



## UKALA AGM 2021

To be held on  
**Tuesday 14<sup>th</sup> December 2021**  
**12<sup>th</sup> Floor, The Dumont Building**  
**27 Albert Embankment**  
**London SE1 7AQ**

3.15pm meeting opens

**3.30pm Annual General Meeting [full agenda appears below]**

To ATTEND the AGM please register via the [link](#).

**There is no charge for attendance.**

If you have any questions or proposals, please submit in advance to [christian.barrett@ukala.org.uk](mailto:christian.barrett@ukala.org.uk)

## VOTE PLEASE!

**If you cannot attend, please vote by completing a Proxy Form.**

### UK Association of Letting Agents Ltd

(Registered in England, Company Number 03401834)

**Notice is hereby given of the Annual General Meeting to be held on**

**Tuesday 14<sup>th</sup> December 2021 at 3.30pm**

At 12<sup>th</sup> Floor, The Dumont Building, 27 Albert Embankment, London SE1 7AQ

#### AGENDA

- Item 1** To consider and approve the 2020 AGM minutes
- Item 2** To consider and adopt the Company's Annual Report and Accounts for the period ended 31 March 2021.
- 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 with the Board of Directors.
- Item 8** Any other Business (please notify the under-signed with any issues you intend to raise by 3.30pm on 13<sup>th</sup> December 2021)

By order of the Board, dated 9th November 2021.

Registered Office: Bentinck House, 3-8 Bolsover Street, London, W1W 6AB

## **UK Association of Lettings Agents**

### **Annual Report 2021**

#### Chairman's Message:

The last 18 months has certainly shown us that in life we can take nothing for granted. The Covid 19 Coronavirus pandemic has changed the way we work, and all live our lives. However, one constant through this period has been an uninterrupted service to members by UKALA

UKALA managed to adapt business operations quickly and seamlessly to maintain a full service offering to members. Our free helpline was particularly in demand as members sought answers to new issues. Over the past 12 months around half of all our membership contacted the helpline asking an array of questions, with an average of over 5 contacts per member. Our "Update" bulletins have been emailed out on a regular basis keeping members informed of new regulatory impacts together with current information useful to Letting Agents.

Meanwhile, our excellent membership team have been predominantly home working throughout the pandemic but have still introduced processes to make our membership offer even more streamlined and efficient. We have been working hard on improving our technology, both for the back office and member facing elements. A new website for UKALA has been launched which is more user friendly and provides a wealth of additional content and functionality for members. For example, we have now introduced an online member application and renewal functionality.

At a time when membership numbers could have fallen substantially, we are pleased to report that we have seen a gradual increase this year of new members coming on board.

The Annual Report 2021 covers the financial performance for the period April 2020 to March 2021. During this period our turnover grew from £585.8k to £631.9k (+8%). UKALA achieved an operating surplus of £72.7k in 2020/21 compared to £43.1k in the previous year. This represents an improvement of 69% in performance. This surplus was achieved despite member and operational costs increasing significantly, the improvement came from non-member facing cost controls and the increase in membership numbers, which stood at 1130 at the year end.

UKALA is a not-for-profit organisation and has maintained its value for money approach in 2021 with no increase in fees now for over 6 years. It is striving constantly to improve its proposition to members and remains the only "one stop shop" for Letting Agents in the UK with the membership fully inclusive of the most comprehensive total loss CMP cover on the market, as well as tax investigation insurance, telephone helpline, membership of an independent redress scheme, together with discounted tenancy deposit protection and tenancy referencing.

Our mission is to support UKALA agents to be successful, compliant and provide a professional service. In short to be here, supporting our member agents through all that is thrown at them, and that has never been more relevant than it is today!

**Timothy Clark - Chairman**



**UK Association of Letting Agents Ltd**

(Registered in England, Company Number 03401834)

**Registered Office: Suite 2.03, 20 Midtown, 20 Proctor St, London, WC1V 6NX**

**Minutes of the Annual General Meeting held on**

**Tuesday 15<sup>h</sup> December 2020 at 3.30pm**

**Via Zoom Meeting**

**AGENDA**

- Item 1**            The 2019 AGM minutes were considered and approved.
- Item 2**            The Company's Annual Report and Accounts for the period ended 31 March 2020 were considered and adopted.
- Item 3**            Lescott Courts Ltd was re-appointed as reporting accountants to the Company until the next Annual General Meeting, at a fee to be agreed with the Board of Directors.
- Item 4**            Timothy John Clark was re-elected as a Director of the company.
- Item 5**            Richard John Price was re-elected as a Director of the company.
- Item 6**            Martyn Alan Hulme was re-elected as a Director of the company.
- Item 7**            Anthony Charles Lock was re-elected as a Director of the company.
- Item 8**            Any other Business - there had been none notified, nor was any raised

The meeting closed at 3.58pm

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**UK ASSOCIATION OF LETTING AGENTS LIMITED - COMPANY INFORMATION**

**REGISTERED OFFICE:** Bentinck House, 3-8 Bolsover Street, London, W1W 6AB  
**REGISTERED NUMBER:** 03401834 (England and Wales)  
**ACCOUNTANT:** Lescott Courts Limited Chartered Certified Accountants 49 High Street,  
Burnham on Crouch, Essex CM0 8AG,  
**BANKERS:** Co-op Bank PLC, Southway, Skelmersdale WN8 6WT

**REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2021**

The directors present their report with the financial statements of the company for the year ended 31 March 2021.

**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 2020 to the date of this report.

T J Clark          R J Price          M A Hulme          A C Lock

ON BEHALF OF THE BOARD:

T J Clark – Director  
9<sup>th</sup> November 2021

**THE UK ASSOCIATION OF LETTING AGENTS  
LIMITED**

**INCOME STATEMENT  
FOR THE YEAR ENDED 31 MARCH 2021**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
<b>TURNOVER</b>	631,919	585,766
Other income	-	125,301
Cost of raw materials and consumables	-291,449	-275,393
Staff costs	-172,557	-152,473
Depreciation and other amounts written off assets	-2,117	-1,544
Other charges	-93,228	-117,018
Taxation	-	-
<b>SURPLUS</b>	<u>72,568</u>	<u>164,639</u>

**THE UK ASSOCIATION OF LETTING AGENTS LIMITED**  
**(REGISTERED NUMBER : 03401834)**

**BALANCE SHEET AS AT 31 MARCH 2021**

	<b>2021</b>		<b>2020</b>	
	£	£	£	£
<b>FIXED ASSETS</b>	4,391		4,214	
<b>CURRENT ASSETS</b>	358,308		369,877	
<b>CREDITORS</b>				
Amounts falling due within one year	<u>(246,853)</u>		<u>(330,813)</u>	
<b>NET CURRENT ASSETS</b>	<u>111,455</u>		<u>39,064</u>	
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>	115,846		43,278	
<b>CREDITORS</b>				
Amounts falling due after more than one year	<u>101,672</u>		<u>101,672</u>	
<b>NET ASSETS / (LIABILITIES)</b>	<u><u>14,174</u></u>		<u><u>(58,394)</u></u>	
<b>RESERVES</b>	<u><u>14,174</u></u>		<u><u>(58,394)</u></u>	



### 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 via email to

[info@ukala.org.uk](mailto:info@ukala.org.uk) by 2.30 pm on 14<sup>th</sup> December 2021

UKALA

12<sup>th</sup> Floor, The Dumont Building, 27 Albert Embankment, London, SE1 7AQ

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

.....  
as my proxy to vote in my name and on my behalf at the Annual General Meeting to be held on 14<sup>th</sup>  
December 2021 and at any adjournment thereof. This form is to be used in respect of the  
resolutions mentioned below as follows:

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

**Resolution [1] to adopt the company’s 2020 AGM Minutes \*For/\*Against**

**Resolution [2] to adopt the Company’s Annual Report and Accounts for the period ended 31 March 2021. \*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**

Signed: ..... Name (print).....

Member Number:.....

Dated: .....2021

\* Delete as required

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Please scan & email as an attachment to [info@ukala.org.uk](mailto:info@ukala.org.uk)

UKALA

Bentinck House,  
3-8 Bolsover Street,  
LONDON W1W 6AB