



**GOULDEN
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CO-OPERATIVE

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Goulden House Co-Operative Ltd 5 Year Plan (Working Document)

2025/2030

Responsible Officer - Estate Manager

Author – Estate Manager

Date effective from – January 2025

Date last amended – June 2026

Review date – September 2026

(The Goulden House 5 Year Plan is updated on a quarterly basis by Estate Manager, in conjunction with data provision by Wandsworth Borough Council/Section 20 Major Works).

Summary:

The 5 Year Plan (Working Document) has been created to provide information to the residents of Goulden House with regards to the Major Works which have been programmed by Wandsworth Borough Council in their capacity as both Landlord/Freeholder over the next 5 years (2025 to 2030) and the proposed works which will need to be undertaken by Goulden House Co-Operative Ltd. Transparency is vital for the residents of Goulden House, the knowledge of the works which will be undertaken over the next 5 years is crucial.

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/>

Programmed Major Works (Wandsworth Borough Council):

This plan (working document) was updated in June 2026 by Estate Manager (Annie Gleeson MSc).

<u>Section 20 Major Works</u>	<u>Scheduled Date for Major Works</u>	<u>Estimated Costs of Major Works</u>												
<p>Section 20 Major Works/Lifts (H114/H115 & H116)</p>	<p>Section 20 Major Works to the lifts completed in 2024.</p> <p><u>WBC Amended Schedule of the Section 20 Major Works (Lifts H116, H115 & H114):</u></p> <table border="1" data-bbox="379 1581 1150 1702"> <thead> <tr> <th>Lift Ref</th> <th>Start Date</th> <th>Completion Date</th> </tr> </thead> <tbody> <tr> <td>H116</td> <td>29th August 2023</td> <td>10th January 2024</td> </tr> <tr> <td>H115</td> <td>11th January 2024</td> <td>10th April 2024</td> </tr> <tr> <td>H114</td> <td>11th April 2024</td> <td>10th July 2024</td> </tr> </tbody> </table> <p><u>The invoice for these works was issued to residents in October 2024</u> (this remains within the GH 5 Year Plan for information purposes).</p>	Lift Ref	Start Date	Completion Date	H116	29th August 2023	10 th January 2024	H115	11 th January 2024	10 th April 2024	H114	11 th April 2024	10 th July 2024	<p>The invoice for the Section 20 Major Works to Lifts H114, H115 & H116, was issued in October 2024.</p>
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<p>Ventilation System Section 20 Major Works</p>	<p>Letter issued by WBC (Tom Crawley, Assistant Director of Resident and Estate Services), to all residents advising the current Communal Extractor Fan System is obsolete. The following is a section of the WBC letter and please use the link below to the GH website, where you can view the letter in its entirety: <i>“As the freeholder of the block, the Council is legally responsible for the repair and upkeep of the fabric and structure of the block including any communal services. It is not possible to leave the existing ventilation system in place knowing that it cannot be cleaned or maintained as recommended. Therefore, the Council, in consultation with the Co-operative, have taken the decision to abandon the existing communal system and to retrofit individual ventilation systems within each property. We recognise that there are flats with different configurations and therefore, the individual ventilation systems will need to differ accordingly. In conjunction with the Co-Op Manager, we have already successfully fitted systems to a couple of empty properties. In those properties the costs of undertaking the required work in each property was approximately £4,500 (although these costs are expected to be lower as part of a block wide major works scheme).</i></p> <p><i>We now plan to tender out this retrofit work seeking prices for installation to the various property types found in Goulden House. Wandsworth Council will tender to five contractors, residents will be consulted, and leaseholders will receive the normal statutory consultation notices. However, as we are proposing to undertake work within residents’ properties, we will also give individual leaseholders the option of procuring this work privately rather than use the Council’s contractor. Leaseholders who choose to undertake the works privately, will be provided with the necessary plans of their respective properties. If leaseholders choose to opt out and arrange for the work to be undertaken privately, they will not be charged for the work to the other properties in the block, and the remaining leaseholders will be charged a percentage of the total costs in line with their lease. As we will be undertaking work in phases before decommissioning the roof fans and sealing the communal ducts leaseholders will be given plenty of time to secure their own contractor and to complete the installation before the communal ventilation system is closed down.”</i></p> <p>Residents were provided with the option of viewing the newly installed ventilation system on one of WBC’s Void Properties, these viewings took place on 17th December 2024.</p> <p>https://www.gouldenhouse.org/goulden-house-ventilation-system-section-20-major-works-letter-from-wandsworth-borough-council/</p>	<p>The Section 20 Major Works (Ventilation System) completed the Tendering Process as per the Section 20 Major Works process in November 2025.</p> <p>Update from WBC (Peter Roberts) on 2nd June 2026: “Currently the section 20 Notice/ballot paper is in the final review process with legal and procurement. Once this has been finalised, letters will be sent to all residents in the coming weeks. I have no further updates or information to share at this stage”.</p> <p>The following is the link to the Goulden House Website where substantial documentation pertaining to the Section 20 Major Works (Ventilation Scheme)</p> <p>www.gouldenhouse.org/ventilation-scheme/</p>
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<p>Replacement of the Intercoms. (Deferred at the request of the residents via GM in 2023 & AGM in 2024)</p>	<p>The deferment for another year of the Section 20 Major Works to the Intercoms, was agreed by the residents at the AHM on 17th September 2025.</p>	<p>Important Note: Decision on the Intercoms (Section 20 Major Works) needs to be raised annually with the residents, by the Goulden House Management Committee, at either General Meeting or AGM and resident's decision to be forwarded to WBC (Ronan Coady) via the Goulden House Estate Manager</p>
<p>External Decorations</p>	<p>The External Decorations are programmed by WBC for 25/26 https://www.gouldenhouse.org/useful-information/window-replacement/ WBC advised the following: “From: Stephanie Pascal Sent: Thursday, June 27, 2024, 4:51 PM As of today, we have appointed Lawson Queay as the consultant for this scheme. The Contract Award letter was posted today, and I await confirmation of the named officer so I may arrange a date to walkthrough the estate and discuss the intended scope of works. I have attached the programme target dates that both myself and the consultant will be working to as a guideline for you. As it stands, we will be looking to commence works on site around September/October 2025 (subject to change). I hope this proves useful. Kind regards Stephanie Pascal Project Controller HRD – Major Works”</p> <p>PROGRAMME TARGET DATES (EXTERNAL DECS): C7261 Goulden House External Decorations Project Controller: Stephanie Pascal (WBC Major Works Dept.) Date of appointment 27TH June 2024 Feasibility Report & Budget Estimate by 11 Weeks (12th September 2024) Draft Contract Documents for Approval (including detailed cost analysis) by 12 Weeks (5th Dec 2024) Consultation Meeting with Residents by* 14 Weeks (13th March 2025) Receipt Of Amended Tender Documents 2 Weeks (27th March 2025) Pdf copies of Approved Tender Documents to Client 1 Week (3rd April 2025)</p>	<p>WBC to advise on costs, in their capacity as Landlord/Freeholder.</p> <p>Updated in February 2026. WBC have issued the Notice of Intention for the Section 20 Major Works in January 2026. Consultation Meetings in person and online took place on Thursday 5th February. No further updates received to date.</p>

	<p>Tender Invitation 2 Weeks (17th April 2025) Tender Return Date 4 Weeks (15th May 2025) Receipt Of Tender Report 4 Weeks (12th June 2025) 50 Weeks <i>*Should the meeting with residents on the proposals be held prior to this date them subsequent dates will be adjusted accordingly</i></p> <p>In addition to the above and as a result of WBC undertaking a Feasibility Study of the windows in 2024/and age of the windows, WBC confirmed that the Replacement of the Windows will be undertaken via the External Decs Section 20 Major Works. Included in the External Decs Section 20 Major Works will be the repairs to the Spalled Concrete. Please note most recent email from WBC, dated 24th December 2024:</p> <p><i>“The two future major works in question are required as part of the necessary maintenance and management of the building. They are firstly window renewals which also include gutter repairs internal and external decorations, upgrading of tenant doors (non-chargeable) and masonry repairs, and secondly renewal of the original ventilation system.</i></p> <p><i>The current windows were installed 30 years ago and a feasibility study carried out by an independent consultant has stated that they need renewal, details of which were sent to you in October, (see above). This is in line with the Government’s Decent Homes Standard definition which states that the lifespan of a window is 30 years. The ventilation system which has been there since the block’s construction in 1975 simply needs to be overhauled due to wear and tear.</i></p> <p><i>Looking at the definition of the Building Safety Act 2022, provided to me from Jonathan our building safety lead, neither he nor I believe that either of these schemes are covered by it. Therefore, leaseholders are not exempt from contributing to the cost of the works under the terms of their lease. The Act states the following:</i></p> <p><i>4. For a defect within a building to be defined as a ‘relevant defect’, it must meet all of the following criteria:</i></p> <ul style="list-style-type: none"> <i>a. it puts people’s safety at risk from the spread of fire, or structural collapse.</i> <i>b. it has arisen from work done to a building, including the use of inappropriate or defective products, during its construction, or any later works (such as refurbishment or remediation)</i> <i>c. it has been created in the 30 years prior to the leaseholder protections coming into force (meaning the defect had to be created from 28 June 1992 to 27 June 2022), and</i> <i>d. it relates to at least one of the following types of works:</i> <ul style="list-style-type: none"> <i>•the initial construction of the building,</i> 	
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	<p>•the conversion of a non-residential building into a residential building, or •any other works undertaken or commissioned by or on behalf of the building owner (the definition of ‘building owner’ can be found in <i>What are my building owner’s legal obligations?</i>), or management company. Regards Ronan Coady Capital Programming & Support Services Manager”</p> <p>The following update was received from Stephanie Pascal (Technical Manager) on 18th November 2025 pertaining to the Section 20 Major Works/External Decs & Window Replacement: The Consultation Officer, Mr Nick Grason, has advised that Notice of intention letters will now be served in January 2026.</p> <p>Based on serving of the Notice of Intention the <u>estimated timeline for commencing works is as follows.</u></p> <table border="1" data-bbox="376 837 1118 1339"> <tr> <td>Notice of intentions to be served</td> <td>Jan 26</td> </tr> <tr> <td>Expiry of Notice</td> <td>Feb 26</td> </tr> <tr> <td>Preparation of tender documents</td> <td>Late Feb 26</td> </tr> <tr> <td>Out to Tender</td> <td>March 26</td> </tr> <tr> <td>Close of Tender</td> <td>April 26</td> </tr> <tr> <td>Tender Analysis by Contract administrator</td> <td>May 26</td> </tr> <tr> <td>S20 Notices to be served</td> <td>June 26</td> </tr> <tr> <td>Contractor starting onsite</td> <td>July 26</td> </tr> </table>	Notice of intentions to be served	Jan 26	Expiry of Notice	Feb 26	Preparation of tender documents	Late Feb 26	Out to Tender	March 26	Close of Tender	April 26	Tender Analysis by Contract administrator	May 26	S20 Notices to be served	June 26	Contractor starting onsite	July 26	
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<p>Flat Roof</p>	<p>As part of the Intrusive Survey, a Structural Engineer will undertake investigation with regards to the two identified sections of the flat roof which require further investigation. Update: 2 sections of the Flat Roof were repaired in 2024.</p>	<p>WBC provide Actual Costings to the lessees in compliance with the Section 20 Major Works process.</p> <p>Updated on 2nd June: C1 Referral submitted to WBC as per decision by the Management Committee on 6th May 2026.</p>																

<p>The Lighting Infrastructure</p> <p>The lighting infrastructure needs to be upgraded for the monthly Emergency Lighting Drain Tests to be undertaken.</p>	<p>WBC have completed the Survey pertaining to the Emergency lighting and lighting distribution on Site on 14th of April 2021. Update: WBC were on site on Tuesday 30th November 2021 to access the costs based on the survey which was undertaken earlier this year.</p>	<p>Updated in July 2025: WBC, via Smith & Byford undertook inspection of the Electrical Intakes/lighting in the first quarter of this fiscal year.</p>
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Proposed Works (Goulden House Co-Operative Ltd):

The following are colour co-ordinated according to risk and the table below:

- Red:** Urgent Works
- Amber:** Necessary Works/Non-Immediate
- Green:** Improvements/Non-Urgent

<p>CCTV</p>	<p>The CCTV system has been upgraded. Current update (April 2023): Prime Security are the contractor who installed our upgraded CCTV and undertake the annual maintenance of the CCTV system. They have provided a quote for the placement of a camera which will capture the Community Ball Court and Bullen Street Car Park (this part of the site is not covered by CCTV), the total cost incorporates the supply of 1 x Hikvision 5 mp ULTRA HD Motorised Lens Camera and includes cabling direct to existing DVR, lifetime after sales telephone support, 36 months Parts Warranty and 12 months of Labour Warranty and the total cost, including full installation ,set-up and tutorial is £1,249.</p> <p>Updated on 25th March 2024: Two additional cameras have been added to the GH CCTV system, both have been 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 were installed on the flat roof on Monday 25th March.</p>	<p>£8,500 was placed in the 20/21 Budget. CCTV Upgrade was completed in April 2021 and came in under budget by £3,000. The total cost for the additional Hikvision 5 mp ULTRA HD Motorised Lens Camera is £1,249. This camera was erected on site on Wednesday 12th April 2023.</p> <p>Total cost including Full Installation, Set up & Tutorial is £1089.00</p>
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<p>The redecoration of the 3 Main Entrances to be phased over a 3-year period</p>	<p>Phase 1, The refurbishment of Entrance C completed in 2024 at a cost of £8,667.60 (inclusive of VAT)</p> <p>Phase 2, The refurbishment of Entrance B completed in 2025. WBC/GH Auditors approved the carry-over of these works to the current fiscal year. The costs for the refurbishment of Entrance B were £7,974 (Excluding VAT).</p> <p>Phase 3, The refurbishment of Entrance A was undertaken in April 2026, as per provision within current budget (2026/2027).</p>	<p>£8,667.60 (inclusive of VAT)</p> <p>£7,974 (Excluding VAT).</p> <p>£7,974 (Excluding VAT).</p> <p>Updated on 2nd June 2026: The refurbishment of the 3 x Main Entrances have now been completed.</p>
<p>Balconies</p>	<p>The works to the balconies is currently reactive, when Trace and Access Reports are undertaken and the source of the leak is a balcony, the repairs are undertaken in line with the Goulden House Procurement Policy unless of course the works are deemed as urgent.</p> <p>The works are currently treated as reactive and are undertaken when an issue arises with the balconies.</p> <p>Important Note: Zurich, the buildings insurance provider, have advised the following pertaining to leaks from balconies: <i>“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.”</i></p> <p>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.</p>	<p>Repairs undertaken to balconies are done on a reactive basis. However, balcony repairs have increased over the past 18 months. The Balconies have been referenced in the Structural Survey the surveying of a number of balconies was undertaken.</p>

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<p>Community Ball Court</p>	<p>The refurbishment of the Community Ball Court commenced on Wednesday 20th 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.</p> <p>Updated on 19th July 2024:</p> <p>The refurbishment of the Ball Court has been completed.</p>	<p>The cost of the refurbishment is £23,571.90 (Exclusive of VAT), the costs are covered by Wandsworth Borough Council.</p>
<p>Repairs to Inner and Outer Green Pavements</p>	<p>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 Budget 2024/2025. Estate Manager can advise that a number of repairs have been undertaken to the Inner & Outer Green Pavements, however, there are a number which still need to be addressed. Estate Manager has asked WBC if the serious affected sections of these pavements will be addressed via the Section 20 Major Works External Decs.</p>	<p>Costs have yet to be confirmed for the remaining sections of the Inner and Outer Green Pavements, these remaining works will be addressed via the Section 20 Major Works/External Decs.</p>
<p>Conversion of Commercial Unit, Ground Floor, Block C</p>	<p>WBC have both approved and provided the funding for the conversion of the commercial Unit (Caretakers Room) to a Staff/Common Room. WBC have confirmed that this is a Service Improvement for the site. Works will commence when the Section 20 Major Works to the Lifts H114, H115 & H116 is completed, as Lift Engineers are using the Caretaker's Room to store the lift equipment for the Section 20 Major Works to the Lifts. In addition, the redecoration of Entrance C also delayed the commencement of these works.</p> <p>Update on 3rd January 2025: These works have been re-tendered, because the tenders have expired, the latter due to the Major Works to the lifts and the redecoration of Main Entrance C.</p> <p>Updated on 2nd June: The tender has been approved by Wandsworth Borough Council and the refurbishment works are expected to be completed before Autumn.</p>	<p>The costs for the conversion of the Caretaker's Room to Staff/Common Room equate to £10,000 and WBC have confirmed that they will cover these costs as it is a Service Improvement for the site.</p> <p>Updated on 2nd June 2026:</p> <p>The tender/costs for these works have been approved by Wandsworth Borough Council</p>

		<p>as a Service Upgrade and the works are expected to be completed before the Autumn at a cost of £12,850 + VAT. Wandsworth Borough Council are covering these costs.</p>
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Notes/Actions:

The 5 Year Plan is a Working Document and is reviewed on a quarterly basis and any amendments/additions will be made at this time.

The works, whether Major Works (Wandsworth Borough Council) or Planned Works which will be undertaken by Goulden House Co-Operative Ltd, when completed, will be documented, and remain on this 5 Year Plan so that all residents will have knowledge of the works which have been undertaken.

The 5 Year Plan will be presented at scheduled General Meetings and AGM (s) for residents to review and a copy of the 5 Year Plan will be placed on the GH Website on a quarterly basis. The 5 Year Plan is also included in Sellers Packs.