Works/External Redecorations/Window Replacement, I have also requested confirmation from Wandsworth Borough Council on where accountability rests for the payment of these works. I sent a chase-up to Wandsworth Borough Council on Saturday 1st November, when I received notification from residents and our Agency Cleaning Staff, that the 4th Floor Terrace was flooded and there was water escape into the 4th Floor Walkway and a number of Sub-Entrances (I immediately raised an Emergency Works Order to one of Goudlen House's Approved Contractors to attend and clear the surface water and to re-assure our residents who were affected by the escape of water from the 4th Floor Terrace. At the time of writing this report (Wednesday 5th November), I still had not received an acknowledgement of any of my two emails to Wandsworth Borough Council. Please see photos below of the 4th Floor Terraces after they were cleared of the stones and pebbles and photos of the surface water on the 4th Floor on Friday 31st October and Saturday 1st November.



A sample of the photos from the 4th Floor Terraces after the removal of the stones & pebbles



Photos before and after of the surface water and after the water was cleared on the 4th Floor

Balconies – With Winter almost upon us, may I ask that you check your balcony gulleys and ensure that they are clear, the latter will ensure that the flats below your balconies are protected from ingress. I was provided with a photo by one of our Approved Contractors over the weekend, the balcony showed serious discolouration to the brickwork, please see following photo, I immediately checked this balcony on Monday morning (3rd November), to find that the balcony floor was submerged in water and the brickwork was saturated, hence the colour of a section of the bricks.



Dog bye-laws - Residents have advised me and also reported incidents where dogs have been left off leads and permitted by their Owners onto the Inner Green and Outer Green Lawns, this is not permitted, If you witness such incidents, please report immediately to the Animal Welfare Dept. at Wandsworth Borough Council at www.wandsworth.gov.uk/environment/animals-and-pests/dog-control/report-dog-control-issues/

Items stored in the Communal Areas – You are not permitted to store items in the communal areas of the site, this is a breach of the Health, Safety, Fire & Smoke Regulations and it is also a breach of your lease. We have saturated the site with notifications and we still have a small percentage of residents, who continue to store items in the communal areas, to ensure that a resident Means of Escape is not blocked, **we will now provide one warning for the removal of an items in the communal areas, this will be done by the placement of a notice on the item, if the items is not removed immediately, we will engage the services of one of our Approved Contractors to remove and dispose of the item (s), the costs for the removal of the item (s) and the call-out costs for the contractor will be recharged to the resident via the Goulden House Co-Operative Ltd Recharge Policy.**

Christmas Deliveries - Please ensure that when ordering items/parcel deliveries, that you ensure that the courier does not leave your items in the Communal Areas of the development, if you are not going to be in, please ensure that the delivery company is provided with an alternative and/or Safe Place. Earlier this year, we had a number of packages taken from the 4th Floor and this caused so much distress to the residents involved. The Met Police were advised by the residents, and the Met Police sourced the “offender” via our CCTV Systems, the office has yet to be advised of the Met Police’s results of their investigation.



Residents' Christmas Tea – Pauline (Management Committee Member and Events Co-Ordinator), is organising a Christmas Tea, (Management Committee approved the costs for this Christmas Tea at their meeting on 22nd October), you will see the notices which have been placed on the Notice Boards across the site, a copy has also been placed on the Goulden House Website, please use following link for ease of reference: One of our Approved Contractors provided sponsorship of £200 towards this Christmas Tea, there were two stipulations, one, was to purchase a Christmas Tree (artificial), so that this could be used for future events and that £100 was used to purchase gifts for the children. I can confirm that Pauline has purchased a beautiful Christmas Tree and this will be placed in the Community Room for the Christmas Tea and then moved to the Estate Office for the remainder of the Christmas period.

www.gouldenhouse.org/2025/11/goulden-house-christmas-tea/

You are warmly invited to join us for a cup of tea and some Christmas Delights including activities for children.

Date: Tuesday 2nd December

Time: 4pm – 6pm

Where: Community Room

Ground Floor, Entrance B.

Please let the office know on 0207 924 5213 if you are coming for catering purposes by Tuesday 18 November.

Estate Office Opening & Closing Times during Christmas & New Year period – The Goulden House Management Committee (Officers), have approved that the Estate Manager will Work from Home on Monday 22nd, Tuesday 23rd and Wednesday 24th December. The Estate Office will be closed between Christmas and New Year and will re-open on Monday 5th January. WBC will be advised closer to the time, which is as per process and relevant notification will be placed on the GH Website and on the Notice Boards across the site.

Staff Christmas Dinner – The Staff Christmas Dinner will take place on Friday 12th December.

I look forward to seeing you all at the meeting.

For and on behalf of Goulden House Co-Operative Ltd



Annie Gleeson MSc

Estate Manager