

Objective	Dates	Comments
1. Advice on residential leasehold law	a) By 31 March 2012 b) By 31 March 2012 c) By 31 March 2012 d) By 31 March 2012 e) By 31 October 2011	a) Respond to 41,000 substantive enquiries with 50% emanating from customers outside London and the South East b) Aim to respond to 90% of enquiries requiring written advice within 15 working days c) 90% of advice work reviewed by Peer Review to be graded 'A' d) Average score of 4.5 across all customer quality surveys e) Fill adviser vacancies with fixed-term contract replacements.
2. Develop and implement activities that support frontline service provision	a) By 31 May 2011 b) By 31 March 2012 c) By 30 September 2011 d) Ongoing By 31 March 2012 By 31 March 2012	a) Hold Annual Conference 2011 b) Conduct two fee-paying seminars for leasehold professionals outside London and the South East. c) Obtain agreement from DCLG to hold 2012 Annual Conference, plus professional events in 2011/12, (in line with spending moratoriums), and formalise arrangements. d) Training activities for leasehold professionals <ul style="list-style-type: none"> a. Conduct 10 fee-paying training sessions for leasehold professionals. b. Conduct 4 fee-paying webinar sessions. <p><i>NB. all of these initiatives will be conducted through our associated company LEASE Conferences Ltd.</i></p>

3. Supporting leasehold customers	a) By 31 March 2012	<p>a) Collaborate with other organisations on shared leaseholder outreach events; goal of 50 such events. Conduct four 'LEASE only' leaseholder outreach events in England (subject to DCLG approval) and one in Wales.</p> <p>b) Regular LEASE adviser attendance at LVT</p> <p>c) Complete review of Leasehold Retirement Booklet</p> <p>d) Complete online guidance on Alternative Dispute Resolution.</p>
4. Working with industry to support rising of standards.	Ongoing	<p>Continue to develop working relations with the professions and trade bodies with an interest in leasehold.</p> <p>Contribute articles for professional associations including ARMA, RICS, and NFOPP.</p> <p>Continue to work with HQN, NHF, CIH, and DCLG towards improving professional standards of management of residential leasehold property in the social sector as well as with private sector professional bodies including ARHM, NFOPP, ARMA, RLA and NLA.</p> <p>Continue to develop working relationships with Residential Property Tribunal Service (including user groups), Housing Ombudsman (including stakeholder forums)</p> <p>Provide reports, discussion papers, and responses to government consultations as appropriate.</p>
5. Website	By 31 March 2012	450,000 unique visitors to LEASE website
6. NDPB matters	<p>a) Quarterly basis (June/Sept/Dec/ March)</p> <p>b) In draft by 15 May 2012 and final report laid by Parliamentary recess 2012</p>	<p>a) Monitoring information/statistics; complete appropriate NDPB returns for DCLG</p> <p>b) Annual report 2011/12</p>

	<ul style="list-style-type: none"> c) By 31 December 2011 d) Quarterly basis e) Ongoing f) Ongoing 	<ul style="list-style-type: none"> c) Produce Corporate Plan d) Send monitoring data to Welsh Government (WG) e) Continue to advise and liaise with DCLG and WG officials and ministers on residential leasehold issues. f) Continue to provide input to DCLG as requested on the review of LEASE following the Cabinet Office review of Arms Length bodies in Oct. 2010.
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