Goulden House General Meeting - Minutes

Date: Tuesday, 16th June 2026
Location: Goulden House Community Room
Chair: Richard Hickie
Minutes Prepared By: Robin Hawkins (Company Secretary)

1. Welcome, Apologies and Declarations of Interest

The Chair welcomed those present to the meeting. Apologies were noted. No new declarations of interest were made.

2. Review and Approval of Previous Minutes

The minutes of the previous General Meeting were reviewed and approved as a true and accurate record.

3. Manager's Report

Section 20 Major Works and Roof Renewal
Richard provided an update regarding the proposed future renewal of the roof. Following the decision of the Goulden House Management Committee on 6th May, it had been agreed that a C1 would be submitted to Wandsworth Council in respect of a future roof renewal, as and when the works become necessary. Richard explained the process involved.

Annie provided an update on the Section 20 major works and confirmed that correspondence had been received from Wandsworth Council regarding the ventilation system. T Brown Group was one of three contractors to submit a tender. Concerns were raised due to residents' previous experiences with the contractor, and WBC had been asked whether T Brown Group could be removed from the tender process. WBC advised that it was not legally able to exclude the contractor on this basis. Eight contractors had been invited to tender, of which three submitted quotations.

Solar Panels
Annie advised that she was still awaiting a response from Stephanie Pascal to queries originally raised on 5th February regarding solar panels, including whether these could provide a benefit towards the communal electricity requirements of the block. Annie advised that she may need to escalate the matter in order to obtain a response.

Fire Risk Assessment
Annie provided an update on the Fire Risk Assessment. Two serious issues had been identified, including lithium batteries associated with an e-bike and a mobility scooter being stored within communal areas. It was agreed that items left within communal areas would be removed and disposed of, as the existing use of notices had not proved effective. Mobility scooters may remain where permitted, but batteries must not be stored or charged within the communal area.

Annie confirmed that where any other issues are identified through the Fire Risk Assessment, the relevant jobs are raised promptly so that they can be addressed.

4. Health and Safety - Leaseholder Flat Doors

An update was provided regarding the remaining leaseholder flat doors that are not yet compliant. Annie confirmed that correspondence would be issued to the remaining non-compliant leaseholders by the end of June.

5. Finance Update

Niamh provided an update following receipt of the latest financial information from Knox Cropper. The current position showed a surplus of approximately £7,000.

Annie also advised that one leaseholder had refused to pay a recharge for more than two years. It was confirmed

that the outstanding amount would not be written off and that alternative options for recovery would be considered. Further advice from WBC was awaited.

A resident raised concerns regarding uneven paving and the cones that had been positioned outside the flats during the previous four months. Annie explained that the cones had been placed there following an injury to a resident. Tree Services had been engaged, as movement caused by the trees was believed to have contributed to the uneven paving. The Highways Department had advised that Winders Road was programmed for works. The matter continued to be raised with WBC and confirmation was awaited.

6. Staffing Update

Annie provided an update on recruitment for the Office Administration Assistant position. Interviews had taken place, but a suitable candidate had not yet been identified.

Richard raised the issue of harassment of staff and reminded the meeting that a policy was in place. An example was discussed whereby, following a matter being investigated and an outcome provided, a resident who remained dissatisfied had continued to send a significant volume of emails regarding the same issue. It was agreed that unreasonable or persistent behaviour of this nature would be addressed appropriately in accordance with the relevant policy.

7. Five-Year Plan

It was confirmed that the updated Five-Year Plan was available on the website.

8. Any Other Business

Annie advised that a resident had requested permission to hold a reunion for former residents on the Outer Green. Following discussion, it was agreed that the Community Room could be booked for the event, with use of the outdoor area included.

It was also noted that the ball court opening hours are now Monday to Friday, 9.00 am-5.00 pm, and Saturday and Sunday, 9.00 am-7.00 pm.

9. Close of Meeting

There being no further business, the meeting closed at 8.04 pm.