

## **The Leasehold Advisory Service and Lease Conferences Limited (LEASE)**

### **Minutes of the Board Meeting held on 19 January 2017**

#### **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), Nick Haler (NH), Richard Hand (RH), Nicholas Kissen (NK), Vikki Hawkins (VH) (note-taker)

#### **2017/01/1 Apologies for absences and declarations of interest**

- Apologies for absence were received from Kavita Bharti (KB), Charlie Chappell (CC) and Flora Orukpe (FO)
- 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.

#### **2017/01/2 Chair's comments**

- There has been a record number of Board applicants
- Good meeting with DCLG on 16/01/2017 Positive response regarding supporting our journey to self-funding.

#### **2017/01/3 Confirmation of the Minutes of the Board meeting of 17 November 2016**

The Minutes were approved.

#### **2017/01/4 Matters arising and action points from previous meetings**

The Board noted the paper and (a) agreed conflict of interest protocol and (b) that in the event of an assertion of conflict of interest about the Chairman it should be referred to the ARC Chair (Action: AE)

#### **2017/01/5 Update from ARC Chair (incl draft minutes of ARC meeting held on 9 November 2016)**

SJ updated the Board and the paper was noted.

#### **2017/01/6 Recommendation from Audit and Risk Assurance Committee (ARC) regarding ARC Terms of Reference**

The Board noted and recommended the paper.

#### **2017/01/7 Sales and Marketing update to December**

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

- Need to add performance against budget to show the true position (Action: TC)
- Keep income streams in one table with budgets as well for comparison (Action: TC)

#### **2017/01/8 Finance Report to December**

The Board noted the contents of the paper.

#### **2017/01/9 Website update to December**

The Board noted the contents of the report.

- Life cycle of website and need to plan for an update. This should be included on the Risk Register (Action: AE)

- Change tab that says advice to advice guides (Action: NH)
- Need to acknowledge whether the visit duration is shorter because clients are finding answers quicker or is it because they cannot navigate the website (Action: NH)
- Map the journey, comparing old and new website (a) from Google and compare page views (b) from Homepage and compare page views

### **2017/01/10 Interim Staff Report**

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

- Before sending the Staff report next time email all staff explaining why it needs to be completed. (Action: TC)
- RS to send an email with the results to staff outlining the importance, TC to supply the results for RS to email (Action: TC then RS)
- Performance management to be addressed (Action: TC)
- Workshop on management training (Action: TC)
- Open dialogue with DCLG re: pay increases/grading (Action: AE)

### **2017/01/11 Draft 2017 – 20 Corporate Plan and 2017-18 Business Plan**

The Board noted and approved the contents of the paper.

### **2017/01/12 LEASE and Lease Conferences Strategic Risk Registers**

The Board noted the contents of the paper.

### **2017/01/13 Performance report to December**

The Board noted the contents of the Performance report and complimented staff on its improvement on previous reports.

### **2017/01/14 Update on 2016-17 Business Plan progress to December**

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

- More narrative to be used when stating 'ongoing' Consider instead using 'to be reviewed' and specifying a follow-up date. (Action: AE)

### **2017/01/15 LEASE's achievements over the last three years**

The Board noted the content of the paper and asked for it to be shared with all staff (Action: AE)

The board gave their grateful thanks to the staff for all the work undertaken and embracing the evolution. The commitment and dedication is greatly appreciated.

### **2017/01/16 Chief Executive's Report**

The Board noted the report.

### **2017/01/17 Board Work Plan and meeting dates**

All dates approved

### **2017/01/18 Any other business**

- LEASE's leasehold reform proposals submitted to DCLG should be followed up (Action: AE)

**Next Board meeting date and time:** 11.00am on Thursday 20 April 2017 at Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX