

The Leasehold Advisory Service and Lease Conferences Limited

Minutes of Board Meeting held on 11 June 2015

Present:

Roger Southam (Chair) (RS), Margaret Longden (ML), Nicola Mullany (NM), Steve Jackson (SJ)

In attendance:

Anthony Essien (Chief Executive) (AE), Audrey Minton (AM), Shabnam Ali-Khan (SAK), Dona Awano (DA), Vikki Hawkins (note-taker)

Observer:

Flora Orukpe (DCLG) (FO)

2015/6/1. Apologies for absences and declarations of interest

Apologies for absence were received from Genevieve Mariner (GM) and John May (JM). Roger Southam declared that he is Chairman and CEO of Chainbow Ltd, a company operating in residential leasehold management but confirmed that no activity would interfere or affect probity and handling of his role as Chair of LEASE.

2015/6/2. Chair's comments

RS reported on the progress in the triennial review and noted that it is expected to be completed by the summer recess (21 July).

2015/6/3. Confirmation of the Minutes of the Board meeting of 21 May 2015

The minutes were approved.

2015/6/4. Matters arising and action points

- Proposal for a best practice/mediation scheme for social landlords in Wales is in progress
- Working KPIs agreed as follows and will be finalised at next meeting. Also agreed that subgroups of these may be required for users other than the board.
 - Net income
 - Customers advised
 - Unique users
 - Turnaround time
 - Outreach
 - Quality ratings

2015/6/5. Strategy actions update

- a) FTT page with acknowledgement - proposal to be finished by the end of June (Action: KB) with rollout scheduled for September 2015
- b) Video FTT how to: advice has been sought on various ways to produce short online videos to assist customers. Next step is to develop a work plan for topics and production.
- c) Professionals paying for service - Work in progress. Second iteration of proposal to be delivered by the end of June.
- d) Telephone appointments and webchat - Soft launch of webchat due 1 July 2015 (Action: AM)
Telephone appointments will be trialled later in the year.
- e) Team framework – marketing & communications – Board approved recruiting to this position. AE has contacted DCLG re budget cover and approval to advertise. Fixed term appointment.

2015/6/6. Board work plan

Strategy day set for 8 October 2015 – subject to date being confirmed with GM and JM
As it is a long period until the next scheduled board meeting, a set of core papers will be circulated to the board for information and comment the first week in August.

2015/6/7 AOB

Staff survey to be issued and results reported to board for next meeting (Action: AM)

Discussion on whether LAS should consider having an independent member of the Audit & Risk Assurance Committee along with two core members. JM appointed a regular ARC member with ML as deputy. The board agreed that the quorum for ARC meetings will be 2 members.

Next Board meeting: 17 September 2015 at LEASE