



Dear All

The following is the Manager's Report for General Meeting, which is scheduled to take place on Wednesday 18<sup>th</sup> March and any further updates received will be provided at the meeting.



[www.gouldenhouse.org/ventilation-scheme/](http://www.gouldenhouse.org/ventilation-scheme/)

**Section 20 Major Works (Extractor Fans)** – I can confirm that I received the following update from WBC (Peter Roberts) on Tuesday 17<sup>th</sup> February:

***“Official***

***Good afternoon, Annie,***

***Current progress is as follows:***

***We are in the final stages of the tender exercise (tenders returned and are being evaluated by the consultant). Once this exercise has been completed section 20 notices with confirmed costs will be created and sent out, and the second stage leaseholder consultation will be arranged. I can't give a time frame for this as we are liaising with the council's solicitors to agree the final draft of the letter but are working with them to have this agreed and sent out as soon as possible. I hope that helps Kind regards Peter Roberts Head of Heating Services Resident Services Serving Richmond and Wandsworth borough council.”***



**Section 20 Major Works (External Decs/Replacement of Windows)** – The Notice of Intention (NOI) has been issued and the Consultation Meetings took place on Thursday 5<sup>th</sup> February between 4.30 pm and 7 pm.  
<https://www.gouldenhouse.org/useful-information/window-replacement/>



WBC Annual Monitoring Review of Goulden House – WBC undertook the Annual Monitoring Review of Goulden House on 18<sup>th</sup> December 2025, and WBC's summary of their review is as follows:

***“Overall Comments WBC: (to include timescales for action points)***

***The Resident Participation Officer and the RPO Manager attended this meeting and the monitoring exercise, was carried out, although it was delayed by some months due to some scheduling issues on both sides.***

***The governance and management of the Co-operative continue to be undertaken at an exceedingly high level by the Estate Office Staff and the Goulden House Co-operative Committee Members.***

***The Internal Audit Report stated the following:***

***As a result of the audit review, Internal Audit has issued a Substantial Assurance opinion on the overall adequacy and effectiveness of the internal controls that have been subject to review***

***We found the following areas where controls were working well:***

***The co-op is effectively managed, with robust systems for repairs, maintenance, information security, tenancies, HR, and health and safety. Approval processes are followed, with clear audit trails for all transactions and decisions. Customer service is strong, with an accessible estate manager and regular fortnightly health and safety checks.***

***The Assistant Director of Estate and Resident Services (Tom Crawley) specifically mentioned that he was pleased to hear from Internal Audit of the very high level of assurance they***

*had found following the audit at Goulden House and how well run the co-operative was. I would concur with this statement and my managers within the Southern Team also concur with this high level of genuine praise.*

*The RPO Manager (Andrew MacKinnon) explained that he would be working with the RPOs/The Policy & Performance Team and the RMOs in order to reevaluate, refresh and restructure the RMO Forum + the RMO Performance Monitoring Process. This would all be undertaken in 2026, which he envisaged would improve communication and information-sharing between all parties”.*



**Goulden House Co-Operative 5 Year Plan (Working Document)** – The 5 Year Plan (Working Document), has been updated (February 2026) and has been uploaded to the GH website, please use following link to access the GH 5 Year Plan:

<https://www.gouldenhouse.org/wp-content/uploads/2026/03/5-Year-Plan-Goulden-House-Co-Operative-Ltd-2025-2030-Working-Document-Updated-February-2026.pdf>



**Proposed Budget for 2026/2027** – The Proposed budget for 2026/2027, which was approved by the Management Committee at their meeting on Tuesday 24<sup>th</sup> February, is on the GH website, please use following link to access it:

<https://www.gouldenhouse.org/wp-content/uploads/2026/03/Goulden-House-Proposed-Budget-2026-2027-website.pdf>



**Property Administration Assistant (New Post)** – Provision for the new post of Property Administration Assistant has been placed in the Proposed Budget for 2026/2027, the proposal is that the post will be Part-Time/3 days per week, GH will be willing

to work around school timings, included in the Proposed Budget is the Recruitment fee and the provision for training. Directly after the Proposed Budget is presented and approved by the residents of Goulden House, the recruitment process will commence.

**Goulden House Void allowance 2025/26 £15981,00** – WBC provided their authorisation on Wednesday 18<sup>th</sup> February, to use the unused void provision in the current budget (2025/2026) on **Tenant Repairs Only.** There was a notable increase in Emergency Works Orders, to address damp and mould issues, due to the weeks of adverse weather conditions, from the commencement of Q4 (1<sup>st</sup> January 2026). With WBC authorising the use of the Void provision in this current financial year, this additional funding boosted the Tenant Repair provision, thus allowing Goulden House to cover the majority of the costs pertaining to these works, within the Council Tenanted Flats.

**Intercoms** – The Intercoms were discussed by the Management Committee on 24<sup>th</sup> February, where a number of queries were raised with regards to the Section 20 Major Works (Intercoms), which are deferred on a yearly basis, the latter as per decision made by our residents at the AGM meetings. The queries raised to WBC and WBC's responses, **highlighted in red**, are as follows:

1. The GHMC have asked that the Intercoms remain programmed but continue to be deferred on a yearly basis, is this possible?

**“WBC Response to Point 1 “Yes this is fine by us”**

2. Can you confirm the period in which programmed Section 20 Major Works can be deferred for? WBC's response to Point 2 **“It can be deferred for as long as you wish”.**

3. When Goulden House Residents, in the future, decide to not defer these Section 20 Major Works, will WBC look at the most modern intercom digital pads, which would remove the need for the replacement of the obsolete cabling? WBC's response to Point 3” **In Wandsworth we generally specify the Entrotec door entry systems, which remain a modern system. It is hard to comment on the cable as I do not know what is currently installed. In older systems the cables are generally suitable but it's hard to tell the condition of them and is good practice to replace them. When the works are decided to go ahead, I can request the cabling be tested and find out if any can be reused”.**

4. There are two intercom systems running at Goulden House, one for the 3 x Blocks and one for the Sub-Entrances, could one system work for all? WBC's response

to Point 4 “In what sense to do want one to work for all? Do you wish for all panels to call all flats? If that’s the case this can work although would need a lot of extra work to have extra cabling installed. If you just mean for example the new Entrotec system everywhere, this would be the plan”.

5. What would happen to the obsolete intercom cabling, would this be removed? WBC’s response to Point 5 “When the new system is being installed, it would be specified that all of the old equipment, including the cabling to be removed”,



### **Health, Safety, Fire & Smoke Regulations/Non-Compliance (Flat Doors)/:**

**Update on Flat Doors** - The following is the status of the Flat Doors at Goulden House as of **4<sup>th</sup> March 2026:**

233 residents provided access for their flat doors to be inspected, 36 Leaseholders did not provide access.

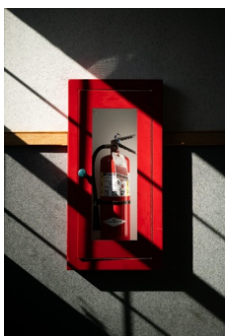
Out of the 232 that did provide access, the findings were as follows:

212 Flat Doors are now compliant.

11 Flat Doors remain non-compliant.

9 Flat Doors remain partially compliant.

*The Estate Office will continue to engage with the 37 Leaseholders who have not provided access and with the 9 leaseholders whose doors are partially compliant (after inspection) and the 11 Leaseholders whose Flat Doors are non-compliant (after inspection). **In total 57 Flat Doors remain Non-Compliant or Partially Compliant, out of a total of 269 flats on the development.***



**Fire Safety Letter issued to all residents on 4<sup>th</sup> March (Directive from Wandsworth Borough Council – The following is the letter which was issued to all residents on 4<sup>th</sup> March 2026, a**

directive from Wandsworth Borough Council, this letter was issued via the GH Residents Distribution List, Hard Copies placed through all 269 Flat Doors and a copy placed on the GH website, please use following link for ease of reference:

<https://www.gouldenhouse.org/2026/03/fire-safety-letter-issued-to-all-residents/>

“Dear Resident(s),

RE: Fire safety

I am writing to you to with regard to the important issue of fire safety.

There are a number of steps that you can take to reduce the chances of a fire from occurring and to ensure that, in the event of a fire, you and other residents are safe.

To help prevent fires from occurring:

Do not leave candles unattended and dispose of cigarettes carefully. Do not leave cooking pans unattended. Do not store e-scooters or e-bikes in your home. Do not overload plug sockets.

When a fire does occur in the building the following are very important in keeping you and other residents safe:

Be aware that the fire action procedure in your block is to stay put. i.e. in the event of a fire in the building, unless you are affected by fire or smoke you should remain in your home.

Ensure you have a working smoke alarm in your home. We will install smoke alarms at no charge regardless of whether you are a Council tenant, leaseholder or private tenant. Therefore, please contact Annie Gleeson MSc, your appointed Estate Manager on 0207 924 5213 or via email at [office@gouldenhouse.org](mailto:office@gouldenhouse.org) if you do not have a working smoke alarm.

Ensure your front door is the appropriate thickness (44mm), fits closely into the frame, and has a working door closer. If you are a Council tenant, we will undertake any necessary repair or improvements to your front door. Please contact Annie Gleeson MSc, appointed Estate Manager for Goulden House, if you consider your door requires an inspection and repair.

In order to keep the means of escape clear you must also adhere to the following advice:

Rubbish should be disposed of down the rubbish chutes. Rubbish should not be left in the rubbish chute chamber or in the communal area.

No items should be stored in the communal areas. This includes the lift lobby and stairwells. If you leave items in these areas, they

may be cleared and disposed of without warning. If you have any questions, or wish to discuss any of the above issues, please do not hesitate to contact your Estate Manager on 0207 924 5213 or via email to the Estate Office at [office@gouldenhouse.org](mailto:office@gouldenhouse.org)



**Discarding of cigarettes from balconies** – A resident engaged with the Estate Office, to advise of discarded cigarette ends from the balconies above into his garden. Notices have been issued to all flats above the ground floor flat in question and a copy of the notice has been uploaded to the GH website, please use following link for ease of reference:

<https://www.gouldenhouse.org/2026/03/urgent-notice-to-residents-do-not-discard-cigarette-ends-or-ash-from-your-balconies/>

**General Waste Paladins** – I have engaged with WBC and requested that they replace 10 of the General Waste Paladins as a matter of priority, the existing General Waste Paladins are damaged and are not fit for purpose, WBC have authorised the replacements and at the time of writing this report, we are waiting on their delivery.

**SIBs** – Goulden House had received approval from WBC/Co-Op Forum in December last year for two applications made through the Small Improvement Budget Fund (SIBS).

Both SIBS have been successfully completed within the original price quoted – and all goods now safely received.

Vacuum cleaners:

2 x KARCHER CV 30/2 Professional 36V Cordless upright Vacuum Cleaner

2 x Karcher Fast Battery Charger 36/60

2 x Karcher 36/75 36V Battery 7.5ah

TOTAL £1,579.39 including VAT (John Hutchings Services Ltd T/A Karcher Center JHS)

Leaf Blowers:

2 x STIHL SHA56 Cordless Blower Vacuum Kit (each including 1 x AK20 battery)

2 x STIHL AK30S Battery

2 x STIHL AL501 Quick Charger

TOTAL £1160 including VAT (Winchester Garden Machinery Ltd)

**Thank you to Anna (Management Committee Member), for the research on the products and completing the SIB Forms, total amount of the 2 x SIBs £2,739.39 (inclusive of VAT).**



**Main Entrance A Refurbishment Works** – Main Entrance A (Phase 3 of the Refurbishment Works of the 3 Main Entrances). GH were hopeful to undertake these refurbishment works in this fiscal year; however, the latter was not possible due to funding. The funding was dependent on the Social Housing provision in the current budget, Social Housing contribute 15% of the costs for these works (communal areas) and if the budget is not there to meet this 15% contribution, then the refurbishment works do not proceed. The provision for these works has been placed in the Proposed Budget for 2026/2027. The cost of the refurbishment works equate to £7,974 (Excluding VAT). The refurbishment of Entrance A will be undertaken in early April, when the funding for the new financial year becomes available.



**Outer Green Security Enclosure Proposal** –proposal for the Phased lockdown of the Outer Green, under the umbrella of Health & Safety/security of the site, summary of the proposed works are as follows:

The proposal has been structured as a three-phase delivery programme to allow staged implementation.

- Phase 1 – Installation of gates, locking system and controlled key access
- Phase 2 – Priority boundary railings to higher exposure areas
- Phase 3 – Completion of full perimeter enclosure

**Please note that this is a proposal** to combat the anti-social behaviour on the Outer Green. The Goulden House Management Committee reviewed this proposal at their meeting on 24<sup>th</sup> March and directly after this meeting, I submitted the proposal to Wandsworth Borough Council for their review and consideration on whether, if the residents of Goulden House support the closure, would Wandsworth Borough Council categorise the closure as a Service Upgrade (non-rechargeable), the provisional costs for the closure of the Outer Green would be approximately between £90,000 and £100,000, broken down under the Section 20 process, these costs would equate to each flat paying approximately £371. I can advise that I received the following response from Wandsworth Borough Council on 27<sup>th</sup> February: Senior Managers at Wandsworth Borough Council are currently reviewing this and once I receive their response, it will be communicated to all residents.

***“Official Annie, although these works are not required it is something that would only be done because the residents requested it, so I would think that all should contribute to these costs. It could also be argued that it is for the management and security of the estate and so would be rechargeable. However, there may be an issue doing it as there will be existing rights of way for the public if they have accessed it since the 1980s and so I am not sure it could be done. I will leave that conundrum to you Foday, Mark and Craig to sort out.***

**Regards**

**Ronan Coady**

**Capital Programming & Support Services Manager”**

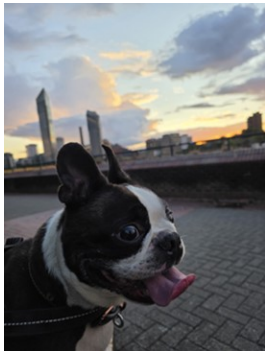


**4<sup>th</sup> Floor Terraces –** The excessive rainfall has resulted in ingress

occurring in a number of flats. I can confirm that all relevant Emergency Works Orders have been raised and the necessary repairs undertaken, the most recent repair was completed to one of the 4<sup>th</sup> Floor Terraces on Wednesday 18<sup>th</sup> February.

**Balconies** – The excessive rainfall has directly contributed to a number of balcony repairs being undertaken.

**Occupancy & Maintenance Checks** – Occupancy & Maintenance Checks have been undertaken and remain a priority for the Co-Op.



**Dog bye-laws** – We have had a number of incidents recently, where the Estate Office and Wandsworth Borough Council received reports of dog owners' non-compliance to the Dog bye-laws, including dog owners becoming abusive to other residents when their non-compliance was raised to them, this is not acceptable and nor will it be tolerated at Goulden House, the Animal Welfare Officers at Wandsworth Borough Council visited the dog owners in question, If you witness such incidents of dog owners being non-compliant to the Dog bye-laws, 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/](http://www.wandsworth.gov.uk/environment/animals-and-pests/dog-control/report-dog-control-issues/)

**Abuse/bullying of Contractor** - One of our Approved Contractors was very badly abused/harassed by one of our residents (lessee) on Monday 2nd March, the contractor required access to the lessee's flat because of ingress going into the flat below. When the contractor advised the lessee that they would report his behaviour to the Estate Manager, the lessee asked the contractor not to because ***“it was just a misunderstanding”***, the contractor confirmed to the lessee that it was a formal process and they were not undertaking works at Goulden House to be verbally abused. Be assured that this incident is being dealt with via the appropriate channels and I have met with the contractor and reassured them of GH's zero tolerance to harassment & bullying. **Evidenced harassment & bullying is reported immediately to the Met Police.**



## Goulden House Easter Tea

With an Easter egg  
hunt on the inner green  
and activities for children

Date : Friday, March 27th  
Time : 4-6PM

Where : Community room,  
ground floor, entrance B.

Please let the office know if you are coming for  
catering purposes by Wednesday 18<sup>th</sup> March

We look forward to seeing you.

**Residents' Easter Tea & Egg Hunt** – This event will take place on Friday 27th March from 4 pm until 6 pm in the Community Room & Inner Green. £250 has been approved by GHMC at the GHMC meeting on 24th February for this event. Notification has been placed on all Notice Boards on site. Pauline (Management Committee Member), is the Events Co-Ordinator and is undertaking sterling work, with the support of volunteers, on behalf of our residents at GH (a big thank you to Pauline and our volunteers).


A copy of the notice has been uploaded to the GH website, please use following link for ease of reference:

<https://www.gouldenhouse.org/2026/03/goulden-house-easter-tea-egg-hunt-on-friday-27th-march-from-4-pm-until-6-pm/>

**Staffing** – The Estate Office is extremely busy; however, we continue to meet the needs of our business.

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