

The Leasehold Advisory Service and Lease Conferences Limited

Minutes of Board Meeting held on Thursday 21 January 2016

Present:

Roger Southam (Chair) (RS), John May (JM), Steve Jackson (SJ)

In attendance:

Anthony Essien (Chief Executive) (AE), Tim Courtenay (TC), Dona Awano (DA), Kavita Bharti (KB), Richard Hand (RH), Nicholas Kissen (NK), Vikki Hawkins (VH) (note-taker)

Observer:

Flora Orukpe (DCLG) (FO)

2016/01/1. Apologies for absences and declarations of interest

Apologies for absence were received from Margaret Longden (ML), Genevieve Mariner (GM) and Nicola Mullany (NM).

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.

2016/02/2. Chair's comments

The Chairman welcomed Tim Courtenay, the new Head of Operations to LEASE and his first Board meeting. An update was then provided by the Chairman on the progress of the following matters:

- The LEASE-Brady survey
- Plans for the HA/MA conference in April to produce a 'Good practice guide'
- The Triennial Review.

The Chairman also informed the Board that he has joined the Committee of the Public Chair's forum; and that Margaret Longden had resigned from the Board and that her term will end on 10 April.

2016/01/3. Confirmation of the Minutes of the Board meeting of 19 November 2015

The Board requested that management re-submit the Minutes for the Board's approval. (ACTION: AE)

2016/01/4. Matters arising and action points

AE presented this paper and it was agreed that:

- The Staff survey is to be completed by end of February and presented to the Board at the next meeting. (ACTION: AE).
- Phase 2 for professionals paying will be implemented by 1 April, and that institutions such as RICS and ARMA should be contacted directly regarding their interest in subscribing for services to cover all their members. (ACTION: AE)
- 'Action' detailed in future papers should use dates consistently. (ACTION: AE)

2016/01/5. Update from ARC Chair (incl draft minutes of ARC meeting held on 12 January 2016)

SJ updated the Board regarding the work undertaken at the ARC meeting held on 12 January 2016, in particular:

- Board Risk and Assurance Framework
- Risk Registers
- Management proposal regarding interval audit plan
- MacIntyre Hudson's update on FRS 102, and that a decision would be made by ARC at its next meeting on the approach to income.

After discussion it was agreed that management can invite tenders for internal audit. (ACTION: AE)

2016/01/6. Risk Registers: LEASE and Lease Conferences

AE presented this paper. After discussion it was agreed that:

- Risks, once mitigated, shall become the current risk level – document should be a “live” document and once risk deemed low enough, item can be dropped.
- Commercial partners to be added to relevant register as a risk and monitored. (ACTION: AE)

2016/01/7 Performance Report to December

DA and RH presented this paper and the Board noted the contents of the report with the following amendments:

- Point 3.1 amend to England and Wales (ACTION: DA & RH)
- Point 3.1.1 needs to be reworded regards percentage of people who responded to the email sent out in November 2015 (ACTION: DA & RH)

After discussion it was agreed that:

- Written enquiry backlog being addressed by locum advisers will be cleared by 31 March 2016 (ACTION: DA & RH)
- Survey data for the year will be resubmitted at the next meeting of the Board following the removal of inappropriate questions. (ACTION: DA & RH)
- Telephone filtering – management will submit a report to the Board at its next meeting in March. (ACTION: DA & RH)

2016/01/8 Finance Report to December

TC presented this paper and after discussion it was agreed that an income and expenditure forecast will be added for future reports. (ACTION: TC).

2016/01/9 Chief Executive’s Report

AE presented this paper and the Board noted the contents of the report.

2016/01/10 Update on Business Plan progress to December

AE presented this paper and after discussion it was agreed that the Corporate Plan submitted to the Board at its next meeting will include a five year budget. (ACTION: AE)

2016/01/11 Project Planner

AE presented this paper and after discussion it was agreed that departures from the milestone date should be reported by exception to the Board. (ACTION: AE)

2016/01/12 Work plan and meeting dates

AE presented this paper and after discussion it was agreed that there should be a meeting of the Remuneration Committee on 12 May 2016 to review pay proposal for 2016-17. (ACTION: AE)

2016/01/13 Any other business

There was no other business

Next Board meeting: Thursday 10 March 2016 at 11.00am at the Offices of Chainbow.