

MINUTES OF THE EXECUTIVE MEETING

FEDERATION OF PRIVATE RESIDENTS' ASSOCIATIONS LTD

Held on Tuesday 20 May 2014 at 5.30pm in the Committee Room at the Victory Services Club, 63-79 Seymour Street, London W2 2HF

Present: FPRA Committee Members: Richard Williams (Deputy Chair); Mike Derome, (Treasurer); Robert Levene (Admin)

Honorary Consultants: Mary-Anne Bowring; Leigh Shapiro; Colin Cohen; Amanda Gourlay

Guest: Malcolm Linchis

1. **Apologies** - Bob Smytherman; Roger Trigg; Philippa Turner; Prof Chris Adams; Anne Ellson; Chiara Gorodesky; Bernie Wales; Lord Coleraine; Martin Redman; Andrew Pridell; Jo-Anne Haulkman; Nick Roberts; Susan Hayward; Simon Haswell; Paul Masterson; Yashmin Mistry; Shula Rich; Nic Shulman; Belinda Thorpe; Mark Chick; Jo-Anne Haulkman; Roger Hardwick; Gordon Whelan; Admin office: Jacqui Abbott; Debbie Nichols; Diane Caira; John Ray; Amanda Gotham.

2. To approve Minutes of Committee meeting held 12 February 2014.

These were approved and signed.

3. Sub Committee Reports internal FPRA matters:-

a. Website – Nic Shulman

No report from Nic Shulman. The sub-committee has not met. John Ray had sent a report advising that all the old newsletters are now on the website. Dropbox is now in use. Quarterly off-site DVDs are now going to be held by the chairman and treasurer as a further additional backup.

The website hacking has been dealt with in the short term; longer term the programmes will need updating.

The committee agreed that there are three stages.

1. Decide website purpose
2. Design
3. Content

Mary-Anne Bowring agreed to do a "web map" and analysis ready for the next meeting in September and will contact the required other sub-committee members – Amanda Gotham, Simon Haswell, John Ray and Nic Shulman for input.

John Ray to be requested to confirm to Mary-Anne Bowring the website languages used and programs.

The committee discussed the advent of new domains eg. ".solutions" and ".properties" and decided that this was not likely to be of benefit and not to be pursued.

The website content was not currently being updated, other than the absolute minimum as no one was providing content to Amanda Gotham or John Ray, for the same reason, no e-shots were being sent.

b. Business Plan – Mary-Anne Bowring

The draft business plan had been completed and the committee congratulated Mary-Anne Bowring and her colleagues for this.

The Admin Office is to send a copy of the plan to all the committee for any comments.

It was agreed that this would be subject to an annual review and would be put on the agenda at one meeting each year.

It was agreed that the appropriate parts of the plan would be put on the members' corporate governance part of the website.

c. Marketing – Susan Hayward

With the website being so central to our marketing, it was felt this had to be connected with the website review.

The admin office was requested to send Mary-Anne Bowring copies of previous minutes/previous marketing that had taken place for her reference.

The admin office/News on the Block were to provide Mary-Anne Bowring with the results of the membership survey that was carried out some years ago for reference.

The committee discussed the effect of the change in the flat ownership market, particularly, the impact of buy-to-let and it was felt that FPRA needed to carefully consider the impact of this, not only on its marketing, but on the organisation as a whole. This was to be added as an agenda item for the September meeting.

d. Admin Office –

RL updated the admin report and confirmed that we had six questions outstanding now. Only one over the 10-day target. Latest figures had been distributed.

The current membership is 416 as of today, of which five are new members since 1 April. This meant we had 97 who had not renewed or which 11 have cancelled, including Mary-Anne Bowring's block as she did not feel this appropriate now she is on the committee.

RL advised the committee that he will not be attending future committee meetings and that Jacqui and Debbie will be attending in future to represent the admin office. RL will be resigning as a committee member shortly when Bob Smytherman finishes his period as Mayor of Worthing. He has been on the committee since 1997 – 17 years. This in no way affects the services provided by the admin office which will continue to be managed by Diane, Debbie and Jacqui.

At the February meeting, the admin office was requested to produce a geographical note where our members are for marketing purposes. RL advised the database is not designed in this way and therefore, to produce this, we need to amend the database or manually go through the records. It was also thought useful to establish how many of our members self-managed as opposed to using managing agents. Either option is likely to cost in the region of £300.00. The committee decided to defer any expenditure until such time as we had the website analysis and knew exactly what information we wanted to extract for marketing. It was also felt that we may need to amend the information requested on renewal forms which are prepared in January 2015, if the analysis meant that we wanted to try and source other information.

Plan to spend £2500 (+/-) up grading computer/programs in financial year 2014/15 was approved. Since the admin report was produced, our back up printer failed and a replacement has been purchased at a cost of £100.00 plus ink cartridges. This has the added facility of enabling us to do A3 printing/scanning.

4. Sub Committee Reports contact with outside organisation:-

a. **ALEP** – Yashmin Mistry

Yashmin was not present today but Colin Cohen had reported that he had attended their March conference to also represent FPRA and the whole thing had been very successful.

b. **ARHM** – Susan Hayward

No report.

c. **ARMA** – Amanda Gourlay

Michelle Banks had not been able to attend the meeting today and had already sent apologies for not being able to attend our September meeting.

Amanda Gourlay reported that she had been in contact with other sub committee members but pressures of work had meant she had not been able to pursue this.

There was discussion as to the effect of ARMA Q and how this would affect ARMA overall and whether it would lead to a reduction in their membership or possibly an alternative trade body being formed particularly to represent the smaller managing agents.

d. **Engage Liverpool** – no report.

e. **Green Deal** – Bob Smytherman – no report.

f. **LEASE** – Amanda Gourlay

We had attended the LEASE conference and had received substantial support and publicity at the event. It was however agreed that it had not been worthwhile attending the professional event whilst it had been well worth while attending the Leaseholder Event. It was also noted, we had been given the best possible space by LEASE at the entrance to the hall.

Amanda Gourlay was hoping to meet with LEASE in the next month as she was working on a podcast with them.

g. **FTT (previously LVT)** – Leigh Shapiro

It was noted that throughout our documentation we should change LVT to FTT.

Leigh was monitoring their progress.

h. **RICS** – Shula Rich

No report.

i. **OFT** – Shula Rich

No report.

This was now called the Competition and Markets Authority (CMA). We should update all of our documentation to reflect this.

j. **Insurance** – Prof Chris Adams

Is currently working on a letter to the ABI and the admin office has provided background information. The request from Deacon per emails was noted.

5. To approve Report and Accounts for Financial Year Ending 31st March 2014

These were distributed just before the meeting and were approved and signed.

It was noted that:-

Quorum

The requisite notice had been given and there was a quorum present at the meeting both of which were in accordance with the requirements of the Articles of Association of the Company.

Accounts

THERE WAS PRESENTED to the meeting for due consideration by the Directors the following Documents, for the year ended 31 March 2014, which had been prepared in accordance with the Companies Acts:

IT WAS RESOLVED THAT:

(a) The Accounts be and are hereby approved pursuant to Section 414 of the Companies Act 2006 and that a Director be and is hereby authorised to sign the Balance Sheet on behalf of the Board.

(b) The Directors' Report be and is hereby approved pursuant to Section 419 of the Companies Act 2006 and that a Director or the Secretary be and is hereby authorised to sign the Report on behalf of the Board.

The Directors would arrange to send a copy of the Accounts and Reports for the year ended 31 March 2014 to all the Members entitled to receive Accounts pursuant to the provisions of Section 423 of the Companies Act 2006.

The accounts of the company for the year ended 31st March 2014

The Directors' Report for the year ended 31st March 2014

HW Fisher's fees were discussed and it was noted that after negotiations they had issued a credit note against the fees shown of £860.00.

Their future fees had been indicated at £1,000 including VAT whilst a quotation had been obtained from FGS (Fiona Sagoo ACA) of £550.00 and it was felt that it was time to change our accountants for year end 31 March 2015.

This was subject to FGS confirming that neither Jacqui nor Debbie who work part-time for FGS would not be dealing with FPRA matters there so as to maintain complete independence.

Nick Roberts was to be requested to check our Articles to see whether we required this to be put to the AGM.

Philippa Turner had asked about two items on the accounts.

1. Why the admin expenses had gone up, which was down to a general increase in costs not any specific item.
2. What our income was from the AGM and this was £1,750 as shown in the accounts.

It was noted that our insurance, printing, telephone, legal costs had all gone down and the website costs had increased as expected.

It was agreed that when issuing the accounts to the members with the notice of the AGM that an explanation of the above be included so as to better communicate with the members.

6. Publications for update – Pricing unchanged since about 2011/12

- **Information pack – 2014** - £18.00 – noted, no action.
- **Variation of Leases – 2008** - £5.00 – noted, no action.
- **Summary of Rights – 2013** - £5.00 – noted, no action.
- **Guide to Transferring Essential Documents when Changing Agents – 2013** – noted, no action.
- **Rights and Duties of Leaseholders (and Director) – 2014** – noted, no action.
- **Enfranchisement Chart (in conjunction with News On The Block) – date unknown** – noted, no action.
- **FPRA Guide to Prevention of Mould – 2013** – noted, no action.
- **DISPUTES BETWEEN RESIDENTS AND LANDLORDS OR MANAGING AGENTS – 1981** – no longer being sent out,- this was felt to be an excellent title, but the publication itself should not be resurrected and it was suggested that it be replaced with a flow chart of pointers. The admin office to be requested to email all the lawyers on the committee to see if one of them could help produce this.
- **Ground rent notices – 2013 (standard form)** – noted, no action.

- **SERVICE CHARGES - SUMMARIES OF RIGHTS AND OBLIGATIONS FOR ENGLAND ONLY Summary of tenants' rights and obligations – 2013 (standard form)** – noted, no action.
- **Information Packs for Prospective Purchasers of Flats – 1999** – it was agreed that this was no longer of any use as it has been superseded but that the new "Leasehold Properties Enquiries Form LPE1" would be of use and should be made available to members free of charge and that we should seek to have our logo and accreditation added to it. Colin Cohen to provide a copy.
- **INFORMATION PACKS FOR SELLERS' SOLICITORS – 1998** – no longer being sent out – it was agreed this was no longer of any use.
- **Legal expenses and insurance – 1979** – now called Directors and Officers Insurance – no longer being sent out, - it was felt this was a very useful item and should be updated so as to include not only directors' and officers' insurance, but also legal expenses insurance, entity insurance and a warning to make certain that RAs/RMCs were included in the public liability cover of freeholders.
It was decided that we should seek to do this as a joint publication and that we should ask Deacon if they would join us in this (ie. Do it) and if they would not, Mary-Anne Bowring would approach Towergate on our behalf to do it.
- **MODEL ARTICLES FOR PRIVATE COMPANIES LIMITED BY GUARANTEE – date unknown** – no longer being sent out, - it was agreed this was no longer of any use in the light of the range of other sources available to members.
- **PARTICIPATION AGREEMENT FOR COLLECTIVE ENFRANCHISEMENT (Introduction) 2002** - – no longer being sent out it was decided at the February 2014 committee meeting not to update this publication – It was agreed this was no longer of any use in the light of the range of other sources available to members.
- **Repairing Obligations – 1975** - no longer being sent out,– this was felt that it would be useful to our members if it were updated and the admin office were asked to email the lawyers on the committee to see if there was a volunteer to do this. This was felt to be particularly important as many of the questions we are asked could in fact, be dealt with by referring members to this guide if it were up to date.
- **Running a Block of Leasehold Flats** – a Guide – in process of being updated 2014 – not being sent out until update completed – in process of being updated.
- **Tenants' Collective Rights to Buy the Freehold and A Tenant's Individual Right to Extend a Lease** – in process of being updated 2014 – not being sent out until update completed - in process of being updated.
- We also have a **'no smoking' sign** that members can download for use in common halls from our website. – noted, no action.
- **Forgotten Leaseholders** – in process of being updated by Susan Hayward and Amanda Gourlay.
- **Membership leaflets** (updated 2013/14) – noted, no action.

No further new publications to be considered at present until updates as above are completed.

7. Newsletter and Dates – [for information](#).

Issue 110 Sept 2014 – articles by 1 August 2014 including Report & Accounts, AGM notices etc.

Issue 111 December 2014 – articles by 21 November 2014

Issue 112 February 2015 – articles by end of January 2015 includes renewal notices

8. Dates of future meetings – [for information](#).

Wednesday 24 September 2014 – this date should not be used and the admin office should seek to change the date to Tuesday of the week before, providing Bob was available to chair and the room was available, irrespective Richard Williams would not be able to attend a September meeting.

November AGM/Conference Event – date to be advised – Nic Shulman to be chased for the date as we need this as soon as possible.

Wednesday 10 December 2014 – to discuss membership fees and agree any changes to the renewal forms information request.

9. Any other business.

- It was decided not to add Homeowners Alliance www.hoa.org.uk to our list of contacts
- It was decided not to add <http://www.servicechargedisputeguide.info/>
- We have had several thank you notes which have been passed to the newsletter editor and individual advisers. A thank you from Cecil Court was read out.
- Malcolm Linchis would like to continue to attend meetings but could not commit to come in on the committee until perhaps 2015.
- A request from Anglian to do a e-shot was to be refused pending the reviews above.

- It was decided to add an agenda item for the next meeting to review the whole status & criteria of the committee and honorary consultants. One suggestion was that we should amend to create a) directors b) committee members c) honorary consultants. In this way, most of our active honorary consultants who are doing more than solely answering members' questions would become full committee members. Concern was expressed that so few of our current committee actually lived in leasehold flats.

Nick Robert was to be requested to check our Articles of Association to see what implications this would have.

- Mike Derome to sort out future bank access/signatures in light of Robert no longer being a Director.
- There was a vote of thanks to Robert Levene for all his involvement over the last 17 years.

The meeting closed at 7.10pm with thanks to all those attending.

LIST OF EXTERNAL CONTACTS OF FPRA

Age Concern /AIMS – Annual or as required
Association of Leasehold and Enfranchisement Practitioners – ALEP- Annual or as required
Association of Residential Managing Agents – ARMA – Monthly or working together on consultations
Association of Retirement Housing Managers – ARHM – Annual or working together on consultations
British Property Federation – ad hoc.
Campaign for the abolition of Residential Leasehold – CARL – Ad hoc contact
London Borough of Camden (including Leasehold and Mediation sections) – Ad hoc
Citizens Advice Bureau – CAB – Annual to update records
College of Law/College of Estate Management/Other Universities – Annual and updates as required
Fuel Poverty Alliance – Ad hoc
CARLEX
Council Mortgage Lenders – Ad hoc
Department of Communities and Local Government – DCLG per consultations
Deacon Insurance – Ad hoc
Digital TV – Quarterly meetings
Disability/Department of Works and Pensions – Ad hoc
Engage Liverpool (Local Partner)
Fuel Poverty Alliance – Ad hoc
Financial Conduct Authority – FCA – and Financial Services Compensation Scheme – FSCS - campaigns
Gas Safety Council – Ad hoc
Home Information Packs – Practitioners – Ad hoc
Association of British Insurers – ABI – Campaigns
Institute of Residential Property Managers – IRPM – information updates
Journalists/print, radio, TV and web – continuous
Leasehold Advisory Service – LEASE – Monthly (note: RL is non-executive director)
Land Registry – Consultations
National Council for Voluntary Organisations – NCVO – Annual update
Property Standards Board
Peverel – Ad hoc
Residential Property Tribunal Service – RPTS/LVT – Bi-annual meeting
Royal Institute of Chartered Surveyors – RICS – Ad hoc

Advertisers in Newsletter – As required

Politicians

Others – As required including various new contacts

FPRA Membership Numbers showing new and lapsed

As at 9 May 2014

Year	Total membership	New members	Lapsed/cancelled
2007/8	315	No accurate record	No accurate record
2008/9	352	No accurate record	No accurate record
2009/10	393	No accurate record	No accurate record
2010/11	412	No accurate record	No accurate record
2011/12	460	No accurate record	No accurate record
2012/13	507	32	No accurate record
2013/14	509	56	73
2014/15	416 @ 20.5.2014	5	About 97 not renewed yet of which 11 are cancellations
2015/16			

NOTE: These figures are not completely accurate, and never will be because we give 3-months free memberships, 15-months membership from 1 January each year, and other offers, re-joining members etc. that distort the records and it would be too costly and time-consuming to extract out completely accurate figures for little overall benefit.

**Committee Members/Honorary Consultants to take lead
and to be involved in dealing with other organisations
at 20th May 2014**

Other Organisation	Lead Member	Other Members
ALEP	Yashmin Mistry	
ARHM	Susan Hayward	Amanda Gourlay
ARMA	Amanda Gourlay	Bob Smytherman Richard Williams
Engage Liverpool	Bob Smytherman	
Green Deal	Bob Smytherman	
LEASE	Amanda Gourlay	Bob Smytherman
FTT – National User Group	Leigh Shapiro	Amanda Gourlay Shula Rich
Press/TV/Media	Bob Smytherman	
RICS	Shula Rich	Bob Smytherman
Competition and Markets Authority (CMA).	Amanda Gourlay	Susan Hayward
Others?		
All Parliamentary Leaseholder Group	(If this gets established should we be campaigning?)	

**Committee Members/Honorary Consultants to take lead
and to be involved in dealing with other internal FPRA
matters**

Subject	Lead Member	Other Members
Newsletter Content	Amanda Gotham	Philippa Turner Nick Roberts
Website Content, Design and Optimisation	Mary Ann Bowring	Simon Haswell John Ray/Nic Shulman Amanda Gotham
Admin Office/Liaison	Bob Smytherman	Richard Williams Mike Derome
PR and Marketing	Susan Hayward	Nic Shulman Amanda Gourlay Mary-Anne Bowring

FPRA Income & Expenditure Statement
For the year ended 31st March 2015
Reconciled to x at 30/4/2014

	<u>£</u>
Income	
Renewals - members	30,602.20
New - members	627.50
PayPal New Member Subscriptions	127.50
Publications	0.00
Paypal Publications	194.00
Newsletter only	25.00
Adverts in newsletter	600.00
Other	0.00
Interest	0.00
	32,176.20
Expenditure	
Admin Office	3,239.13
Telephone & Post	700.44
Legal Advisors	0.00
Meetings including travel and meals	360.00
Newsletter	250.00
Print & literature	1,148.00
Website	0.00
Insurance	0.00
Accountancy & Audit	0.00
Bank Charges	0.00
Paypal Fees	13.92
Sundries eg company house fees, licence fees etc	0.00
	5,711.49
Net	26,464.71

Current Balances if all cheques clear

Natwest Current	22,249.93
PayPal	325.06
Scottish Widows Bank	50,601.00
Nat West Direct Business Reserve Account	6,991.94
	80,167.93