

## **LEASE – The Leasehold Advisory Service**

### **Board Minutes - Thursday 20 September 2018**

#### **Present:**

Steve Jackson (acting Chair) (SJ), (Victoria Elvidge (VE), and Tariq Kazi (TK)

#### **In attendance:**

Anthony Essien (Chief Executive) (AE), Tim Courtenay (TC) Nicolette Davis (Note taker)  
Nick Haler (NH) (for part)

**Observers:** Claire Mathys (CM) (MHCLG), Cynthia Brathwaite (CB) (MHCLG)

#### **2018/09/1 Welcome and apologies for absence**

There were no apologies for absence.

#### **2018/09/2 Declarations of interest**

TK declared his advisory role to the Treasury Committee of Bromford Housing Group has come to an end as well as his role as Interim Treasurer of Wandle Housing Association; he is currently Interim Group Treasurer for Thames Valley Housing Association; and he remains a Board Member of Stonewater Housing Group and Chair of its Finance Committee. TK makes the comment for the record as each of these, alongside their main social housing rental activities, is also a freeholder that has dealings with leaseholders through their low cost home ownership activities. There is no professional conflict as each is a not-for-profit charitable organisation that is regulated by the Regulator of Social Housing.

#### **2018/09/3 Confirmation of the Minutes of the Board meeting held on 31 May 2018**

The Minutes of 23 July were approved subject to the following amendment: 2018/07/8b. Any other business it will be noted what actions were taken and it was agreed the signed minutes of 20 July 2017 would not be amended.

#### **2018/09/4 Matters arising and action points from previous meetings**

The Board noted the contents of the paper.

#### **2018/09/5 Chief Executive's Report**

The Board noted the paper, with the following suggestions:

- Follow up with the NAEA (**ACTION AE**)
- The Board would find it helpful to know what were LEASE's effects, outcomes and numbers of people spoken to at each meeting and/or event attended (**ACTION AE**)
- Build a communications strategy that focuses on building bridges with different parts of the sector (**ACTION AE**)

#### **2018/09/6a LEASE Corporate Plan and Business Plan discussion paper**

The Board noted the paper and agreed that LEASE should continue business as usual until the interim chair is in place.

#### **2018/09/6b Performance Report to August**

The Board noted the paper and requested for the November Board meeting a breakdown of fire safety performance. To better determine areas of concern, action taken and actions planned as well as performance to date (**ACTION AE**)

It was suggested by the Board that Table 13 needs an additional question for customers' views about turnaround time for written enquiries (**ACTION AE**)

#### **2018/09/6c Digital services update**

The Board noted the paper.

#### **2018/09/6da Marketing update**

The Board noted the paper.

#### **2018/09/7a Finance Report to August**

The paper was noted by the Board

#### **2018/09/7b Update from interim ARC Chair (incl draft Minutes of ARC meeting held on 29 June 2018)**

The paper was noted by the Board and the interim ARC Chair notified the Board that MHCLG would be holding another ARC Chairs' meeting in December.

#### **2018/09/07c Strategic Risk Register**

The Board noted the contents of the paper and were updated that cookies had been rectified.

The Board requested that once the other actions within 'compliance' were actioned they are advised (**ACTION AE**)

VE reminded management that she, as SIRO, should have been informed sooner about website cookies.

It was requested by the Board to look into whether the ICO needed to have been made aware of website cookie issues raised by MHCLG and if so what the timeframe for that should be (**ACTION AE**)

#### **2018/09/8a Unreasonable User Policy – update**

The paper was approved by the Board.

#### **2018/09/8b Future Work Plan and meeting dates (incl agreeing meeting dates in 2019)**

The paper was approved by the Board subject to changing the January 2019 meeting date to 23<sup>rd</sup> January.

#### **2018/09/8c Any other business**

- TC informed the Board that LEASE had been invited to present to the WOW Awards judging panel on 18 September in the category of "Customer Commitment", having been nominated for an award in the "Quality Service Provider of the Year (Small Business)" category
- AE notified the Board that the advert for interim chair had been published by MHCLG and was also on LEASE's website.

**Next Board meeting date and time:** 10.30am on Thursday 22 November 2018 at Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX.