

The Leasehold Advisory Service and Lease Conferences Limited (LEASE)

Minutes of the Board Meeting held on 20 April 2017

Present:

Roger Southam (Chair) (RS), John May (JM), Steve Jackson (SJ), Geneviève Mariner (GM), Nicola Mullany (NM)

In attendance:

Anthony Essien (Chief Executive) (AE), Tim Courtenay (TC), Nick Haler (NH), Richard Hand (RH), Nicholas Kissen (NK), Dona Awano (DA), Kavita Bharti (KB) (Nicolette Davis) (ND) (note-taker)

Observer:

Mark Malvisi, DCLG (MM)

2017/04/1 Apologies for absences and declarations of interest

- There were no apologies
- Declaration of interest:
 - Savills undertake residential management and Roger Southam is a director at Savills although his role does not involve him in direct management of buildings.
 - Nicola Mullany declared an interest in item 8 in that she is a non-executive Director of the Information Commissioner's Office.

2017/04/2 Chair's comments

- Two new Board members have been appointed by the Housing Minister and their three-year terms commence from 24 April and 1 August 2017.

2017/04/3 Confirmation of the Minutes of the Board meeting of 19 January 2017

The Minutes were approved subject to amendments.

2017/04/4 Matters arising and action points from previous meetings

The paper was noted and the following was agreed:

- Board requested feedback at the next meeting to see whether visit duration is shorter because clients are finding answers quicker or because they cannot navigate the website (2017/01/09 (3)) **(Action: NH)**
- The Board agreed to compare pages views from Google between the old and new websites (2017/01/09 (4)) **(Action: NH)**
- The insurance tender will be sent out on 30 April 2017 (2015/11/04) **(Action: TC)**.
- Commercial commitments should continue to be met until there is a clear position on any change from DCLG. **(Action: AE)**
- In future the paper titles would be added to the reference numbers in this paper. **(Action: AE)**

The Board noted that criticism of LEASE was adversely affecting staff morale.

2017/04/5 Update from ARC Chair (incl draft minutes of ARC meeting held on 12 January 2017)

SJ updated the Board and the paper was noted. It was agreed that the ARC Minutes of 9 March would be circulated to the Board. **(Action: AE)**

2017/04/6 Considerations for ARC Governance: 1. Election of Committee Chair 2. Annual review of membership

The Board agreed the recommendations as follows:

- SJ ratified to serve as an ARC member for a further three-year term.
- The ARC Chair will feed the performance of ARC members to the Board Chairman as part of Board member annual appraisals.

2017/01/7 ARC recommendation: Appointment of external auditor

The Board approved the appointment.

2017/04/8 ARC recommendation: Procedure for reporting data protection incidents

The Board approved the contents of the paper with the following actions to be taken:

- Staff should sign off that they have read and understand the company procedure for reporting data protection incidents (**Action: AE**)
- The document should be kept live
- The appointment of new Senior Information Risk Officer should be addressed at the next Board meeting (**Action: AE**)

2017/04/9 ARC recommendation: IT Strategic Plan

The Board approved the paper and were updated with the phasing of the new CRM system

- Management should report to Board what indicators we have in place to alert the organisation that its IT systems had been hacked and how they are monitored(**Action: NH**)
- Board requested cyclical report on progress against targets(**Action: TC**)
- The Board noted the good work done by staff.

2017/04/10 Sales and Marketing update to March

The Board noted the contents of the report.

2017/04/11 Finance Report to March

The Board noted the contents of the paper.

2017/04/12 LEASE and Lease Conferences Strategic Risk Registers

The Board noted the contents of the paper and noted the improvement of the risk registers over time.

2017/04/13 Performance report to March

The Board noted the contents of the Performance report and agreed the following action:

- The age of any backlogs in written enquiries should be included in future reports
- At next meeting report on missed/cancelled appointments comparing online or bookings with those made through reception (**Action: DA and RH**)

2017/04/14 Update on 2016-17 Business Plan progress to March

The Board noted the contents of the paper and complimented staff on delivering

2017/04/15 Report on customer feedback from commercial services

The Board noted the content of the paper.

2017/04/16 Chief Executive's Report

The Board noted the report

2017/04/17 Website update to March

The Board noted the content of the report.

2017/04/18 Partnerships between Departments and Arm's length Bodies (ALBs: Code

The Board noted the content of the paper.

2017/04/19 Board Work Plan and Meeting dates

- 18 May Board meeting extended to include Board strategy meeting until 15.00.
- Nicola Mullany has a clash with the 13 July Board meeting, she will e-mail to confirm which times and or dates what works best for her.

2017/04/20 Any Other Business

- It was suggest that management review ICS website on remuneration committees as LEASE's committee is due to meet soon.

Next Board meeting date and time: 11.00am on Thursday 18 May 2017 at Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX