

Dear All

The following is the Manager's Report to General Meeting, which is scheduled to take place on Tuesday 11th June and any further updates received will be provided at the meeting.

About Major Works/WBC website summary and please use the following link to the WBC website on their Major Works section:

“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/>

Section 20 Major Works to Lifts H116, H115 & H114 – The Section 20 Major Works to the Lifts' completion date is 10th July and as previously advised, the invoice for these works will be issued in October 2024.

WBC Amended Schedule of the Section 20 Major Works (Lifts H116, H115 & H114):

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

Section 20 Major Works/Communal Extractor Fans – Wandsworth Borough Council held meeting with the Officers (Chair, Company Secretary & Treasurer) of the Goulden House Management Committee and Estate Manger on Friday 17th May to discuss the next steps pertaining to the Communal Extractor Fans. Wandsworth Borough Council advised on 3rd June 2024 that a joint WBC/Co-Op letter is being drafted, which was discussed at the joint meeting between WBC and the Co-Op on Friday 17th May, once the draft is finalised, it will be circulated to all residents on site.

Structural Survey/Intrusive Survey/External Decs – The most recent update from Stephanie Pascal (WBC Major Works Department), was provided to Goulden House on 18th March, which included a link to the Intrusive Survey <https://www.gouldenhouse.org/co-operative-meetings/>. I circulated this link at the previous GM in March. I have re-engaged with Stephanie Pascal (WBC Major Works Department) since our GM in March requesting an update, if I receive the update prior to the GM on 11th June, I will circulate it at the meeting.

Health, Safety, Fire & Smoke Regulations/Non-Compliance:

Non-Compliant Leasehold Flat Doors – Leaseholders whose Flat Doors have not been addressed by them, and remain in the Non-Compliant Category of Health, Safety, Fire & Smoke Regulations, **are now firmly in the minority category**. Letters are currently being issued to the minority of non-compliant lessees and should the Estate Office not receive immediate engagement from these remaining non-compliant lessees, GH Estate Office will provide the “Minority Non-Compliant List” to Wandsworth Borough Council for their review and necessary action.

<https://www.gouldenhouse.org/useful-information/leaseholder-flat-doors/>

Anti-Social Behaviour:**Community Ball Court & Outer Green**

There has been a serious increase in Anti-Social Behaviour within and outside of the Community Ball Court and the wider Outer Green area, over the past four weeks, **an increase which has seen the Metropolitan Police Red Flat the Community Ball Court and Outer Green on their systems.**

Please note the following summary and actions which the Estate Office are undertaking in conjunction with Wandsworth Borough Council, the Metropolitan Police Reactive Officers, Metropolitan Police Safer Neighbourhood Team, Metropolitan Police designated Schools Officer and Headteacher of local school:

Metropolitan Police Reference Number: CAD 5056/03/06/2024 - Ball Court closed because of extreme anti-social behaviour pertaining to 12/14 youths who were identifiable via their School Blazers as attending John Bosco Collage, Metropolitan Police (CAD 5056/03/06/2024). A Senior Teacher and the designated Metropolitan Police Schools Officer attended the Estate Office (Tuesday 4th June) to view the CCTV footage of the incident and very quickly identified 8 of their pupils, whom they advised would be dealt with accordingly. The school has advised that they will work closely with Goulden House Estate Office to prevent any further incidents occurring on site where their pupils may be involved.

Due to the escalation in anti-social behaviour both within and outside of the Ball Court, the Met Police have advised staff to refrain from dealing with that number of youths, if staff feel that their safety is compromised, which sadly it has been over the past two weeks, because of the level of unacceptable behaviour. Estate Manager issued request to Wandsworth Borough Council to close the Ball Court for a period of 4 weeks, the latter to allow Goulden House to replace the Outer Green Gate (stolen) and replace the parts in the existing gates which will allow them to be closed, and for the placement of the appropriate signage on the Outer Green Gates.

Metropolitan Police Reference Number: CAD 4799/31/05/2024 - With regards to this incident of anti-social behaviour on Friday 31st May (CAD 4799/31/05/2024), the latter led to the Estate Office being opened until 7 pm on Friday evening in order for the Estate Manager to deal with the incidents and the aftermath of the incidents.



Outer Green, which will remain as a meadow for the month of June.

In addition to all of the above, as residents are aware, the site has adhered to No Mow May, in that we do not cut the grass in the Inner and Outer Greens, and what I have noted because of No Mow May, the Outer Green is a meadow and this has assisted in the removal of up to and in excess of 40 youngsters now not using it. Because of the latter, we will leave the Outer Green as a meadow until we secure all entrances and exits to the Outer Green. I can confirm that Wandsworth Borough Council authorised/supported the closure the Ball Court on Wednesday 5th June, the latter to allow Goulden House the time to deal with the gates & signage. We have placed a notice on the GH Website pertaining to the closure, please use following link for ease of reference: <https://www.gouldenhouse.org/notice-to-residents-5/>

Year End Accounts:

GH Finance Officer is preparing the accounts for our external auditors (Knox Cropper). Ali (Finance Officer), will issue the accounts to Knox Cropper by 15th June, the latter in compliance with Goulden House's formal agreed timeline, Knox Cropper's deadline to issue the draft accounts to the Management Committee for their review is the 15th July, again the agreed formal deadline for the production of the draft accounts.

Improvements to Goulden House:

Refurbishment of Entrance C (Phase 1 of the redecoration of the 3 x Main Entrances):

I can confirm that the successful tender, in compliance with the Goulden House Co-Operative Procurement Policy, was emailed to Wandsworth Borough Council, with the Risk Assessment, Method Statement and Scope of Works, on Tuesday 28th May for their review/approval, the latter because the works will be undertaken in the Common Area and therefore requires the landlord's authorisation. As soon as we receive authorisation from WBC, I am hopeful these works to commence in the 3rd week of July, the latter to allow for the completion of the Section 20 Major Works to the lifts.

The Power Washing of the 4th Floor and Fire Stairwells:

The 4th Floor Walkway and Fire Stairwells will be Power Washed on Thursday 27th June at 10 am. We have issued a notice advising residents, who own and place their bikes in the Bike Racks on the 4th Floor, with 2 weeks' notice, requesting the bike owners that they remove their bikes before 10 am on the 27th of June. The bikes not removed by 10 am on the 27th of June will result with the contractor being unable to Power Wash that section of the 4th Floor. Any bikes that have not been used for an exceptionally prolonged period

of time, will be disposed of via the Bulk Waste Approved Contractor. The notices have been placed on all Notice Boards on the 4th Floor and on the GH Website, please use following link for ease of reference: <https://www.gouldenhouse.org/notice-to-residents-4/>



A selection of the Bike Racks on the 4th Floor

Store Sheds in Walkways to Entrances A, B & C:

The Store Sheds in the Walkways to Entrance A, Entrance B and Entrance C, will be painted on **Monday, 10th June**, the works will commence at 9 am. Access to the Store Shed will not be available until the end of the day i.e. 5pm on 10th June to allow the paint to dry. Notices have been placed on the Store Sheds and on the GH Website, please use following link for ease of reference:

<https://www.gouldenhouse.org/notice-to-residents-3/>



Balcony Repairs:

Goulden House Estate Office have instructed repairs to 9 balconies since the 1st of April 2024, on average one balcony repair per week. As residents are aware, Goulden House Co-Operative Ltd undertake repairs to balconies on a reactive basis, i.e. if the balcony is inspected as a result of a leak going into the flat below and it is noted that the balcony floor is damaged/defective, GH Estate Office will instruct a contractor to undertake the identified repairs. What the contractors are noting in a number of the balconies, is that the maintenance of these balconies is poor. **Important to note: As per the Terms & Conditions of the Lease, The Third Schedule, you are required to maintain your balcony, you are required to keep the Balcony Gully clear and “not to allow any water to percolate from the balcony to the flat/flats below.” Please note that Zurich do not cover leaks from balconies into the flats below, please ensure that you maintain your balcony as per the Terms and Conditions of your lease.** We have placed a notice on the Notice Boards and on the GH Website, please use following link for ease of reference <https://www.gouldenhouse.org/urgent-notice-to-residents-2/>.

I can also advise that a number of residents have raised their concerns pertaining to Zurich (Buildings Insurance provider), in that they do not cover ingress from balconies into flats below, I have raised this with WBC.

Fencing Repairs:

Fencing repairs have been undertaken in a number of sections of the site and extensive repairs have been undertaken to the fencing in Shuttleworth Road, the latter involved the replacement of either missing Gravel Boards or repairs to the Gravel Boards. The contractor who undertook the works painted all the fencing on Shuttleworth Road free of charge as a Thank You to the residents of Goulden House.



Photos of the repaired/repainted fencing on Shuttleworth Road

Fly Tipping on Wednesday 5th June:

On Wednesday 5th June, a number of bags/items were Fly Tipped on site, upon further investigation, it was noted that one of the houses opposite was responsible. GH Estate Staff knocked on the house door in question and advised the homeowner to remove the Fly Tipped items, the homeowner's response was to shut the door on the GH Estate Staff. GH Estate Office placed a formal letter through the homeowner's letter box which contained photos of the fly tipped items and a copy of this letter has been forwarded to WBC for their review and necessary action.



Fly Tipping by Houseowner on 5th June.

Dog bye-laws - housing land – I have included this again because we have a very small number of dog owners who are not adhering to the Dog bye-laws, failure to comply will result with engagement being made with the Animal Welfare Officer at Wandsworth Borough Council. Please use following link for ease of reference to the GH Website: <https://www.gouldenhouse.org/urgent-notice-to-residents-dog-bye-laws-housing-land/>

There are three main points to this bye-law.

1. You must not let your dog on any of the amenity greens, playgrounds, gardens, and drying areas (where washing is aired)

2. Dogs are allowed on paths and footpaths, parking spaces, estate roads and other hard surfaces as long as you keep them on a lead and do not let them in to the dog ban areas
3. You must not let your dog foul on any part of the estate. You can be fined up to £500 for each offence

Please use this link to the WBC website, where further information is available:

<https://www.wandsworth.gov.uk/environment/animals-and-pests/dog-control/dogs-and-the-law/>

Staffing:

Staffing Workload:

The Estate Office opens to the residents from 10 am until 4.30 pm, Monday to Friday. However, staff are in the Estate Office from 9 am until 5 pm, the hour between 9 am and 10 am and half hour between 4.30 pm and 5 pm, allows staff to catch up on emails/phone calls to residents etc. As per notification of new timings which have been placed on the Notice Boards across the site detailing the new opening hours of the Estate Office to the residents, this was one of the decisions made by the Goulden House Management Committee to address the current, excessive workload of the Estate Office Staff. The second decision made by the Management Committee is that when required, Estate Manager is authorised to ask our Office Administrator to work a half day on Thursdays. The Estate Office is currently trialling this and the findings will be provided to the Management Committee at their scheduled meeting in July.

WBC Annual Monitoring Review:

Estate Office advised today (6th June 2024) by RPO that WBC would be undertaking their Annual Monitoring Review of Goulden House this month (June). I have emailed WBC today (6th June) to ascertain why GH Estate Office were not provided with advance notice because of the current workload of GH Staff (we have only recently completed the WBC Audit/ implemented the recommendations as identified by the WBC Auditor (April).

Community Events at Goulden House/Art Workshop on Friday 31st May:

Over the past few weeks, there have been three community events put in place for our residents, by our residents. Please see below a selection of photos taken at the Art Workshop on Friday 31st May. What a wonderful selection of photos of our residents and their masterpieces. I would like to take this opportunity to thank Pauline and Anna (residents and Management Committee Members), for arranging this and the previous two events, which our residents so very much enjoyed.



A selection of photos from the GH Residents' Art Workshop on Friday 31st May

For and on behalf of Goulden House Co-Operative Ltd



Annie Gleeson MSc

Estate Manager