

# **The Leasehold Advisory Service and Lease Conferences Limited**

## **Minutes of Board Meeting held on 19 November 2015**

### **Present:**

Roger Southam (Chair) (RS), Genevieve Mariner (GM), John May (JM), Nicola Mullany (NM), Steve Jackson (SJ)

### **In attendance:**

Anthony Essien (Chief Executive) (AE), Audrey Minton (AM), Dona Awano (DA), Kavita Bharti (KB), Richard Hand (RH), Vikki Hawkins (note-taker)

### **Observer:**

Ian Fuell (DCLG) (IF)

### **2015/11/1 Apologies for absences and declarations of interest**

Apologies for absence were received from Margaret Longden (ML). 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.

### **2015/11/2 Chair's comments**

Our call data shows huge service demand. We need to aim to meet 100% of calls. We need to highlight calls missed in data to show how underfunded we are and our importance and publish findings.

### **2015/11/3 Confirmation of the Minutes of the Board meeting of 17 September 2015**

The minutes were approved subject to the following change:

- 2015/9/7 it should be changed to say on advice guides: "it was decided to have a lay person read to remove all jargon"

### **2015/11/4 Matters arising and action points**

- Phase 1 for professionals paying is expected to be implemented 30 November 2015
- An exception report should be provided to the Audit and Risk Assurance Committee

### **2015/11/5 Update from ARC Chair (incl minutes of ARC meeting held on 20 October 2015)**

Board noted the content of the ARC minutes

### **2015/11/6 Risk Registers: LEASE and Lease Conferences**

- Discussion on the Registers: whether the following risks were currently scored too low: fraud risk, low staff morale.
- Requested that the reference to Q1 and Q2 in the Registers should include '2015-16'.
- On Board Tenure expiry date: RS will email sponsor team to begin the re-appointment process earlier. (Action: RS)

### **2015/11/7 Finance Report to October**

Board noted the contents of the report

- Discussion of recruitment of staff for the filtering service and a single adviser for both free and commercial services
- The board expressed the need for transparent project planning. A high level project planner would be generated for next board meeting in January 2016
- SJ asked that his expression of thanks for the success of staff in having business cases approved be noted.

### **2015/11/8 Chief Executive's Report to October**

The board noted the content of the report

### **2015/11/9 Update on Business Plan progress**

Board noted the contents of the report

- Discussions were had on recent use of Skype for customers outside of Greater London; emailing all clients who have outstanding enquiries to establish if they still needed the advice; and new KPIs
- New KPIs with metrics will be used formally from 1 April; and in the meantime the Board is to be provided with the same data for its observations. (Action: AE)

### **2015/11/10 Performance Report to October**

Board noted the report

- Survey data simplified by removal of subjective questions. (Action: AE)

### **2015/11/11 Report to Board on customer feedback from commercial services**

The board noted the report with the following amendment:

- Follow up calls made to delegates once the course has taken place.

### **2015/11/12 Discussion: LEASE strategy in alerting customers and raising awareness of developments by trade bodies**

It was agreed that where such developments were aimed at income generation for their members, trade bodies should pay for such awareness rising where it was purely commercial, rather than informing and educating customers.

### **2015/11/13 Discussion: Board terms expiry dates**

### **2015/11/14 2016-17 meeting dates**

- NM to provide dates that she can attend
- ARC meeting dates to be re-circulated. (Action: AE)

### **2015/11/15 AOB**

- Board informed that Alastair Murray would leave DCLG in mid-December and that Dee Mapp was returning w/c 23 November.
- DCLG suggested that pre-purchase document prepared for Housing Association should be forwarded to Peter Holly at DCLG cc'ing Ian Fuell

Next board meeting: 21 January 2016 at LEASE