

LEASE – The Leasehold Advisory Service

Minutes of the Board Meeting held on Thursday 22 November 2018

Present:

Steve Jackson (Interim 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)

2018/10/1 Welcome and apologies for absence

There were no apologies for absence.

2018/10/2 Declarations of interest

- TK declared that he is an advisor to the Treasury Committee of Bromford Housing Group; a Board Member of Stonewater Housing Group and Chair of its Finance Committee; interim Treasurer of Wandle Housing Association and that his interim appointment at Thames Valley Housing has come to an end. 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.
- SJ declared that he has been appointed to the Audit Committee of Southway Housing Trust, a not-for-profit charitable organisation that is regulated by the Regulator of Social Housing. SJ makes the comment for the record as alongside its main social housing rental activities, it is also a freeholder that has dealings with leaseholders through their low cost home ownership activities.

2018/10/3 Confirmation of the Minutes of the Board meeting held on 20 September 2018

The Minutes of 20 September were approved subject to amendment to reflect that TK's interim role at Thames Valley Housing has ended.

2018/10/4 Matters arising and action points from previous meetings

The Board noted the paper.

2018/10/5 Chief Executive's Report

The Board noted the paper, and the following was agreed:

- AE would let VE know where and when the select committee evidence session would be taking place **(ACTION AE)**
- AE would ask the APPG on leasehold and commonhold if it could extend an invitation to VE for their meeting on 5th December **(ACTION AE)**
- For the next meeting the Board will receive a report on how staffing needs are being progressed in line with organisational demands. **(ACTION AE)**

2018/10/6a Performance Report to October

The Board noted the paper and requested for the next meeting:

- data from the Land Registry on the number of leasehold transactions **(ACTION AE)**
- a plan to improve hold times before a customer speaks to an adviser. **(ACTION TC)**

2018/10/6b Digital Report

The Board noted the paper and asked management to generate for the next meeting:

- options to support the Digital Services Manager including
 - the use of an apprentice; and
 - a business case to fund a role and setting out clearly what that role would deliver **(ACTION TC)**

2018/10/6c Marketing Update

The Board noted the paper after discussion the Board asked management to:

- contact Inside Housing with the offer of an interview with the new Chair. **(ACTION AE)**
- approach Zoopla and Rightmove and offer brief articles explaining leasehold tenure, or a link to our website.

CM will speak to MHCLG comms team to enquire if they would be in a position to support LEASE. **(ACTION CM)**

2018/07/7a Finance Report to October

The Board noted the paper and requested that, in light of the need to exit Fleetbank House by mid-2021, management generate a move timeline and map where staff currently live. **(ACTION TC)**

2018/10/7b Update from interim ARC Chair (incl draft Minutes of ARC meeting held on 29 June 2018)

The draft Minutes were noted by the Board, and TK updated the Board that MHCLG's ARC Chair's forum will move from January to February 2019.

2018/10/07c Strategic Risk Register

The Board noted the paper.

2018/10/7d Update on Business Plan progress to October

The Board noted the paper.

2018/10/7e ARC Recommendation on appointment of external auditor

The Board agreed the Audit and Risk Assurance Committee's recommendation.

2018/10/8a Draft response to consultation 'Implementing reforms to the leasehold system in England'

The Board approved the draft response.

2018/10/8b Future Work Plan and meeting dates

The Board agreed the Work Plan with the addition of:

- report on how staffing needs are been progressed in line with organisational demands
- data from the Land Registry on the number of leasehold transactions;
- a plan to improve hold times before a customer speaks to an adviser;
- options to support the Digital Services Manager including
 - the use of an apprentice; and

- a business case to fund a role and setting out clearly what that role would deliver;
- a move timeline and map where staff currently live.

2018/10/8c Any other business

There was no other business.

Next Board meeting date and time: 10.30am on Thursday 23 January 2019 in Room LG7 at Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX.