

The UK Association of Letting Agents

Delivering real value for agents



UK ASSOCIATION OF LETTING AGENTS LTD

Annual Report 2013 and Accounts

UKALA AGM 2013

To be held on:

Thursday 14th November 2013

In:

The Conference Room

5th Floor, 22-26 Albert Embankment, Vauxhall, London, SE1 7TJ

(8 minutes walk from Vauxhall rail and underground stations, or 15 minutes from Waterloo station. Car parking is available locally but extremely limited)

1pm	Registration
1:30pm	Annual General Meeting (full agenda overleaf)
2pm	Seminar
4:30pm	Meeting Closes

Priority will be given to those who have booked in advance (by 11am on the day – latest)

To attend the AGM please email info@ukala.org.uk or call 020 7820 8900

There is no charge for attendance

If you cannot attend, please vote by completing a Proxy Form (see last page of this report) or vote by replying to the email which will be sent to all members on Monday 4th November 2013.

UK ASSOCIATION OF LETTING AGENTS

ANNUAL REPORT 2013

UK ASSOCIATION OF LETTING AGENTS LTD

Notice is hereby given of the Annual General Meeting to be held on
Thursday 14th November 2013 at 1:30pm
at 5th Floor, 22-26 Albert Embankment, London, SE1 7TJ

AGENDA

- Item 1** To consider and approve the Minutes of last year's AGM.
- Item 2** To consider and adopt the Company's Annual Report & Accounts for the period ended 31 March 2013.
- Item 3** To re-appoint Lescott Courts Ltd as reporting accountants of the Company until the next Annual General Meeting at a fee to be agreed by the Board of Directors.
- Item 4** Any other business (please notify the under-signed with any issues you intend to raise by 1:30pm 12th November 2013).
- Item 5** Address by the Chairman.

By order of the Board, dated 17 September 2013.

Patrick Jacobs, Company Secretary

Registered Office: Unit 11, Mildmay House, Foundry Land, Burnham-on-Crouch, CM0 8BL

Admin Office: 22-26 Albert Embankment, London, SE1 7TJ

A link to the above notice (posted on UKALA's website) calling the meeting was circulated to members on 11 October 2013.

Notes

Registration from 1pm

There is no charge to attend the AGM, but please confirm your attendance by emailing
info@ukala.org.uk or calling 020 7840 8920.

Priority will be given to those who have booked in advance (by 11am on the day – latest)

If you have any questions or proposals, please write them clearly on a slip of paper (including your name) and pass it to the Company Secretary on arrival at the registration desk

Or

submit in advance to Patrick.jacobs@ukala.org.uk

UKALA Seminar

(to follow immediately after the AGM has concluded – expected to be by 2pm)

- Item 1** Address by the Chairman
- Item 2** Presentation by Lewis Shand-Smith, CEO Ombudman Services
- Item 3** Presentation by Chris Norris, NLA Head of Policy
- Item 4** Presentation by Eddie Hooker, CEO my|deposits

You may not use any electronic address provided either in this notice or any related documents to communicate with the Company for any purpose other than those expressly stated.

CHAIRMAN'S MESSAGE



As chairman of UKALA I often have the great pleasure of discussing with its members the ins and outs of their daily business. I find this particularly refreshing as, despite the enormous strides taken by the organisation since its recent rebirth, UKALA is still in the first flush of its formative years and able to adapt and change to the needs of its constituents. My fellow directors and I receive no-end of suggestions from members and non-members alike about what UKALA should do, offer and stand for and I am happy to say that each one sparks debate and opportunity throughout the organisation.

As a new endeavour UKALA faces many challenges. Some of these are practical, you will see as you read this annual report that while growth is steady and meaningful there is a long road to travel ahead of the Association, marred with more commercial bumps and furrows than I would like. However, these are inevitable given the change, which we have undertaken together. I have no doubt that these will be navigated expertly by UKALA's committed board and staff and in years to come I will be able to report a much rosier financial outlook.

In the meantime we must be honest and clear about the challenges that lie ahead. UKALA exists to support its members, to help them succeed and create a private-rented sector, which is both profitable and sustainable. This is not an easy task and will not be accomplished overnight. It will take the Association, working in tandem with its members, a number of years to make the inroads necessary to realise our collective goals. The journey will not necessarily be smooth at time, but with the dedicated support of our partners the National Landlords Association I am certain that the results will benefit us all and be worth the struggle.

UKALA exists, because there are letting agents who want to help to succeed which is not provided elsewhere. We are delighted that so many have already chosen to join our ranks. You will not regret it. However, there is a quid-pro-quo.

We possess only the fortitude of our weakest member, and as such we will continue to insist that all demonstrate the professionalism, which has already come to characterise UKALA. It will be necessary to grow in order to fund the work that must be embarked upon; it is desirable that we develop quickly and that we do so responsibly.

UKALA is a membership body, without you its members it serves no useful function. Thank you for making the decision to join, commit to and promote the benefits of membership. We will strive to repay your trust and help your business to thrive in uncertain times.

We are stronger together and will grow stronger in years to come so long as we demonstrate the perseverance, commitment and entrepreneurial spirit which will set us apart.

David J Salusbury – *Chairman*

EXECUTIVE REPORT



The last twelve months have seen an enormous amount of progress made in respect of meeting UKALA's strategic objectives. Thanks to the concerted effort of its staff and board, as well as the ever-present support of the National Landlords Association (NLA), the Association has grown in profile, stature and credibility as well as sheer size of membership.

Although still a small organisation, we now count amongst our membership more than 400 offices and expect to continue to grow steadily over the coming years. This growth reflects the increasing value of UKALA membership and its ability to support letting agents to develop their respective businesses effectively.

However, providing a valuable and financially rewarding service to our members is not without its challenges. At its core UKALA is an ambitious organisation with high expectations from within and without. This determination to lead and positively influence the prospects and success of its members is what sets UKALA apart from many other trade bodies. It is praiseworthy, but not without its risks.

As the financial statement contained within this report makes abundantly clear there are significant costs to running a body with such bold plans for the future. In order to realise our long-term goals we are compelled to invest heavily in sound footings for future growth. This investment will not be repaid immediately in financial terms, but I hope that it is clear to every member that the benefits far outweigh the apparent hardships.

Of course UKALA is not facing these challenges alone. It is thanks to the unwavering financial and practical support of the NLA that UKALA is able to offset its current costs against future success. The management of both organisations is clear about the commitment required to reach UKALA's potential and has put in place plans to do what must be done.

I am confident, as are my colleagues at the NLA, that their faith and perseverance will pay dividends.

Caroline Kenny – *UKALA Executive*

Key Successes to date:

- UKALA membership has doubled since October 2012
- Every member is now covered by UKALA Client Money Protection Insurance
- UKALA has played a leading role in promoting the interests of letting agents to Government, industry and the media.
- The Association received its first ever invitation to appear before a Parliamentary Select Committee.
- On average two new members join UKALA every day.

UK ASSOCIATION OF LETTING AGENTS LTD
(Registered in England, no. 3401834)
MINUTES OF THE 2012 ANNUAL GENERAL MEETING

The Annual General Meeting of the company was held at 22-26 Albert Embankment, London SE1 7TJ
On Thursday 29th November 2012 at 2.30pm

Directors present: Paul Berwick
Tim Clark
Steven Jones
Richard Price
David Salusbury
Paul Tozer

Members Present:

There being more than 10 members personally present in addition to proxies received, the meeting was quorate.

Notice calling the Meeting:

The Notice calling the meeting –which was circulated to Members during early November 2012 –was taken as read.

AGENDA

- Item 1** The Minutes of the 24th November 2011 AGM were approved and signed.
- Item 2** The Company's Annual Report and Accounts for the period ended 31 March 2012 were considered and adopted.
- Item 3** Lescott Courts Ltd was re-appointed as reporting accountants of the Company until the next Annual General Meeting at a fee to be agreed with the Board of Directors.
- Item 4** The Special Resolution to adopt revised Articles of Association was carried unanimously.
- Item 5** Any other Business: there had been none notified, nor was any raised.
- Item 6** David Salusbury, Chairman, introduced Caroline Kenny, UKALA Executive, who gave an address outlining her views on future prospects for UKALA. After questions, the meeting closed at 3pm.

David J Salusbury
Chairman

Patrick Jacobs
Company Secretary

Dated 10 January 2013

Registered Office: Unit 11, Mildmay House, Foundry Lane, Burnham-on-Crouch. CM0 8BL

UK ASSOCIATION OF LETTING AGENTS LIMITED - COMPANY INFORMATION

FOR THE YEAR ENDED 31 MARCH 2013

DIRECTORS:

P C Berwick	T J Clark	S G Jones
R J Price	D J Salusbury	P J Tozer

SECRETARY: P A Jacobs

REGISTERED OFFICE: Unit 11 Mildmay House, Foundry Lane, Burnham on Crouch, Essex CM0 8BL

REGISTERED NUMBER: 03401834 (England and Wales)

ACCOUNTANT:

Lescott Noble Courts Limited Chartered Certified Accountants

Unit 11 Mildmay House, Foundry Lane, Burnham on Crouch, Essex CM0 8BL Foundry Lane

BANKERS: National Westminster Bank Plc. 16a Westbourne Grove, London W2 5WG
Co-op Bank PLC SOuthway, Skelmersdale WN8 6WT

REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2013

The directors present their report with the financial statements of the company for the year ended 31 March 2013.

PRINCIPAL ACTIVITY

The principal activity of the company in the year under review was that of the provision of services to UK letting agents who are members of the association.

DIRECTORS

The directors shown below have held office during the whole of the period from 1 April 2012 to the date of this report.

P C Berwick	T J Clark	
R J Price	D J Salusbury	P J Tozer

Other changes in directors holding office are as follows:

S G Jones (resigned 31 March 2013)

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

ON BEHALF OF THE BOARD:

P J Tozer - Director
17 September 2013

**CHARTERED CERTIFIED ACCOUNTANT'S REPORT TO THE BOARD OF DIRECTORS
ON THE UNAUDITED FINANCIAL STATEMENTS OF
THE UK ASSOCIATION OF LETTING AGENTS LIMITED**

In order to assist you to fulfill your duties under the Companies Act 2006, I have prepared for your approval the financial statements of The UK Association of Letting Agents Limited for the year ended 31 March 2013 which comprise the Income and Expenditure Account, the Balance Sheet, and the related notes from the company's accounting records and from information and explanations you have given me.

As a practising member of the Association of Chartered Certified Accountants, I am subject to its ethical and other professional requirements which are detailed at <http://rulebook.accaglobal.com>.

This report is made solely to the Board of Directors of The UK Association of Letting Agents Limited, as a body, in accordance with my terms of engagement. My work has been undertaken solely to prepare for your approval the financial statements of The UK Association of Letting Agents Limited and state those matters that I have agreed to state to the Board of Directors of The UK Association of Letting Agents Limited, as a body, in this report in accordance with the requirements of the Association of Chartered Certified Accountants as detailed at <http://www.accaglobal.com/factsheet163>. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and its Board of Directors, as a body, for my work or for this report.

It is your duty to ensure that The UK Association of Letting Agents Limited has kept adequate accounting records and to prepare statutory financial statements that give a true and fair view of the assets, liabilities, financial position and loss of The UK Association of Letting Agents Limited. You consider that The UK Association of Letting Agents Limited is exempt from the statutory audit requirement for the year.

I have not been instructed to carry out an audit or a review of the financial statements of The UK Association of Letting Agents Limited. For this reason, I have not verified the accuracy or completeness of the accounting records or information and explanations you have given to me and I do not, therefore, express any opinion on the statutory financial statements.

Lescott Courts Limited Chartered Certified Accountants
Unit 11 Mildmay House
Foundry Lane
Burnham on Crouch Essex
CM0 8BL

17 September 2013

BALANCE SHEET 31 MARCH 2013

	Notes	2013 £	2012 £
CURRENT ASSETS			
Debtors	4	13,381	3,089
Cash at bank and in hand		8,752	27,318
		<hr/>	<hr/>
		22,133	30,407
CREDITORS			
Amounts falling due within one year	5	203,954	32,127
		<hr/>	<hr/>
NET CURRENT LIABILITIES		(181,821)	(1,720)
		<hr/>	<hr/>
TOTAL ASSETS LESS CURRENT LIABILITIES		(181,821)	(1,720)
CREDITORS			
Amounts falling due after more than one year	6	42,743	27,743
		<hr/>	<hr/>
NET LIABILITIES		(224,564)	(29,463)
		<hr/>	<hr/>
RESERVES			
Income and expenditure account	7	(224,564)	(29,463)
		<hr/>	<hr/>
		(224,564)	(29,463)
		<hr/>	<hr/>
			<hr/>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2013.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2013 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Board of Directors on 17 September 2013 and were signed on its behalf by:

P J Tozer – Director

Company Secretary's Notes to the Accounts

- 1 The Full Accounts together with Accountants' Notes can be accessed from the Members' area of our website www.ukala.org.uk or upon request by sending a large (C4) SAE -£1.10 stamp affixed – to Company Secretary, UKALA, 22-26 Albert Embankment, LONDON SE1 7TJ
- 2 Membership concluded the year at 271 (2012 =349, 2011= 485). To some extent the decline reflected our then inability to provide Client Money Protection Insurance.
- 3 It is pleasing to note that Income, mainly from membership subscriptions, was only marginally lower than in the previous year, despite the reduction in numbers at year-end. Membership has strengthened since year-end.
- 4 Expenditure was higher than in the previous year – mainly due to the cost of providing Client Money Protection Insurance and increased post, printing & advertising costs in connection with developing the new marketing materials upon which the foundations for future growth depend – and the benefits of membership have been expanded. Regrettably we again recorded a loss for the year – of £195,101 – which reduced Reserves to (£224,564).
- 5 Several Directors again deferred fees for 2013, but others claimed for the current, & the previous year during 2012-13.
- 6 UKALA is reliant on continued administrative & financial support from National Landlords Association

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2013

1. ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

Turnover

Turnover represents net invoiced sales of services, excluding value added tax.

Company limited by guarantee

The company is limited by guarantee. In the event of a liquidation the members undertake to contribute an amount not exceeding £1.

Going concern

The UK Association of Letting Agents Ltd is insolvent again at the 31st March 2013 and the directors are of the opinion that the company will still be able to trade out of this position.

The company is reliant upon the continued financial support from the National Landlords Association Ltd (NLA). At the balance sheet date there was an interest-free, unsecured, loan and accruals of £237,479 owed to the NLA, this loan is due to be paid within 2 to 5 years.

If the UK Association of Letting Agents Ltd is not in a financial position to repay this loan at anytime due to the solvency of the company, the loan will be waived. Furthermore the NLA Board wishes for the loan balance to be excluded from any insolvency calculations of the UK Association of Letting Agents, so as not to cause an unnecessary liquidation or insolvency. If this loan is excluded from the solvency calculation the company would be solvent at the year end.

2. OPERATING DEFICIT

The operating deficit is stated after charging:

	2013	2012
	£	£
Directors' remuneration and other benefits etc	<u>10,589</u>	<u>12,553</u>

3. TAXATION

Analysis of the tax charge

No liability to UK corporation tax arose on ordinary activities for the year ended 31 March 2013 nor for the year ended 31 March 2012.

The company is a mutual trading association and the trading profit or loss is not therefore subject to corporation tax. The tax payable relates to interest received.

4. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2013	2012
	£	£
Trade debtors	4,502	-
Other debtors	<u>8,879</u>	<u>3,089</u>
	<u>13,381</u>	<u>3,089</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2013 -
continued

5. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2013	2012
	£	£
Trade creditors	137,183	-
Social security and other taxes	575	34
VAT	1,677	1,114
Accruals and deferred income	64,519	30,979
	<u>203,95</u>	<u>32,127</u>

6. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2013	2012
	£	£
Other creditors	<u>42,743</u>	<u>27,743</u>

National Landlords Association Ltd (NLA). At the balance sheet date there was an interest-free, unsecured, loan of £48,860 owed to the NLA, of this loan £27,743 is due to be paid within 2 to 5 years.

7. RESERVES

	Income and expenditure account £
At 1 April 2012	(29,463)
Deficit for the year	(195,101)
At 31 March 2013	(224,564)

There were 349 members at the 31st March 2012.

8. TRANSACTIONS WITH DIRECTORS

D J Salusbury, R J Price and P A Jacobs are directors of The National Landlords Association Ltd (NLA). At the balance sheet date there was an interest-free, unsecured, loan of £237,479 owed to the NLA, this loan is due to be paid within 5 years.

THE UK ASSOCIATION OF LETTING AGENTS LIMITED

DETAILED INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2013

	2013		2012	
	£	£	£	£
Sales		92,991		93,635
Expenditure				
Directors' salaries	6,118		10,400	
Directors' fees	4,471		2,153	
Directors' social security	282		947	
Wages	8,792		21,010	
Social security	339		1,431	
Insurance	24,060		1,558	
Telephone	1,394		1,388	
Printing and advertising	80,405		28,675	
Travelling and subsistence		776		2,090
Postage	3,634		3,224	
Membership Benefits		148,497		70,230
Sundry expenses	2,019		1,015	
Staff training	2,035		-	
Accountancy		1,365		1,300
Professional fees	3,692		1,663	
Entertainment		54		-
		287,933		147,084
		(194,942)		(53,449)
Finance costs				
Bank charges		159		369
NET DEFICIT		(195,942)		(53,818)

This page does not form part of the statutory financial statements



Proxy Form

[This form of Proxy may be (copied and) used by any Member of UK Association of Letting Agents Ltd.
It should be returned to the ADMIN Office **by 1.30pm on 12th November 2013**]

Alternatively, you may reply to the personalised email, which we will send to you on 04 November 2013.

UKALA

**The UK Association of Letting Agents Ltd
22-26 Albert Embankment, London SE1 7TJ**

I/we.....(full name)

Of.....

.....(address)

being a member of the above named company, HEREBY APPOINT *the Chairman of the meeting /*

(insert name of proxy (who must be a member of the Company) if you do NOT wish to so appoint the chairman of the meeting) of

..... (address)

as my proxy to vote in my name and on my behalf at the Annual General Meeting to be held on 14th November 2013 and at any adjournment thereof.

This form is to be used in respect of the resolutions mentioned below as follows:

Resolution [1] to adopt the company's 2012 AGM Minutes *For /*Against

Resolution [2] to adopt the Company's Annual Report and Accounts for the period ended 31 March 2013. *For /*Against

Resolution [3] to re-appoint Lescott Courts Ltd as reporting accountants of the Company until the next Annual General meeting at a fee to be agreed with the Board of Directors. *For /*Against

*(*strike out whichever is not desired)*

[Unless otherwise instructed, the proxy may vote as he or she thinks fit or abstain from voting]

Signed:..... Member Number:.....

Dated:2013

Please return in an envelope and post to

**Freepost RSRT – TJRE – ATCZ
UKALA – 4th Floor
22-26 Albert Embankment
LONDON
SE1 7TJ**