



Estate Office
Entrance A
Bullen Street
Battersea
London SW11 3HF

T 020 7924 5213
F 020 7924 5441
E office@gouldenhouse.org
W www.gouldenhouse.org

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 – October 2026

Review date – January 2027.

(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>												
Section 20 Major Works/Lifts (H114/H115 & H116)	Section 20 Major Works to the lifts completed in 2024. WBC Amended Schedule of the Section 20 Major Works (Lifts H116, H115 & H114): <table border="1"> <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> <u>The invoice for these works was issued to residents in October 2024 (this remains within the GH 5 Year Plan for information purposes).</u>	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	The invoice for the Section 20 Major Works to Lifts H114, H115 & H116, was issued in October 2024.
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												

Ventilation System Section 20 Major Works	Ventilation Scheme Wandsworth Council, who own the freehold of Goulden House, has made the difficult decision to phase out the aging communal ventilation system at Goulden House. After expert consultation and building inspections, it has become clear that the existing system—installed over 50 years ago—is inaccessible, increasingly ineffective, and poses fire safety risks due to its poor design and inability to be cleaned. What's Changing? Please use following link to the Goulden House Website: https://www.gouldenhouse.org/ventilation-scheme/	The Section 20 Major Works (Ventilation System) completed the Tendering Process as per the Section 20 Major Works process in November 2025. 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.”
---	--	--

Replacement of the Intercoms. (Deferred at the request of the residents via GM in 2023 & AGM in 2024)	The deferment for another year of the Section 20 Major Works to the Intercoms, was agreed by the residents at the AGM on 22nd September 2026.	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
External Decorations	As part of the consultation process, there were many queries raised by residents relating to the colour change of the proposed windows. As these requests were many in number and raised within the consultation period it was agreed that it would be considered and resolved before the project can progress. Whilst the consultation process itself sits under the remit of the Consultation Team, Mr Grason, the Consultation Officer originally assigned to the scheme, retired shortly after the consultation period closed. As a result, I received instructions at a later stage to proceed with the tender process. The principal query raised relates to the proposal for a grey external finish to the replacement windows. Following discussions with the Senior Consultation Officer, I have been advised that, as the grey finish would result in an increase in project costs and deemed as an improvement, we would require the agreement of 100% of all leaseholders in order to be considered. Ordinarily, a planning application would already have been submitted at this stage. However, pre-application advice received from the Planning Authority confirmed that only one window colour option could be presented within a planning application at any one time, preventing both options from being considered simultaneously. To ensure all residents have an opportunity to comment on the proposal, the attached ballot letter has been issued by second-class post to both resident leaseholders and leaseholders at their correspondence addresses which also includes away leaseholder addresses held. It should also be noted that, should the ballot result favour the grey external window finish, this would not automatically guarantee its implementation. Any proposed change would remain subject to the approval of the Planning Authority. Given that the change in colour would alter the appearance of the buildings and potentially affect the character and visual consistency of	WBC to advise on costs, in their capacity as Landlord/Freeholder.

	the surrounding area, the Planning Authority would need to consider the aesthetic impact of the proposal before determining whether consent should be granted. Leaseholders will have an opportunity to comment of the planning application when submitted and will be notified by letter. In the meantime, the tender documentation and specification will be amended to include a separate cost option for the grey window finish. This will enable the Council to establish the financial implications of the proposed change. The tender returns will be analysed by the Contract Administrator, and the associated cost increase and results of the ballot will be disclosed to residents as part of the Section 20 consultation process following completion of the tender analysis. I am aiming for the scheme to be issued to tender by the end of the month at the latest. Please use following link, for ease of reference, to the Goulden House Website: For ease of reference, the revised programme is set out below however is subject to change: <u>For ease of reference, the revised programme is set out below however is subject to change:</u> <table><tr><td>Stage</td><td>Target Date</td></tr><tr><td>Preparation of Tender Documents</td><td>Mid-September 2026</td></tr><tr><td>Issue Tender Documents</td><td>Late September 2026</td></tr><tr><td>Tender Return Date</td><td>Early November 2026</td></tr><tr><td>Tender Analysis by Contract Administrator</td><td>Late November 2026</td></tr><tr><td>Section 20 Notices Served</td><td>December 2026</td></tr><tr><td>Planning Application Submitted</td><td>December 2026</td></tr><tr><td>Contractor Mobilisation / Start on Site</td><td>February/March 2027</td></tr></table> Wandsworth Borough Council have recommended that residents are to use the ballot form issued directly to them and to quote their unique reference number when submitting their response. Residents individual letters have been issued by second-class post directly from WBC to all residents. Please use following link, for ease of reference, to the Goulden House Website: https://www.gouldenhouse.org/useful-information/window-replacement/	Stage	Target Date	Preparation of Tender Documents	Mid-September 2026	Issue Tender Documents	Late September 2026	Tender Return Date	Early November 2026	Tender Analysis by Contract Administrator	Late November 2026	Section 20 Notices Served	December 2026	Planning Application Submitted	December 2026	Contractor Mobilisation / Start on Site	February/March 2027	
Stage	Target Date																	
Preparation of Tender Documents	Mid-September 2026																	
Issue Tender Documents	Late September 2026																	
Tender Return Date	Early November 2026																	
Tender Analysis by Contract Administrator	Late November 2026																	
Section 20 Notices Served	December 2026																	
Planning Application Submitted	December 2026																	
Contractor Mobilisation / Start on Site	February/March 2027																	

Flat Roof	The block has a Flat Roof and was inspected during the undertaking of the Structural Survey in April 2022, where the surveyor has noted that a section of the Flat Roof requires further testing and Wandsworth Borough Council have confirmed that two sections of the Flat Roof will be inspected by a Structural Engineer, (£15000 has been accrued to assist with any potential repairs to the Flat Roof). The clearance of the Flat Roof is undertaken on an annual basis, the last clearance was undertaken in July of 2025 and the clearance in this current year was undertaken in July (2026). C1 Referral submitted to WBC for the future programming of the Flat Roof/Section 20 Major Works. Please use link below to Goulden House Website to review detail in the Manager's Report to the General Meeting on 16th June (2026); https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.gouldenhouse.org%2Fwp-content%2Fuploads%2F2026%2F06%2FEstate-Managers-Report-to-General-Meeting-Tuesday-16th-June-2026.docx&wdOrigin=BROWSELINK	WBC provide Actual Costings to the lessees in compliance with the Section 20 Major Works process. Updated on 2nd June: C1 Referral submitted to WBC as per decision by the Management Committee on 6th May 2026. https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.gouldenhouse.org%2Fwp-content%2Fuploads%2F2026%2F06%2FEstate-Managers-Report-to-General-Meeting-Tuesday-16th-June-2026.docx&wdOrigin=BROWSELINK
The Lighting Infrastructure	Wandsworth Borough Council completed the Emergency Lighting and Lighting Distribution Survey on the site in 2021. Electrical works to the Intakes/lighting were undertaken by Smith & Byford in the first quarter of 2025, these works were instructed by WBC.	▪

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

CCTV	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. 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.	£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. Total cost including Full Installation, Set up & Tutorial is £1089.00
The redecoration of the 3 Main Entrances to be phased over a 3-year period	Phase 1, The refurbishment of Entrance C completed in 2024 at a cost of £8,667.60 (inclusive of VAT) 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). Phase 3, The refurbishment of Entrance A was undertaken in April 2026, as per provision within current budget (2026/2027).	£8,667.60 (inclusive of VAT) £7,974 (Excluding VAT). £7,974 (Excluding VAT). Updated on 2nd June 2026: The refurbishment of the 3 x Main Entrances have now been completed.

Balconies	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. The works are currently treated as reactive and are undertaken when an issue arises with the balconies. 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> Important Note: Please ensure that you check the gulley 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 gulley, the latter can then cause ingress into the flat below. Please ensure that you maintain your balconies.	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.
Community Ball Court	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. Updated on 19th July 2024: The refurbishment of the Ball Court has been completed.	The cost of the refurbishment is £23,571.90 (Exclusive of VAT), the costs are covered by Wandsworth Borough Council.

Repairs to Inner and Outer Green Pavements	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.	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.
Conversion of Commercial Unit, Ground Floor, Block C	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. 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. Updated on 2nd June: The tender has been approved by Wandsworth Borough Council, and the refurbishment works are expected to be completed before Autumn.	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. Updated on 2nd June 2026: The tender/costs for these works have been approved by Wandsworth Borough Council 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.

Flat Door compliance	The Fire Survey of the Leasehold Flat Doors was undertaken in December 2021 and February 2022 by Pyro Fire Services where 10% of the 222 leasehold flat doors which were surveyed Passed and 90% required remedial works to address the identified risks by a certified contractor, the costs of which are the responsibility of the lessee. Current Status of the Lessee Flat Doors, as of 30th September 2026, 88.8% of Flat Doors are now compliant, https://www.gouldenhouse.org/useful-information/leaseholder-flat-doors/ The following is the link to the Final Warning Letter which was issued to the Non-compliant/Partially Compliant Flat Doors in July 2026 https://www.gouldenhouse.org/wp-content/uploads/2026/07/FINAL-NOTICE-%E2%80%93-NON-COMPLIANT-FLAT-ENTRANCE-DOORS-JULY-2026.pdf Link to Goulden House website: https://www.gouldenhouse.org/	
------------------------------------	---	--

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.