

# **LEASE – The Leasehold Advisory Service and Lease Conferences Limited**

## **Minutes of Board Meeting held on 18<sup>th</sup> March 2015**

### **Present:**

Roger Southam (Chair) (RS), Steve Jackson (SJ), Margaret Longden (ML), Geneviève Mariner (GM), John May (JM), Nicola Mullany (NM)

### **In attendance:**

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

### **Observer:**

Paula Hassall (DCLG) (PH)

### **2015/3/1. Apologies for absences and declarations of interest**

Apologies for absence were received from Dee Mapp (DCLG). 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; Nicola Mullany declared an interest in Agenda item 10 – Publication Policy, as she is a non-executive Director of the Information Commissioner's Management Board; Geneviève Mariner declared an interest as a Director of Strettons a firm of estate agents and property valuers; and John May declared an interest as the principal in John May Law.

### **2015/3/2. Chair's comments**

RS noted it has been a busy three months with a positive outcome.

Special thanks from the Chair on behalf of the Board for Paula Hassall's (PH) assistance throughout the years and all she has achieved with LEASE.

### **2015/3/3. Confirmation of the Minutes of the Board meeting of 22<sup>nd</sup> January 2015**

Minutes were approved

### **2015/3/4. Matters arising and action points**

- Indications are that the Welsh Government do not intend to renew funding for LEASE's Welsh office, however they will still provide funding for the core service for an indicative amount of £20k pa. RS would like a meeting with the Welsh government to discuss what is expected from LEASE for this level of grant.
- The business case to GDS for the LEASE website to be exempt from migration to gov.uk has been successful on commercial grounds.
- LEASE is investigating the use of focus groups, to confirm needs and expectations.
- An open learning course has been offered to LEASE from the IRPM and its partners. It will be an e-learning platform for introductory courses which should provide a new income stream.

### **2015/3/5. Performance report to February 2015**

RS noted on behalf of the board that the continued hard work by all advisors was much appreciated. A commercial risk to be noted is that CPD requirements for solicitors will be relaxed later this year. Agenda item for the upcoming strategy meeting: how to quantify the quality of data. (Action: AE)

### **2015/3/6. Financial report to February 2015**

Indicative underspend for 2014-15 can be used for mystery shopper exercise, staff training and development needs, and focus groups.

### **2015/3/7. Chief Executive's report**

The triennial review will not be completed until after the general election

Book date for next years' conference (Action: AE)

Press release to be issued about this years' conference and LEASE's 21<sup>st</sup> anniversary (Action: AE)

AE looking to meet NAEA and IRPM with a view to work together to develop ways to help leaseholders to understand their leases.

**2015/3/8. Governance framework and delegation of authority**

The policy was approved.

**2015/3/9 Unreasonable user policy**

The policy was approved with two changes: the title of the policy should be 'Unreasonable use or behaviour policy' and a paragraph on what customers can expect from LEASE is to be added.

**2015/3/10. Publication policy**

The policy was approved.

**2015/3/11. Revised 2015 Board work plan**

All dates confirmed and it was agreed that this should be a 12-month rolling document, which will be brought to each meeting. (Action: AE)

**2015/3/12 Sitting as Audit Committee**

**2015/3/13 LEASE thoughts and outline paper**

The board discussed a paper that RS had put together based on ideas of how to structure the organisation going forward. It was agreed the paper was a good starting point for the strategy day on 30<sup>th</sup> April. It was also agreed to make the strategy day as effective as possible all aspects of DCLG housing policy area should be covered and therefore broader invitations would be extended. (Action: AE)

**2015/3/14 AOB**

No other business

Next Board meeting: 21<sup>st</sup> May 2015 at LEASE