

LEASE – The Leasehold Advisory Service

Minutes of the Board Meeting held on Thursday 22 March 2018

Present:

Roger Southam (RS), Victoria Elvidge (VE), Steve Jackson (SJ) and Nicola Mullany (NM)

In attendance:

Anthony Essien (AE), Tim Courtenay (TC), Dona Awano (DA)(part only), Nick Haler (NH)(part only) and Nicolette Davis (Note taker)

Observers: Claire Mathys (CM) and John Mercer (JM) (both MHCLG)

2018/03/1 Welcome and apologies for absence

Apologies were received from Tariq Kazi.

2018/03/2 Declarations of interest

- RS declared that Savills undertake residential management and RS is a director at Savills although his role does not involve him in direct management of buildings.
- NM declared that she is a member of the Management Board of the Information Commissioner's Office.

2018/03/3 Confirmation of the Minutes of the Board meeting held on 25 January 2018

The Minutes of the Board meeting held on 25 January 2018 were approved as accurate.

2018/03/4 Matters arising and action points from previous meetings

The paper was noted and the Board were updated on the corporation tax position of LEASE and Lease Conferences.

2018/03/5 Chief Executive's Report

The Board noted the paper, with the following comments:

- NM would like to attend the Help to Buy event on 30th June in Cambridge **(ACTION AE)**
- Subject to minor amendments, the Board approved the Interim Business Plan. **(ACTION AE)**

2018/03/6a Performance Report to February

The Board noted the paper and requested the following for the next report:

1. Graph 2 needs (a) shading under each line and (b) only one shade of blue should be used in the graph **(ACTION DA)**
2. Graph 7 to show data by month **(ACTION DA)**
3. Table 1 data should be represented as a graph, showing the information by month.**(ACTION DA)**
4. Data on the time between a call being booked and the session taking place should be added **(ACTION DA)**
5. Data on calls booked compared to sessions held should be added. **(ACTION DA)**

2018/03/6b Digital Report

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

1. Lined graphs for the performance report to be clearer **(ACTION NH)**
2. Graphic representation on the number of clients booking appointments and not calling back for them **(ACTION NH)**
3. Establish how far in advance appointments are being booked, and how long clients have to wait to book an appointment **(ACTION NH)**.

After discussion the Board approved the recommendation that Scroll be engaged, on a short term basis, to advise LEASE on content strategy, subject to MHCLG's approval under Spending Controls.

2018/03/6c Marketing Report to December

- The Board noted the paper and requested that the next report should include a graph on monthly newsletter subscription and data on percentage of subscribers who open the newsletter. **(ACTION TC)**

2018/03/7a Finance Report to February

The Board noted the paper and requested that the description of the bottom line titles should match the header line 'surplus' and 'deficit'.

2018/03/7b Update from ARC Chair (incl draft Minutes of AR meeting held on 22 February 2018)

- SJ had nothing to add to the draft Minutes submitted to the Board.
- The Board appointed VE as a member of the Audit and Risk Assurance Committee with NM continuing as its reserve member.

2018/03/7c Risk Management Plan update (incl Board Assurance Framework)

The Board agreed the plan on an interim basis, pending the outcome of MHCLG's review of advice and support for leaseholders.

2018/03/07d Strategic Risk Register

The Board noted the report.

2018/03/8 Update on 2017/18 Business Plan progress to February

The Board noted the report; and AE informed the Board that a report on the recent staff survey would be submitted at the next meeting **(ACTION TC)**.

2018/03/9a LEASE Review

RS updated the Board that he had no new information on the progress of the review. AE notified the Board that Joe Murphy from MHCLG will be attending the office on 23 March.

2018/03/9b LEASE Calculator

The Board noted the paper and approved the recommendations.

2018/03/9c Draft LEASE response to 'Strengthening consumer redress in the housing market' consultation

The draft LEASE response has not been completed, and will be circulated to Board members via e-mail after the meeting **(ACTION AE)**.

2018/03/9d LEASE and maternity pay

The Board noted the contents of the paper and suggested that future planning should factor in the organisation's trend of maternity; and that LEASE should create a bank of volunteers to cover maternity absences. **(ACTION AE)**.

2018/03/9e Future Work Plan and meeting dates

Future Work Plan and meeting dates were agreed.

2018/03/9f Any other business

- After discussion the Board agreed to appoint NM as the Senior Independent Director.
- The Chairman requested that TC circulate a summary of LEASE's expense policy to all board members. **(ACTION TC)**.

Next Board meeting date and time: 10.30am on Thursday 31 May 2018 at Fleetbank House, 2-6 Salisbury Square, London, EC4Y 8JX.