

LEASE – The Leasehold Advisory Service and Lease Conferences Ltd

Minutes of the Board Meeting held on Thursday 16 November 2017

Present:

Roger Southam (RS) (Part) 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), Nick Haler (NH), Richard Hand (RH), Nicolette Davis (Note taker)

Observer: Mark Malvisi (DCLG) (MM)

2017/11/1 Welcome and apologies for absence

- In RS's temporary absence GM was elected Chairman of the meeting until Roger arrived and welcomed those in attendance.
- Apologies for absence were received from Dona Awano and Nicholas Kissen.
- The Board expressed its sincere condolences to Nick Kissen following the death of his father.

2017/11/2 Declarations of interest

- RS declared that Savills undertake residential management and RS 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.
- NM declared an interest in item 11 on the agenda and that she is a member of the Management Board of the Information Commissioner's Office.

2017/09/3 Confirmation of the Minutes of the Board meeting held on 21 September 2017

The Minutes were approved, subject to the following changes:

- 2017/09/08 – The position of subscribers on the LEASE Practitioners Directory
The Board's post-meeting decision on the status if the Professional Directory should be recorded as '31 March 2018 will be the cut-off date for the Directory and its closure'.
- 2017/09/13 – Performance Report
Change "element" to 'eliminate'
Change "planed" to 'planned'
"Outreach" should read "outreach events"

The Board agreed that in future the Minutes would be sent out shortly after the Board meeting and not solely with Board packs issued shortly before each meeting. **(ACTION: AE)**

2017/11/4 Matters arising and action points from previous meetings

The paper was noted and the Board agreed:

- Risk Management Plan the progress date needs to be changed to February 2017/07/10. **(ACTION: AE)**
- Staff skills audit report: The strategic position is not yet resolved, once it is LEASE will be in a better position to move forward. The progress date needs to be amended 2016/03/10. **(ACTION: AE)**

2017/11/5 Chief Executive's Report

The Board noted the paper and congratulated staff on their nomination for a WOW! Award.

2017/11/6a Performance Report

RH notified the Board of some corrections in figures in the paper and the paper was noted. The Board agreed:

- It wished to see –
 - The number of outstanding enquiries outside of the 10 day response time so that they can have a better understanding of current backlog **(ACTION RH)**.
 - The net figure for written enquiries more than ten days old **(ACTION RH)**.
- Management should provide the Board with data on how adviser time is split between telephone and written enquiries when an adviser is on the telephone rota. **(ACTION: TC)**

RS arrived & took the Chair

2017/11/6b Digital Report

The Board noted the paper and agreed they would discuss aspects arising from their discussion at the forthcoming strategy day. **(ACTION: RS)**

2017/11/6c Marketing Report

The Board noted the paper and consideration was given to the possibility of estate agents having LEASE leaflets available to all potential leaseholder purchasers.

2017/11/7a Finance Report

The Board noted the paper and it was agreed that in the year-end report, debt written off should be separated from credit notes. **(ACTION: TC)**

2017/11/7b ARC Report (including Draft Minutes of ARC Meeting held on 1 November 2017)

The Board noted the paper and agreed:

- That where expenditure and/or income are less than budgeted it should be highlighted in red. **(ACTION: TC)**
- Lease Conferences should be at a nil balance by the end of the year and should be made dormant. It did not need reporting on separately as there is no activity going through it **(ACTION: TC)**

2017/11/7c Risk Management Plan update (incl Board Assurance Framework)

The Board noted the paper.

- RS requested that Board Members and management come to the strategy day with a clear idea of the vision, mission and objectives for the future of LEASE. **(ACTION ALL)**
- The Board ask management to consider incorporating Lease Conferences' risks into LEASE's risk Register. **(ACTION: AE)**
- The Board agreed that management should gather data for business cases to be submitted to DCLG with the intention of piercing the 1% pay cap. **(ACTION: AE)**

2017/11/7d Strategic Risk Registers

The Board noted the paper, subject to potential claim and Lease Conferences being held for suitable period.

2017/11/8 Update on 2017-18 Business Plan progress to October

The Board noted the paper.

2017/11/9 Strategic Plan Review

The Board noted the paper; RS requested that staff views are invited on how the organisation is currently running and the vision and future of LEASE. **(ACTION AE)**

VE left

RS moved 2017/11/10a – 2017/11/10b to the end of the meeting to give Board members the opportunity to leave if they needed to

2017/11/11 Update to LEASE Privacy Policy

The policy was approved.

2017/11/12 Future Work Plan and meeting dates

TK cannot attend the Board meeting dated 22nd March 2018.

2017/11/12 Any Other Business

- NM suggested that the Board need to consider appointing a Senior Independent Director as part of LEASE's governance framework **(ACTION: RS)**

SJ left

TK left

2017/11/10a Draft response to DCLG's 'Protecting consumers in the letting and managing agent market: call for evidence' The Board noted the paper

The Board noted the draft paper and content suggestions were made.

GM left

NM left

2017/11/10b Draft response to DCLG's 'Improving the home buying and selling process - Call for Evidence'

The Board noted the draft paper and content suggestions were made.

Next Board meeting date and time: 11.00am on Thursday 25th January 2018 at Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX