

propertymark

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MINUTES OF ANNUAL  
GENERAL MEETING

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HELD FRIDAY 16 JUNE 2017 AT 11.00

ST MARTINS LANE HOTEL, 45 ST MARTINS LANE  
LONDON, WC2N 4HX

[propertymark.co.uk](http://propertymark.co.uk)

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# PRESENT

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Jamie Aspland  
Geoffrey L. Ashworth  
Tina Atherton  
Keith Baker  
Valerie Bannister  
Martyn Baum  
Dawn Bennett  
Mark Bentley  
Aidan Branch  
Paul Bridgeman  
Clive Buckland  
Patrick Bullick  
Frances Burkinshaw  
Dawn Clarke  
Ian Colban  
David Coleman  
Lora Cooper  
Richard Copus  
Beverley Daley

Angela Davey  
Teresa Duarte  
Nathan Emerson  
Kathleen Gell  
John Gell  
Katie Griffin  
Russell Griffin  
Richard Hair  
Ian Harris  
Jonathan Hudson  
Jan Hýtch  
Paul Jager  
Marti Kollar  
Sally Lawson  
Toby Leek  
David Mackie  
Nik Madan  
Corelia Maskell-Moseley  
Shelagh Marett

Robert May  
Christopher Mervyn  
Brian Moran  
James Neal  
John Paul  
Neville J. Pedersen  
John Pring  
Stephen Reade  
Des Rowson  
Peter Savage  
Lauren Scott  
Peter Speak  
Linda Spelman  
Darshan Sunger  
Simon Thomson  
Robert Ulph  
Matias Weiland  
Vicky Weller  
Chris Wood

# IN ATTENDANCE

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|                    |  |
|--------------------|--|
| Christopher Hamer  | Executive Chairman, Propertymark       |
| Mark Hayward       | Chief Executive, NAEA Propertymark     |
| David Cox          | Chief Executive, ARLA Propertymark     |
| Pam Turner         | Acting Head of Finance                 |
| Rachel Hartley     | Marketing Communications Manager       |
| Sarah Davies       | Events Manager                         |
| Tanya Richards     | Events Assistant                       |
| Stacey Ballard     | Copywriter and Marketing Officer       |
| Stephanie Williams | Executive Assistant, NAEA Propertymark |
| Sarah Turnbull     | HR Manager                             |
| Ralph Jackson      | Lansons                                |
| Rimmi Shah         | Lansons                                |
| Judy Ramella       | National Association of Realtors       |

# APOLOGIES

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Chris Brown  
Simon Hardy  
Ross Jezzard  
Gill Mooney  
Andrew Morris  
Elspie Munro-Price  
Naomi Murdoch  
Vicki Phillips  
Ian Potter  
John Smith  
Sally Thatcher  
Greg Tsuman  
David Waterhouse

## 1. WELCOME AND APOLOGIES

- i. Before the AGM commenced, a minutes silence was observed, in respect of the victims of the Grenfell Tower fire.
- ii. The list of apologies was read.

## 2. CHAIRMAN'S OPENING REMARKS

*The Chairman addressed the public comments and speculation in the trade press and on social media, which had taken place in advance of the meeting. It was noted that seven members had raised questions for consideration, many of which would be answered during the opening address, with the others being clarified throughout the meeting.*

- i. Christopher Hamer (CJH) confirmed that he had been appointed Executive Chairman, as per article 33.3 of the Memorandum and Articles of Association. This article was agreed by members at the 2013 AGM. Members were reminded that CJH had taken on the role of interim Chairman, following the resignation of the previous Chairman, while the Board considered an independent review of the organisation and governance structure. Following the review, the interim role was regularised.
- ii. CJH confirmed that a reduction in the number of NAEA and ARLA representatives on the Board was not a diminution of power or a distancing of members and that members would retain the ability to communicate through the Regional Representative network and the NAEA / ARLA Boards. The appointment of two independent Directors would bring other, more specific, business skills. In addition, the Board would be able to co-opt two further Directors and that such an approach better reflected proper principles of corporate governance.
- iii. CJH addressed concerns raised regarding the participation of Presidents at Board meetings. The Presidential role was a prime channel of communication with members, through the regional network or at individual events. The President was in post for one year and it would not be appropriate to have to accept such legal liability as that held by the Directors. The wording of that clause, in the proposed changes, was formulated by legal advisers, with experience of drafting Articles, as a way of protecting the President. In practice, the President would be able to contribute to discussions at the Board without any restriction.
- iv. CJH advised that operational developments were designed to improve efficiency and cost effectiveness and were not issues that should concern the membership at large. CJH confirmed that there was a strong team at Arbon House to support members and that a new post, Head of Operations, would be appointed shortly.

## 3. MINUTES OF THE LAST MEETING, HELD 17 JUNE 2016

The minutes of the last meeting were agreed as a true and accurate record of that meeting. Proposed by DM, seconded by MB.

## 4. ACCOUNTS

- i.** The full and audited accounts had been provided via a link in an email, dated 1 June 2017, and were also available on the Propertymark website. In the event that Arbon House had been advised of non-receipt of the accounts, all details had been re-sent.
- ii.** The accounts were presented by acting Head of Finance, PT. The accounts had been fully audited.
- iii.** The group accounts had been prepared by auditors, Stiles & Co.
- iv.** PT responded to a question, relating to the deficit recorded in the previous year. It was explained that the deficit included one off costs, related to structural changes and an operating surplus could be confirmed.
- v.** The accounts would be presented in a more concise, user friendly format, moving forward.
- vi.** The Board had examined a more detailed financial report and felt that expenditure was appropriate, however, the incorporation of a section setting out costs would be considered for next year.
- vii.** Nik Madan proposed acceptance of the accounts, seconded by David Coleman. The adoption of the accounts was agreed.

## 5. APPOINTMENT OF AUDITORS

In order to ensure value for money and appropriate guidance was received, the Board would seek tenders from auditing firms, with a view to awarding a contract in time for the 2017 accounts.

## 6. SPECIAL RESOLUTION

- i.** The proposals had been emailed to members on 18 May 2017, four weeks ahead of the AGM, in order to allow adequate time for consideration and voting.  
  
Voting had been administered by Mi-Voice.
- ii.** It was noted that some members felt that a wider consultation on major changes and a statement from Arbon House, when concerns were initially expressed, would have prevented the adverse public comments.
- iii.** A comment was made that some members may not have been aware of the consequences of the vote and that a more personable report, detailing the rationale behind the proposal would have been beneficial.
- iv.** A concern was raised about a perceived lack of transparency in consulting with members on these changes, and that there was no opportunity to debate.
- v.** It was confirmed that article 33.4 of the Special Resolution had been inserted, following legal advice, in order to protect the Presidents. There were no plans to remove the President posts. Concerns were raised over the wording "shall not be entitled to speak unless invited to by the Chairman of the meeting."
- vi.** The Board would review all comments from the day.
- vii.** Simon Thompson from Mi-Voice announced the results of the vote on the Special Resolution.
  - Votes in favour: 459
  - Votes against: 104
  - Abstained: 82
- viii.** Motion carried.

## 7. ELECTION OF VICE PRESIDENTS

### **NAEA Propertymark**

- i. Lauren Scott and Jonathan Hudson were the candidates for consideration.
- ii. Lauren Scott was successfully elected as Vice President of NAEA Propertymark.

### **ARLA Propertymark**

- i. It was noted that Claire Lloyd had resigned from her position as Vice President. As such, two candidates would be elected, with one becoming Vice President, and one stepping directly into the role of President Elect.
- ii. Michelle Niziol, Peter Savage, David Votta and Ross Jezzard had been put forward for consideration.
- iii. Michelle Niziol and Peter Savage were both successfully elected. It was agreed between the two that Peter Savage would adopt the role of President Elect.

## 8. NAEA PROPERTYMARK PRESIDENTS' UPDATE

Katie Griffin (KG) said that she was privileged to be President of NAEA Propertymark. She was prepared to face the challenges ahead, supported by Mark Hayward and David Mackie, and inspired by their commitment. KG thanked Mark Hayward, the Past Presidents and Board Directors for their tireless efforts to improve the industry.

In her address, KG noted that the industry had demonstrated its resilience in the past year, in the face of economic, social and structural changes, both domestically and internationally. The industry had constantly evolved and adapted, embracing a fluid, uncertain market, with market disrupters and an increasing level of client expectation.

KG intended to support and engage with members. She committed to making Propertymark appealing to a new generation of members by ensuring that the delivery and content of training and education was second to none.

KG also committed to promoting clear and simple ways to give back to local and national charities.

## 9. ARLA PROPERTYMARK PRESIDENTS' UPDATE

Sally Lawson (SL) joined ARLA in 1994, gaining support, guidance and help to structure her business and remain compliant. SL had been an agent for 27 years, a landlord for 28 years and a private tenant, through choice, for 10 years.

SL was a franchisor, assisting others to set up and grow agencies and saw the role of President as an extension of that. SL wanted to continue the great work of the previous Presidents and support and guide members through the challenges faced, across the country. SL thanked David Cox, the Past Presidents, Lansons and the team at Arbon House for their support. SL felt that the next 12 months would be the most challenging the industry had ever faced and stated that she did not take on the role of President lightly; appreciating the enormity and responsibility of the position.

## 10. ANY OTHER BUSINESS

### Communication

- i. The Chief Executives and Presidents spent a lot of time engaging with members at events across the country. In 2016, there were 7,948 delegates at events, with that number set to increase in 2017.
- ii. The Marketing Department kept members informed of changes within the industry, issuing various forms of communications to members.
- iii. The response from members to the Tenant Fee Ban had been extremely high, with over 700 members responding to ARLA Propertymark's consultation response. Thousands of members had downloaded the toolkit provided.

### College of Fellows

- iv. Peter Savage (PS) responded to the question regarding the function and purpose of the College of Fellows (CoF) and what benefit it was to the organisation, moving forward.

The purpose and function had drifted over time and it was important to open a discussion on how it could work for the benefit of the entire membership. PS felt it was disappointing that some members of the CoF had spoken publicly to the trade press on matters that would have been better placed internally. It would be beneficial to take a fresh look in order to recognise the talent, experience and valuable contribution of CoF members. Further discussion would be held at the next Propertymark Board meeting, in July 2017.

### Arbon Trust

- vi. Ralph Jackson and Rimmi Shah gave a short presentation on the work of Lansons.
- vii. Lansons had been working with Propertymark for three years, supporting external communications. Activities ranged from assisting with the monthly reports, acting as a press office, liaising with trade and national media, supporting the launch of Propertymark and engaging with Civil Servants and MPs. Lansons worked closely with the Marketing Department and the Presidents and had run pro-active campaigns, namely regarding the Tenants Fee Ban and Anti-Money Laundering.

Meeting closed at 12:25 pm

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