

The Leasehold Advisory Service and Lease Conferences Limited (LEASE)

Minutes of the Board meeting held on 17 November 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), Kavita Bharti (KB), Nick Haler (NH), Richard Hand (RH), Nicholas Kissen (NK), Vikki Hawkins (VH) (note-taker)

Observer:

Mark Malvisi (DCLG) (MM)

2016/11/1 Apologies for absences and declarations of interest

- Apologies for absence were received from Flora Orukpe (FO) (DCLG) Dona Awano (DA) and Shamini Soma (SS)
- 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

2016/11/2 Chair's comments

- The Chair wanted to congratulate all staff on excellent work.
- LKP complaint has now been addressed by DCLG
- LEASE to develop a procedure in the event that a resident has any issues with board members activities (ACTION:AE)

2016/011/3 Confirmation of the Minutes of the Board meeting of 15 September 2016

The Minutes were approved

2016/11/4 Matters arising and action points from previous meetings

The Board noted the paper with the following recommendation:

- In the progress column include the names of the papers instead of numbers

2016/11/5 Update from ARC Chair (incl draft minutes of ARC meeting held on 8 September 2016)

SJ updated the Board and the paper was noted with the following recommendations:

- Paragraph 2016/9/4 clarification needed. This will be a google toggle on the website
- Management reported back to ARC that all tapes are encrypted.
- It was agreed that ARC meetings will be moved to alternative months to the Board meeting

2016/11/6 Sales and Marketing update to October

The Board noted the paper with the following actions to be taken:

- Paper to be separated into marketing activity and educational (ACTION:SS)
- Contact The Conveyancing Association regards article on Regulating charges for pre contract enquiries (ACTION:AE)
- NAEA – Buyers leaflet not being used. Need to engage with Estate Agents (ACTION:AE)
- Potential advertising on Park Homes website

- AE met with IRPM regarding collaboration. LEASE to make proposition for IRPM going forward (ACTION:AE)

2016/11/7 Website update

The Board noted the contents of the paper with the following recommendations:

- Link advice guides to fact sheets and to FAQ'S (ACTION:NH)
- For SEO purposes do Gov.uk link to the calculator or Park Homes (ACTION:NH)
- Educating RITA first 5 sheets have been written and will be ready in 1 week to be linked to the website (ACTION:AE)

2016/11/8 Report to Board on customer feedback from commercial services

The Board noted the contents of the oral report. NK will provide comprehensive papers at April Board meeting

2016/11/9 Finance Report to October

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

- WOW Awards to be added to Marketing report
- Income generation needs to be a priority over marketing (ACTION:SS)
- Adverts to only go live on website once payment has been received (ACTION:SS)

2016/11/10 LEASE and Lease Conferences Strategic Risk Registers

The Board noted the contents of the Risk Register with the following actions to be taken:

- Income for LEASE should be highlighted in red and not amber
- Have a review of suppliers
- Key suppliers to be added to Risk Registers
- Review ARC notes on Internal audit regards Risk Registers

2016/11/11 Performance Report to October

The Board noted the contents of the report with the following actions to be taken:

- Instead of call waiting re name it holding period
- Need to include the target for the period
- Look to keep connection time to under 7 minutes
- Check on what the longest call is in light of our 14 minute average

2016/11/12 Update on 2016-17 Business Plan progress to October

The Board noted the contents of the Business plan and recommended the following actions:

- More promotion needed regards mediation and ENE from Cast and NLG
- RICS – Amend in Business plan from Institute to Institution

2016/11/13 Chief Executive's Report

The Board noted the contents of the report with the following recommendations:

- Summary needs to be less detailed
- We need to produce an article for Inside Housing re: The Major Works good practice guide for Wales
- Staff report to Board for next board meeting

2016/11/14 Board Work Plan and meeting dates

All dates so far agreed

2016/11/15 Any other business

- List of achievements over the past three years to be reported to Board at next meeting.

Next Board meeting date and time: 11.00am on Thursday 19 January 2017 at Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX