

Goulden House Co-operative Ltd

Annual General Meeting - Draft Minutes



Date: Tuesday, 22nd September 2026
Location: Goulden House Community Room
Chair: Richard Hickie
Minutes Prepared By: Robin Hawkins (Company Secretary)

1. Welcome, Apologies and Declarations of Interest

Richard Hickie opened the Annual General Meeting and welcomed those present.

Anna Kirilov confirmed her existing declaration of interest. No new declarations were made.

2. Review and Approval of Previous AGM Minutes

The minutes of the Annual General Meeting held in 2025 were reviewed and approved as a true and accurate record.

3. Receipt of Audited Accounts

Richard Hickie confirmed that the audited accounts had previously been reviewed and approved by the Management Committee and were now being presented to the AGM.

Niamh Hennessy provided an overview of the accounts, drawing attention to page 7, where the figures appeared to show a deficit. She explained that this was due to costs brought forward relating to works at Entrance B, together with funds reimbursed by Wandsworth Borough Council (WBC).

Niamh advised that the majority of expenditure was detailed on page 12 of the accounts and invited questions from those present.

4. Statement of Service Costs

Niamh presented and reviewed the Statement of Service Costs, confirming that any surplus would be returned to residents at the end of the calendar year.

Annie Gleeson advised that expenditure relating to social housing had been flagged, with 82% of the annual budget already utilised. She explained that the current allocation for repairs and maintenance of social housing properties was insufficient and that the matter had been raised with WBC.

A resident questioned the £26,000 expenditure shown under accounting costs.

Richard Hickie explained that, following the departure of the employed Finance Officer, the accounting function had been outsourced to Knox Cropper.

Niamh clarified that these costs would previously have appeared under salaries and therefore did not represent an entirely new expense.

It was also noted that salaries had increased broadly in line with inflation and that agency staffing costs were included within the expenditure.

Following discussion, the audited accounts were formally approved by those present.

5. Appointment of Auditors

Richard Hickie proposed that Knox Cropper be reappointed as the Co-operative's auditors, noting that the arrangement had worked successfully.

The proposal was put to a vote and unanimously approved by those present. Knox Cropper was therefore reappointed as auditor.

6. Election of Committee Members

Richard Hickie advised that no new nominations had been received for membership of the Management Committee.

The following existing Committee members had offered themselves for re-election: Richard Hickie, Anna Kirilov, Pauline Denemont and Niamh Hennessy.

All four members were duly re-elected to the Management Committee.

7. Digital Entry Phone System

The meeting considered whether to continue with the existing digital entry phone system and defer the proposed Section 20 major works for a complete replacement system.

Following discussion, a vote was held. It was unanimously agreed to retain the existing digital entry phone system and defer the proposed replacement works.

8. Any Other Business and Residents' Questions

Ventilation System

Annie Gleeson provided an update on the proposed ventilation works. WBC was awaiting further information and costs from a contractor to determine whether the existing ventilation system could be retained.

A resident advised that a separate group of residents had approached a local councillor regarding the proposals.

The councillor had subsequently engaged with WBC, and it had been agreed that an independent contractor could inspect the existing system.

External Decorations and Window Replacement

Annie provided an update on the external decoration and window replacement programme.

The consultation period had been extended following questions from residents regarding the proposed colour of replacement windows.

As a result of the delays, contractors were now expected to commence on site around February or March 2027. It was noted that payments towards the works were still expected to become due in October 2027.

A resident questioned the need to replace windows that remained in satisfactory condition.

It was explained that some windows were approaching the end of their useful life and that undertaking the replacement programme alongside the external decorations would be more cost-effective. As scaffolding represented a significant proportion of the overall cost, carrying out both sets of works simultaneously would avoid the additional expense of erecting scaffolding again at a later date.

A resident, Hanchen, suggested that WBC should be asked to defer the payment date until 2028.

Richard Hickie advised that residents with concerns regarding the Section 20 major works, including payment arrangements, should contact WBC directly.

Recognition of Committee Members

A resident, Rex, expressed his appreciation to the Management Committee for the time and effort members voluntarily contribute towards the management of Goulden House.

Flat Entrance Door Compliance

Annie confirmed that compliance with the flat entrance door requirements had now reached 82%.

Balcony Watering and Cigarette Disposal

Concerns were raised regarding residents watering plants on balconies, resulting in water falling onto balconies and properties below.

Residents were reminded of the need to take greater care and consideration when watering plants.

Concerns were also raised regarding cigarette ends being discarded from balconies.

Although notices had previously been displayed addressing these matters, the problems had continued. It was agreed that these issues would now need to be addressed more formally.

Annual Monitoring Review - WBC

WBC undertook its Annual Monitoring Review on 19th August 2026. Richard Hickie shared the following overall comments from WBC with members:

“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 Goulden House Co-operative, through effective leadership, sound financial oversight, and a commitment to the rules of their management agreement has been successful in navigating a challenging operating environment while maintaining high levels of service delivery + resident satisfaction.

There are ongoing pressures arising from the cost-of-living crisis, increasing contractor costs, regulatory requirements, and wider economic uncertainties. I am confident that the Goulden House Co-operative will continue to operate successfully in a manner that combines resilience with adaptability.”

9. Close of Meeting

There being no further business, the Chair thanked those present for attending. The meeting closed at 7.46 pm.