

The Leasehold Advisory Service and Lease Conferences Limited (LEASE)

Minutes of the Board Meeting held on Thursday 21 September 2017

Present:

Roger Southam (Chair) (RS), Victoria Elvidge (VE), Tariq Kazi (TK), Steve Jackson (SJ), Genevieve Mariner (GM) and Nicola Mullany (NM)

In attendance:

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

Observer: Mark Malvisi (DCLG) (MM)

2017/09/1 Apologies for absence and declarations of interest

- There were no apologies for absence
- RS declared that Savills undertake residential management and Roger Southam is a director at Savills although his role does not involve him in direct management of buildings.
- GM declared that she is a Director of Strettons Limited and provides valuation, negotiation and expert witness services to both lessees and landlords in respect of lease extension and enfranchisement claims under the Leasehold Reform Housing and Urban Development Act 1993 and the Leasehold Reform Act 1967.
- TK declared that he is a member of the Treasury Committee of Bromford Housing Group, a non-profit organisation with leaseholders. There is no conflict of interest but TK makes the comment for the record.

2017/09/2 Chair's comments

- RS has updated the Board about DCLG's S20 Consultation, the working group is due to meet with DCLG next week to discuss further.
- RS and some LEASE staff had met with event managers with a view to begin planning for the 2018 Conference for Leaseholders.
- RS thanked staff for their hard work.

2017/09/3 Confirmation of the Minutes of the Board meeting held on 20 July 2017

The Minutes were approved, subject to the following changes:

- The reference to BBC programmes should state:

“In future, should BBC programmes, such as You and Yours, air a piece on leasehold but fail to contact LEASE then the Chief Executive should contact them to explain that we are a specialist, and publicly funded body, who would like the opportunity to let listeners know that there is free advice for them.
(Action: AE)”.

2017/09/4 Matters arising and action points from previous meetings

- The Board agreed that 'compliance risk' is added to the Risk Register, and would initially be wide in its review and then narrowing it down for a compliance report to ARC **(ACTION AE)**

2017/09/5 Update from ARC Chair (incl draft minutes of ARC meeting held on 14 September 2017)

SJ updated the Board and the minutes were noted

- Cashflow in Q1 2018/19 would be discussed later in the meeting.
- McIntyre Hudson need to file accounts for LEASE and LEASE Conferences, they will be chased on Monday. Until they have file accounts they cannot resign as LEASE auditors TC is due to have the closing meeting with them on 26 September **(ACTION: TC)**
- Potential change of the accounting software from Sage to Xero had been discussed by ARC and agreed that both systems will be run in parallel until April 2018.
(ACTION: TC)

2017/09/6 Draft response to DCLG consultation paper – Tackling unfair practices in the leasehold market

The Board discussed the draft response and approved its submission subject to their amendments.

2017/09/7 Draft response to DCLG consultation paper – Recognising residents' associations, and their power to request information about tenants

The Board discussed the draft response and approved its submission subject to their amendments.

2017/09/8 The position of subscribers on the LEASE Practitioners Directory

The Board requested data is emailed to them indicating how many subscribers are in each month, and a decision would be made by Monday 25th September **(ACTION: NH)**

- Post-meeting: it was agreed that 31 March 2018 will be the cut-off date for the Directory and its closure.

2017/09/9 Sales and Marketing Update to August

The Board noted the paper and agreed that next time it should be presented as a marketing paper alone. **(ACTION: TC)**

2017/09/10 Finance Report to August

The Board noted the paper. It was noted that a positive meeting had been held with DCLG on the funding arrangements and the board would be kept updated as matters progress.

2017/09/11 Risk Management Plan Update (incl Board Assurance Framework)

The Board noted the paper and agreed that staff pay should be added to the Risk Register. **(ACTION AE)**

2017/09/12 LEASE and Lease Conferences Strategic Risk Registers

The Board noted the paper with the following suggestion:

- It was agreed that the funding model is a high risk, this should be completed by the next Board meeting **(ACTION AE)**

2017/09/13 Performance Report to August

The Board noted the paper with the following recommendations:

- Report total visitors to the website and not unique visitors. **(Action: DA & RH)**
- A plan needs to be in place to eliminate backlog of written enquiries: **(Action: DA & RH)**
- The Board would like to see the backlog reduced by the November meeting **(ACTION: DA & RH)**
- Update the website to let clients know we are experiencing a high volume of written enquiries at the moment it might be easier to give us a call. **(Action: DA & RH)**
- Send Board information on the number of outreach events planned for the year and how much time it takes for staff to set these up, also send number of written enquiries outstanding. This will assist them in deciding how many outreach events can realistically be completed **(ACTION: DA & RH)**

GM left the meeting

2017/09/14 Update on 2017-18 Business Plan progress to August

The Board noted the paper.

TK and RS agreed to have a separate discussion about the order of the agenda.

2017/09/15 Chief Executive's Report

The Board noted the paper.

2017/09/16 Digital services update to August

The Board noted the paper with the following suggestion:

- Recruit a consumer group to give feedback on the website and give them a small donation. **(Action: AE)**

2017/09/17 Unreasonable use or Behaviour Policy - update

The Board noted the paper with the following recommendation:

- Add 'This is by no means an exhaustive list.'

2017/09/18 Board Work Plan and meeting dates (incl agreeing meeting dates in 2018)

All dates were approved with next Board meeting starting at the usual time of 11.00am.

2017/10/19 Any other business

- The next strategy meeting will be arranged via e-mail.
- VE was appointed as Chair of the Remuneration Committee.
- It was agreed that AE and TC are appointed to sign the Customer Agreement (and any and all other documents) in relation to setting up the bank accounts (for

both LEASE and Conferences as necessary) under the Government Banking System and that both are appointed as the Primary Security Contacts.

Next Board meeting date and time: 11.00am on Thursday 16 November 2017 at Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX