Dear All

The following is the Manager's Report for General Meeting, which is scheduled to take place on Tuesday 17th November 2026 and any further updates received will be provided at the meeting.

Section 20 Major Works:

Section 20 Major Works (External Decs/Replacement of Windows) - Please use the links below to the Goulden House Website for the most up to date information. The following update was received from WBC ***(Stephanie Pascal) on Monday 9th November 2026:***

"The tender closing date was extended from 30 October to 6 November 2026. This followed a number of clarification queries received during the tender period and also allowed additional time over the half-term period to facilitate a good level of tender returns.

The tender submissions and associated documentation are currently being collated and will shortly be issued to the Consultant for formal tender analysis. Given the number of clarifications received during the tender process, it is anticipated that the Consultant may require approximately four weeks to complete their assessment and provide their report and recommendations.

Following receipt, the Consultant's report will be reviewed by the Council before being forwarded to the Consultation Team for the next stage of the Section 20 consultation. As this is likely to coincide with the festive period, it is currently anticipated that the Stage 2 consultation notices will be issued in the New Year, subject to the Consultation Team's availability. A clearer indicative programme will be provided once the tender analysis has been received and reviewed.

In the meantime, the ballot for the grey window colour option has now closed, and the results are being compiled. The outcome of the ballot will be incorporated into the information provided as part of the Stage 2 consultation.

I hope this proves useful.

Kind regards,

Stephanie Pascal

Technical Manager"

https://www.gouldenhouse.org/useful-information/window-replacement/

https://www.gouldenhouse.org/2026/09/window-replacement-update/

For ease of reference, the revised programme is set out below however is subject to change:

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



Section 20 Major Works (Extractor Fans) - Please use following link to the to the Goulden House Website for the current status of the Section 20 Major Works/Extractor Scheme: The following update was received from WBC (Peter Roberts) on Tuesday 10th November 2026***, "We are currently reviewing the revised feasibility from the consultants and expect to have this issued later in the week".*** https://www.gouldenhouse.org/ventilation-scheme/

Finance:

WBC Q2 Monitoring Report & Monthly SEP Report – The Q2 (Quarterly Monitoring Report & Financials), were issued to Wandsworth Borough Council and the Management Committee on 9th October, which is as per legal process. The Treasurer will provide a summary to the General Meeting. **Estate Office raised 102 works orders during the Q2 period.** In addition to the latter, all Co-Ops issue a Monthly Monitoring Report to Wandsworth Borough Council and to each of the respective Co-Operatives Management Committees on the 9th of each month, the Monthly Monitoring Report for October was issued to Wandsworth Borough Council and the Goulden House Management Committee on Monday 9th November.

Audited Accounts - The Audited accounts were presented to the Members at the AGM, which took place on Tuesday 22nd September. The Audited Accounts & Letter of Representation were issued to Wandsworth Borough Council on Thursday 24th September, the latter prior to October 1st deadline. Please use following link to the Goulden House Website, where you can view the Audited Accounts: https://www.gouldenhouse.org/wp-content/uploads/2026/09/Goulden-House-Co-operative-2026-Signed-accounts.pdf



New Complaints Process – Please use following link to the Goulden House Website to view the New Complaints Policy:

https://www.gouldenhouse.org/2026/09/goulden-house-complaints-policy-september-2026/

https://www.gouldenhouse.org/wp-content/uploads/2026/09/2026-RMO-Complaints-Process-Diagrams.pdf



Winders Road Pavement - WBC issued a letter/notice to a number of residents on Wednesday 7th October, advising that works will commence on the Winders Road pavements on 19th October, please use following link to the Goulden House Website, for ease of reference: Update: The works have commenced on Winders Road. I have also raised the issue of the damage caused by the tree roots/ground movement on Winders Road, Shuttleworth Road and section of pavement on Inner Green, by the Recycling Bins.

https://www.gouldenhouse.org/2026/10/pavement-winders-road/



Section of Flat Roof - A section of the flat roof has been addressed this week; the damaged area of the sloped roof was causing ingress into one of the sub-entrances.




Section of pavement by Recycling Bins in the Inner Green – The section of pavement by the recycling bins in the Inner Green/by the Bike Shelter, has been addressed, the area was so uneven, directly linked to the large tree roots. The area has been made as safe as is possible, with the appropriate signage erected in the area to advise our residents that after the repairs, there is a slight slope remaining because we are unable/not permitted to touch the tree roots.

Health & Safety:





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 **9th November 2026:**

- **16 Flat Owners did not provide access as of 9th November 2026.**
- **252 provided access as of 9th November 2026. Out of the 252 Flats that provided full access, 13 Flat doors remain -partially compliant.**
- **Current fully complaint flat doors on site sit at 240.**
- **Current non-complaint or partially complaint Flat Doors is 29.**

The Estate Office will continue to engage with the leaseholders whose doors are non-compliant/partially compliant, until such time this most significant issue has been brough to its rightful conclusion.



Asbestos Survey – The Asbestos Survey will shortly be undertaken on site, preparation work for the survey has commenced.



Fire Risk Assessment (FRA) – The current FRA was discussed at the GHMC at meeting on 7th September and the FRA has been placed on the Goulden House Management Committee Agenda, for regular review.



Goulden House Approved Contractor List/Procurement Policy – Goulden House Co-Operative Ltd are robust in our compliance with the Approved Contractor List (In relation to the appointment of contractors and arrangements for ensuring transparency and value for money, Goulden House operates in accordance with its Procurement Policy and relevant procurement requirements). The co-operative maintains an approved contractor process and applies tendering and quotation thresholds depending on the value of works being commissioned. Lower value works are subject to appropriate financial controls, whilst higher value contracts require multiple written quotations and additional scrutiny. The procurement arrangements are supported by clear authorisation procedures, financial controls, and audit requirements. Significant expenditure is subject to committee oversight and, where appropriate, council review. The co-operative's procurement processes are designed to ensure that decisions are transparent, evidence-based, auditable, and focused on achieving value for money. Wandsworth Borough Council also monitors contractor expenditure, procurement compliance, and financial performance through its ongoing oversight arrangements (Audits/Annual Monitoring Reviews/Monthly Monitoring Reporting). Please use following links to the Goulden House Website, where you can view the Goulden House Co-Operative Ltd Procurement Policy: It is important to note that Goulden House Co-Operative Ltd receive Substantial Assurance at Audit in 2025, pertaining to GH Finances.

https://www.gouldenhouse.org/wp-content/uploads/2026/11/Procurement-Policy-Goulden-House-Co-Operative-Ltd-2025.pdf

https://www.gouldenhouse.org/2025/08/goulden-house-earns-top-marks-in-council-audit/



Malfunctioning Extractor Fan – Block C – The bearings on one of the fans serving a small number of flats in Block C needed to be replaced recently. Notices were placed through the Flat letterboxes, which were affected and a copy of the notice was paced on the Goulden House Website, please use following link for ease of reference: I can confirm that the fan in question has been repaired and is now fully operational.

https://www.gouldenhouse.org/2026/10/extractor-fan-bearings-block-c/



Occupancy & Maintenance Checks – Occupancy & Maintenance Checks continue to be undertaken and remain a priority for the Co-Op. WBC Service Upgrade Programme continues and is progressing well, with a number of council tenanted flats currently under refurbishment. Wandsworth Borough Council cover the costs of these refurbishments, in their entirety.

Annual Monitoring Review – WBC undertook the Annual Monitoring on 19th August. The Annual Monitoring Review was circulated to the GHMC for your review and your comments to be submitted to the Chair, where the Chair would summarise your comments and include them in the report prior to submitting the report to WBC. The Chair provided the following, WBC overall comments from the Annual Monitoring to the Members at the AGM on 22nd September:

"16. Overall Comments WBC: (to include timescales for action points)

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."

WBC Second Annual Monitoring Review - The second of the two Annual Monitoring Reviews undertaken by Wandsworth Borough Council, will be undertaken on **Friday 20th November.** The results of this second Annual Monitoring Review will of course be shared with residents and uploaded to the Goulden House Website.

Goulden House Co-Operative Ltd Reporting Protocols – The Reporting Protocols is on the GM agenda for discussion and the Chair of the Goulden House Management Committee, will lead on this discussion.

Management Agreement – The Management Agreement between Wandsworth Borough Council and Goulden House Co-Operative Ltd has been placed on the GM Agenda for discussion at scheduled GM meeting on Tuesday 17th November, the Chair (Richard Hickie), will provide a detailed update at the meeting. Management Agreements between all Coops and Wandsworth Borough Council are currently the subject of a review.

SIB - GH submitted a number of SIBs to the Co-Op Forums this year, and Goulden House have been successful with the following SIBs: Thank you to Anna (Goulden House Management Committee Member for the work which she undertook pertaining to the SIBs, on behalf of the residents of Goulden House.

5/3/26 2 x STIHL Leaf Blowers cordless + batteries & chargers £1,160.00

10/3/26 2 x Karcher Vacuum cleaners cordless + batteries & chargers £1,579.39

26/3/26 Gazebo HEX 55 + leg weights £763.95

12/10/26 3 x Portable air coolers £373.96

21/10/26 2x Karcher Scrubber Dryers cordless + batteries and chargers £3,548.59

E Bikes – A resident has asked if E Bikes can be removed from the Estate. This issue will be raised at GM on 17th November under AOB, for discussion.



Christmas Community Event – A Christmas Tea will take place on Friday 11th December at 4 pm and this will be followed later that evening with a BBQ and Christmas Carols on the Inner Green. We have the Easy-Up which we purchased via a previous successful SIB application. meeting on Wednesday 21st October. Pauline (Management Committee Member) is the Events Organiser and if you have any queries at the General Meeting on 17th November, please ask Pauline and she will be more than happy to assist, thank you Pauline.

Please use the following link to the Goulden House Website, where you can view the notice and please ensure that you let the Estate Office know, if you wish to attend, we require the numbers for catering purposes, thank you.

https://www.gouldenhouse.org/2026/11/goulden-house-christmas-tea-and-bbq-friday-11-december/

For and on behalf of Goulden House Co-Operative Ltd

Annie Gleeson MSc

Estate Manager