

Dear All

The following is the Manager's Report to the General Meeting, which is scheduled to take place on Wednesday 11<sup>th</sup> December and any further updates received will be provided at the meeting.

**Section 20 Major Works to Lifts H116, H115 & H114** – The Section 20 Major Works to the Lifts were completed in July 2024, **the invoice for these works was issued by WBC 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 <sup>th</sup> January 2024
H115	11 <sup>th</sup> January 2024	10 <sup>th</sup> April 2024
H114	11 <sup>th</sup> April 2024	10 <sup>th</sup> July 2024

**Section 20 Major Works/Communal Extractor Fans** – The following letter from WBC, was issued to all residents on Monday 18<sup>th</sup> November via their flat letterboxes and a copy of the letter was uploaded to the Goulden House Website, please use following link to view a copy of the letter:

<https://www.gouldenhouse.org/goulden-house-ventilation-system-section-20-major-works-letter-from-wandsworth-borough-council/>

For ease of reference and audit trail purposes, I have included the content of the letter below:

***“Date: 8 November 2024***

***Dear Resident,***

***RE: Goulden House ventilation system/Section 20 Major Works***

***As you may be aware Wandsworth Council has been looking at a number of options with regard to the existing ventilation system serving your property. The systems serve the bathrooms and toilets through communal ducts that terminate in a series of roof fans.***

***This ventilation system was installed at the time the block was constructed approximately 50 years ago and unfortunately was poorly designed meaning that the ducts cannot be accessed to be cleaned of debris. This cleaning, which ideally should take place every few years, ensures that the ducts are not compromised by dirt and debris and the inability to clean them means that they are becoming increasingly ineffective. The cleaning also removes flammable materials from the ducts lessening the chance of a fire spreading through the block. In a new communal ventilation system access points would be built in to enable the mechanical cleaning of the ducts and fire dampeners would be located in the ducts to contain fire. None of these are present in the existing system in Goulden House. Therefore, the ducts have never been inspected or cleaned which over the years has compromised the effectiveness of the system and increased the risk of fire spread throughout the ducts.***

***The Council appointed specialist consultants to look at options for the ongoing service and maintenance of the communal ventilation systems and has also met informally with Building Control managers to gauge their views. We have also met with members of the Co-Operative Board and the Goulden House Manager to listen to their views and to brief them on progress; the last meeting being held on 17th May 2024.***

***The conclusion that we have reluctantly drawn is that it is not practicably possible to continue to maintain the communal ventilation system. To do so would require extremely invasive, disruptive, and expensive work to break into each duct through the roof slab and from each individual bathroom to clean or replace sections of ducting as necessary, to install cleaning points and fire dampeners in the system between each floor of the blocks. It could also prove to be the case that the whole duct may need replacing along with individual roof fans.***

***As the freeholder of the block, the Council is legally responsible for the repair and upkeep of the fabric and structure of the block including any communal services. It is not possible to leave the existing ventilation system in place knowing that it cannot be cleaned or maintained as recommended. Therefore, the Council, in consultation with the Co-operative, have taken the decision to abandon the existing communal system and to retrofit individual ventilation systems within each property. We recognise that there are flats with different configurations and therefore, the individual ventilation systems will need to differ accordingly. In conjunction with the Co-Op Manager, we have already successfully fitted systems to a couple of empty properties. In those properties the costs of undertaking the required work in each property was approximately £4,500 (although these costs are expected to be lower as part of a block wide major works scheme).***

***We now plan to tender out this retrofit work seeking prices for installation to the various property types found in Goulden House. Wandsworth Council will tender to five contractors, residents will be consulted, and leaseholders will receive the normal statutory consultation notices. However, as we are proposing to undertake work within residents' properties, we will also give individual leaseholders the option of procuring this work privately rather than use the Council's contractor. Leaseholders who choose to undertake the works privately, will be provided with the necessary plans of their respective properties. If leaseholders choose to opt out and arrange for the work to be undertaken privately, they will not be charged for the work to the other properties in the block, and the remaining leaseholders will be charged a percentage of the total costs in line with their lease. As we will be undertaking work in phases before decommissioning the roof fans and sealing the communal ducts leaseholders will be given plenty of time to secure their own contractor and to complete the installation before the communal ventilation system is closed down.***

***It is hoped that we can be on site next year but meanwhile please feel free to talk to Wandsworth Council's Heating Manager, Peter Roberts, who is Wandsworth's Council contact for the proposed works. You can also ask to be shown one of the individual ventilation systems in an empty property by the Co-operative Manager, Annie Gleeson. If you wish to visit the pilot flat to view the individual ventilation system, please engage with the Estate Office either via the office email [office@gouldenhouse.org](mailto:office@gouldenhouse.org) or by calling the Estate Office direct on 0207 924 5213, within 14 days of receipt of this letter. The Estate Manager will then collate the number of residents who wish to view the individual ventilation system within the pilot flat, and you will then be advised of the date and time for your viewing. The Estate Manager or a representative from Wandsworth Council will be able to respond to any further questions that arise from that visit.***

***We are conscious of the fact that leaseholders have already been charged for some previous work to clean the communal ventilation ducts. I can confirm that those charges are being reviewed to ensure that leaseholders are only charged for work that was undertaken by our contractors and notification of any revised charges will be sent out shortly. The latter will include a breakdown of the costs incurred and confirmation on the number of flats which were inspected by Wandsworth Council's appointed contractor (T Brown Group). Wandsworth Council will also provide residents, upon request, with the T Brown Group's CCTV findings which resulted in the proposed decommissioning of the current communal ventilation system. Yours sincerely, Tom Crawley Assistant Director of Resident and Estate Services Wandsworth Council"***

**Communal Extractor Fans/CCTV Survey** - Wandsworth Borough Council advised the Estate Office on Wednesday 20<sup>th</sup> November that they had issued a letter directly to all lessees on Tuesday 19<sup>th</sup> November, confirming the actual final charges for the reduced contract Communal Extractor Fans - CCTV Survey.

**Structural Survey/Intrusive Survey/External Decs** – The following update from Stephanie Pascal (WBC Major Works Department), was received on 27<sup>th</sup> June, which was circulated to the Chair and then via the Chair to the wider GHMC (please see screenshot of document below for ease of reference). WBC advised the following:

**“From: Stephanie Pascal Sent: Thursday, June 27, 2024, 4:51 PM**

**To: Goulden House <manager@gouldenhouse.org>**

**Subject: RE: RE: External Decs/Consultant/Management Committee Meeting/24th July 2024**

**Official Good Afternoon Annie, I am well thank you. I trust all is well with you.**

**As of today, we have appointed Lawson Queay as the consultant for this scheme. The Contract Award letter was posted today and I await confirmation of the named officer so I may arrange a date to walkthrough the estate and discuss the intended scope of works. I have attached the programme target dates that both myself and the consultant will be working to as a guideline for you. As it stands we will be looking to commence works on site around September/October 2025 (subject to change). I hope this proves useful. Kind regards Stephanie Pascal Project Controller HRD – Major Works”**

Official

**C7261  
Goulden House  
External Decorations**

**Project Controller: Stephanie Pascal Ext: 0208 871 6821**

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**PROGRAMME TARGET DATES**

Date of appointment.....		27 June 2024
Feasibility Report & Budget Estimate by.....	11 Weeks	12 September 2024
Draft Contract Documents for Approval (including detailed cost analysis) by.....	12 Weeks	5 December 2024
Consultation Meeting With Residents by*.....	14 Weeks	13 March 2025
Receipt Of Amended Tender Documents.....	2 Weeks	27 March 2025
Pdf copies of Approved Tender Documents to Client .....	1 Week	3 April 2025
Tender Invitation.....	2 Weeks	17 April 2025
Tender Return Date.....	4 Weeks	15 May 2025
Receipt Of Tender Report.....	4 Weeks	12 June 2025
	<u>50 Weeks</u>	

\*Should the meeting with residents on the proposals be held prior to this date then subsequent dates will be adjusted accordingly.

PROJECT OFFICER: Please confirm identity of lead officer for the scheme and arrange site meeting at the earliest convenience to discuss the scheme.

Estate Manager reengaged with WBC (Stephanie Pascal) as a result of concerns raised by residents at the AGM which took place on the 9<sup>th</sup> of October. The concerns raised to WBC by the Estate Manager are as follows:

***“From: Goulden House <manager@gouldenhouse.org>***

***Sent: 10 October 2024 12:07***

***To: Stephanie Pascal***

***Subject: FW: Section 20 Major Works - External Decorations - Feasibility Study - Windows***

***Official***

***Good Afternoon Stephanie***

***I trust this email finds you well.***

***The AGM took place last night for the residents of Goulden House and residents raised the numerous Section 20 Major Works which are taking place on site in 2025/26. The residents are extremely concerned with how they are going to pay for these works. The residents have just been issued with their invoices for the Section 20 Major Works to the Lifts, which were completed this year.***

***Section 20 Major Works taking place on site in 2025/2026 are as follows:***

***1. Communal Extractor Fans***

***2. External Decs to include the repairs to the Spalled Concrete across the site and now to be included in this is the Replacement of the Windows, the latter based on the Feasibility Study.***

***The residents have asked the following and also request that WBC provide them with an update to their queries:***

***1. Are you (WBC) going to provide the residents with the results of the Feasibility Study***

***2. Why is the Replacement of the Windows being undertaken now, have they been programmed and if not, why not?***

***3. Based on the Feasibility Study, what is the lifespan with the current windows? We require the reasoning of why the windows need to be replaced now and why not later?***

***4. Confirmation on the design of the windows.***

***5. What will the approximate costs of the External Decs be, both with and without the Replacement of the Windows?***

***6. Based on this unprecedented sets of Section 20 Major Works, have WBC factored in the financial impact/hardship on their residents and how are WBC going to address this, what are the Payment Plans and due to the unprecedented number of Major Works, will WBC be extending their normal payment plans to protect their residents.***

***We look forward to your response.***

***For and on behalf of Goulden House Co-Operative Ltd***

***Kindest Regards***

***Annie Gleeson MSc***

***Estate Manager “***

WBC (Stephanie Pascal) responded to my email dated 10th October with the following responses:

*“From: Stephanie Pascal*

*Sent: 16 October 2024 12:42*

*To: Goulden House <manager@gouldenhouse.org>*

*Subject: RE: Section 20 Major Works - External Decorations - Feasibility Study - Windows*

*Official*

*Good Afternoon Annie,*

*Thank you for your email.*

*The residents of Goulden House will have an opportunity to raise queries with the project team via the 1st Stage consultation process – Notice of Intention. This is a statutory requirement where they will be formally notified of the planned works and they will be provided details of the scope of work, and methods of payment (including options available to both live in and away leaseholders) as well as anticipated costs in according with individual lease contribution percentage. This will be the residents’ opportunity to meet with the team over a variety of means by either face-2-face, Microsoft Teams and via email or letter to raise and discuss any queries or concerns. The consultation with residents will commence once the specification has been finalised before presenting to residents to include Pre-tender estimate. This is anticipated to commence approximately, late January 2025. A further consultation with residents will be undertaken after the tender exercise with a further breakdown of cost after the works have been competitively tendered.*

*The existing windows were installed during the Major Works scheme (C4134) in 1995. As you are aware, the appointed consultant from Lawson Queay attended on 13th & 14th August 2024 with an independent window specialist from Rehau. The consultant alongside Rehau gained access into 31 (11% of the block) properties over 2 days to inspect the current conditions of the windows in relation to the programmed external decoration scheme. I attach a copy of the Rehau Report and indicative Maintenance Schedule for your review and record.*

*To summarise from the report, defects noted below;*

- *Failed locking mechanisms to sash openings*
- *Failure to switch barrier to tilt and turn casements*
- *Inoperative window restrictors*
- *Inadequate background ventilation*
- *Shrinkage of both internal and external gaskets*
- *Failed and blown sealed units*

*Summary of proposal by Rehau window specialist*

*“It is my view that the maintenance costs of replacing hardware to windows and doors and completing adjustments, new glazing and upgrading ventilation would not be cost effective. The possibility of locating suitable compatible hardware is unlikely for the locking systems, the upgrading of ventilation would require the replacement of existing sealed units. As over glass vents have been used on the original windows and it would not be possible to provide ventilation through the windows by any other design. “*

***As the windows are approaching their economic lifecycle of 30 years and overhauling of the windows is unlikely to extend the lifespan until the next cyclical of a minimum 7-year period the noted current defects support the decision to move forward with the window renewal. This also has the added benefit from utilising one scaffold and prelims cost to cover works which also include structural and external decorations.”***

***WBC Annual Monitoring Review*** – WBC’s Annual Monitoring Review of Goulden House Co-Operative Ltd, was undertaken on 25th June. WBC’s overall Comments are as follows:

***“The Resident Participation Officer attended this meeting and undertook the monitoring exercise, as required.***

***I would again state that it is my opinion that the Goulden House Co-operative Estate Office functions extremely well; Annie Gleeson and her team manage the estate to an extremely high standard in all of the areas that have been checked and monitored. The newly employed Finance Manager has added an extra layer of stability to the team.***

***The estate is a real hive of activity, with ongoing major works schemes running, with pending large work schemes (refurbishment of main entrance areas) to take place.***

***The governance and maintenance of the Co-operative continues to be robust and of high standard, which is borne out by the Internal Audit rating of Reasonable Assurance.***

***There is great impetus on all sides to ensure the FRA (Fire Risk Assessment) remains as current as possible, with a great focus on ensuring that resident’s front doors are all brought “up to code.”***

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

***Non-Compliant Leasehold Flat Doors*** – Leaseholders whose Flat Doors have not been addressed by them, **remain in the Non-Compliant Category of Health, Safety, Fire & Smoke Regulations**, are now firmly in the minority category. The Chair and the Company Secretary issued a Final Warning Letter to the lessees whose flat doors remain non-compliant and this letter resulted with a very positive response from a number of the non-compliant lessees, however, serious concerns remain with both the Goulden House Management Committee, the Estate Office and Wandsworth Borough Council, with the minority of lessees whose flat doors remain non-compliant. Lessees whose doors remain non-compliant are not just putting themselves at risk but also others, should a serious incident occur on site. **Please protect yourselves and by protecting yourselves, you are also protecting others as well as your property.**

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

***Knox Cropper/GH Audited Accounts*** – Extensive work undertaken with the auditing of our accounts. Knox Cropper issued the first draft of the accounts on 16th July. Knox Cropper raised a number of queries with the accounts which were forwarded to Wandsworth Borough Council to address, as the queries pertained to WBC and not Goulden House. There was a delay with Wandsworth Borough Council addressing the queries raised by Knox Cropper, at the time of writing this report, WBC had provided GH/Knox Cropper with responses to the queries raised by Knox Cropper. The AGM which took place on 9th October was reconvened to Monday 18th November but due to the accounts not being available, the AGM was again reconvened to 27th November.

***Subletting your leasehold property*** - In general, Wandsworth Council would have no objection to you (the leaseholder) subletting the property.

**Requirements that you will need to meet:**

- 1.Ensure that the terms and conditions of the lease are upheld by whoever is occupying the property, since you, as the leaseholder, will be deemed responsible for the actions of any sub-tenant(s)
- 2.Give formal notice of the sub-letting to the Borough Solicitor at the Town Hall, Wandsworth High Street, London, SW18 2PU
- 3.Provide the Council with your contact details, address, telephone numbers, etc, and ensure that you inform the Council of any changes. It is vital that we hold up to date contact information for 'away' Leaseholders. Furthermore, if in the future you decide to appoint a management company to look after the letting and management of the property on your behalf, we will also require a point of contact with that management company.
- 4.You must only allow the flat to be sub-let as a single unit to one household and provide the Council with the full names of the person occupying the property, which will be passed to the Council's insurance officer along with your away address
- 5.The property must not be let on a short-term and/or on a room by room basis nor be used as any form of guest house, for example AirBNB
- 6.Ensure compliance with all statutory requirements and obligations for those renting the property, including The Gas Safety (Installations and Use) Regulations 1994, The Low Voltage Electrical Equipment (Safety) Regulations 1989 and the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended)

The Council does not consider necessary to enter into a Deed of Variation in respect of the lease clause prohibiting subletting of the property. The Council is prepared to allow subletting, as long as the aforementioned requirements are met. Also, the Schedule 6, Regulation 17(1) of the Housing Act 1985, states that:

“A provision of the lease, or of an agreement collateral to it, is void in so far as it purports to prohibit or restrict the assignment of the lease or the subletting, wholly or in part, of the dwelling house.”

Also of interest is WBC's generic briefing to all leaseholders who Sub-Let their flats:

**“As from the 1st October 2017, for the safety of all households, the Council made an amendment to the existing regulation concerning fire resistant front doors which will now read as follows “To prevent the spread of fire between your Flat and the common parts, the Lessee must ensure that their front door complies with the relevant building regulations at the time the door was fitted or altered. The door should also have a working self-closing device.”**

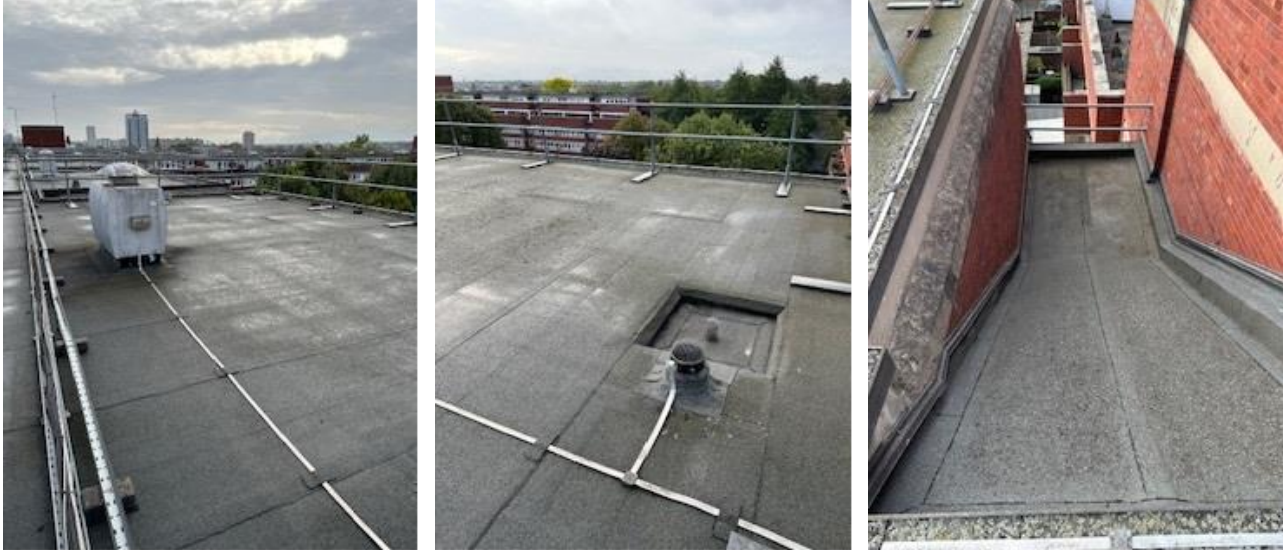
**Refurbishment of Entrance C –** The refurbishment of Main Entrance C has been completed, this is Phase 1 of 3, Phase 2 will be the refurbishment of Main Entrance B and this will be undertaken in 2025/2026 Financial Year and Phase 3 will be the refurbishment of Main Entrance A, which will be undertaken in 2026/2027 Financial Year.



**Pic 1. Refurbishment of Main Entrance C**

**Communal Stacks** – Up to current date (21<sup>st</sup> November 2024) in this fiscal year, 12 Communal Stacks have been flushed and repairs undertaken to them. Issues which arise pertaining to the Communal Stacks are addressed on a reactive basis as per instruction from WBC.

**Annual Flat Roof Clearance** – The annual clearance of the Flat Roof was undertaken in September (please see following photos/Post Inspection of the works):



**Pic 2. Post Inspection photos of Annual Flat Roof Clearance**

**Ball Court/Outer Green** – The Ball Court is now the subject of the Winter Closure Timings, in that, the Ball Court is locked just before 5 pm daily/dusk (Monday through to Friday), it is the responsibility of the WBC Estates Team to close/lock the Ball Court at the weekends, when the Estate Office is closed.

**CCTV Lift Cameras** – CCTV Cameras have been installed in all newly refurbished lifts (H114, H115 & H116).



**Pic.3. Photo of CCTV Camera in Lift H114 (Block A)**

**Peninsula/HR & Legal provider** – The HR & Legal contract, which is shared by a number of Co-Ops, the latter to keep the costs down, was tendered in September, in line with the Co-Op (s) Procurement Policies and Peninsula was the successful tender.



**October Tribunal (Peninsula)** – As per the Chair of the Management Committee's update at the AGM on the 9<sup>th</sup> October, where he advised our residents who were present at the meeting, that Goulden House Co-Operative Ltd (Respondent), would be attending a 4 day Tribunal (29<sup>th</sup>, 30<sup>th</sup>, 31<sup>st</sup> October and 1<sup>st</sup> November), this case dates back 4.5 years, it was originally postponed because of the COVID 19 Pandemic and postponed again due to illness. This was an extremely difficult time for all involved and I am delighted to advise that Goulden House Co-Operative Ltd were successful in our defence of the Claim.

**Staffing:**

No issues to report, the Estate Office is functioning well and dealing with the current workload, albeit it is busy, we are adept in prioritising our workload. However, the workload will increase substantially in 2025, with the preparation for the number of Major Works on site (Section 20 Major Works/Ventilation System & External Decorations), which will now include the repairs to the Spalled Concrete and the replacement of the windows). The Management Committee are robust in their continuous review of the current staff workload as they are with the pending workload pertaining to the Section 20 Major Works in 2025.

**Finance Officer Role:**

We currently employ a Temporary Agency Finance Officer, both the Management Committee and myself are looking at the most cost effective option for this role and this includes the potential outsourcing of the finances/accounts, because we cannot sustain the agency fees long term and Finance Officers who are employed by the site have concerns with undertaking the role two days per week.

For and on behalf of Goulden House Co-Operative Ltd



Annie Gleeson MSc

Estate Manager