

The Leasehold Advisory Service and Lease Conferences Limited (LEASE)

Minutes of the Board meeting held on 15 September 2016

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), Dona Awano (DA), Kavita Bharti (KB), Nick Haler (NH), Nicholas Kissen (NK), Shamini Soma (SS), Vikki Hawkins (VH) (note-taker)

Observer:

Flora Orukpe (DCLG) (FO)

2016/09/1 Apologies for absences and declarations of interest

- There were no apologies for absence.
- 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

2016/09/2 Chair's comments

There were no comments

2016/09/3 Confirmation of the Minutes of the Board meeting of 7 July 2016

The Minutes were approved.

2016/09/4 Matters arising and action points from previous meetings

AE presented this paper and updated the Board stating that the press release had now been sent.

- Siobhan McGrath to be approached and requested to provide a view on the approaches taken to relativity by each regional tribunal (ACTION: AE)
- Brady's solicitors will be undertaking another survey with LEASE.

2016/09/5 Update from ARC Chair (incl draft minutes of ARC meeting held on 29 June 2016)

SJ updated the Board and the paper was noted with amendments to be made to ARC Minutes of 29 June to correct the reserve member description.

2016/09/6 Update on ARC Review of Appointment of reserve member

GM will remain as member of ARC until a new Board member is appointed and ARC membership then reviewed.

2016/09/7 ARC recommendation on appointment of external auditor

The Board noted the contents of the paper and after discussion it was agreed that:

- Mach would be recommended as external auditors for the 2016-17 audit (ACTION: AE)
- SJ and AE to meet with Mach to discuss their role and timetable (ACTION: AE)
- Early report to be scheduled for March 2017
- Progress draft timetable for external auditor tendering exercise, and to be agreed by AE, TC and SJ. (ACTION:AE)

2016/09/8 Update marketing and sales strategy implementation

The Board noted the contents of the report and it was agreed that the report need not be so lengthy going forward but should be more succinct and tie in the bottom-line figures. (ACTION: TC)

2016/09/9 Finance report to August

The Board noted the contents of the report and requested that a revised budget, reflecting a more relevant phasing rather than a simple 12 month division, should be brought to the strategy day

2016/09/10 Debt collection and write-off policy

The Board noted the contents of the draft policy and requested the following changes:

- Chasing letters must include action to recover payment.
- After 21 days of non-payment the chasing letter should enquire if the payment is in their payment cycle.
- 45-60 days of non-payment would be the limit before action.
- If an advertiser has not paid within 30 days the ad should be removed and payment sought for the period.

2016/09/11 LEASE and Lease Conferences Strategic Risk Registers

The Board noted the contents of the register and requested that the registers are to be more specific about when mitigating/control actions will occur .

2016/09/12 Performance report to August

The Board noted the report and congratulated LEASE staff for their performance to date. It was agreed that automated customer survey results are reported that it is made clear in the date that it is the new approach (ACTION: RH &DA); and how far ahead a customer must book for an appointment would be monitored. (ACTION: TC)

2016/09/13 Corporate Plan and Business Plan for publication on LEASE website

The Board agreed to publish the plans on LEASE's website.

2016/9/14 Update on 2016-17 Business Plan progress to August

The Board noted the contents of the paper with the following action to be taken:

- Priorities are to be in bold, and the RAG rating is to be used for those priorities on a scale of likely to unlikely (green, amber and red) to be achieved. (ACTION:AE)

2016/09/15 Chief Executive's Report

The Board noted the contents of the report

2016/09/16 Leasehold Reform Proposals for DCLG

After discussion the proposal was agreed

2016/09/17 Board Work Plan and meeting dates

Board meeting dates will be moved to middle of the month, 11am (ACTION: RS)

2016/09/18 Any other business

There was no other business

Next Board meeting date and time: 11.00am on Thursday 17 November at Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX