

**MINUTES OF A MEETING OF THE BOARD OF THE
ISLE OF MAN OFFICE OF FAIR TRADING HELD ON 31ST MARCH 2023 AT 9.30 AM
IN THE BOARDROOM, THIE SLIEAU WHALLIAN, ST JOHNS**

	TO PUBLISH	ACTION
PRESENT	Mr S G Peters, MHK, Vice-Chairman Dr M Maska, Member Mr L Wong, Member	-
SUPPORTED BY	Mr I Mansell, Director of OFT Mr J R Peet, Head of OFT Mr N R Taylor, Secretary to the Board	-
APOLOGIES	Mr J C Wannenburgh MHK, Chairman Mr M J Bathgate, Member	-
2023/03/01	<p>CONFLICTS OF INTERESTS</p> <p>In the absence of the Chairman, Mr Peters took the Chair. It was confirmed that the meeting was quorate.</p> <p>Members and officers considered agenda items in which they had interests or may have been conflicted. None were identified.</p>	-
2023/03/02	<p>MINUTES OF PREVIOUS MEETING HELD ON 24TH FEBRUARY 2023</p> <p>The Minutes of the meeting of 24th February 2023 were reviewed, agreed, and signed as a true record of proceedings.</p>	-
2023/03/03	<p>MATTERS ARISING</p> <p>The Board Actions Update and Agenda Planner dated 24th March 2023 was noted.</p> <p><u>CONSUMER PROTECTION – 2023/02/11</u></p> <p>A media release had been issued. The Head of OFT was still to speak to CURA about short-term options. A paper discussing consumer protection options was to be prepared in due course. The discussions with Miss August-Hanson were to be considered further when the Chairman was present.</p>	NRT

2023/03/04	OFT STRUCTURE and OFT/DEFA SERVICE LEVEL AGREEMENT The letter to DEFA discussing the Board's proposals had been submitted. No response had been received. It was noted that the Director of OFT was to retire in May 2023. The Board was sorry to be losing him. A communication to DEFA was to be drafted for Board approval to ask for dialogue about the post of Director, review of the job description, and where the role of 'Principal Advisor to the Board' should sit.	NRT
2023/03/05	STAFFING AND SUCCESSION PLANNING Planned retirements and recruitments were discussed.	-
2023/03/06	ISLE OF MAN ENERGY BILLING ISSUES The further response from Isle of Man Energy dated 9 th March 2023 in regard to reviewing customer accounts was noted. The response from Isle of Man Energy referring to the Written Assurances was noted. Figures for billing complaints reported and resolved were discussed and noted. There had been some return/repeat complaints and complaints from vulnerable people. A breakdown of complaints was to be circulated. It was agreed to issue a further media release. This should reiterate the need to report problems to the OFT.	JRP JRP
2023/03/07	ESTATE AGENTS ACT Discussions with the legislative drafter were progressing. A timetable was to be prepared.	DO
2023/03/08	OFT LAY MEMBER ADVERTISEMENT Applications for the post had closed. Meetings to arrange a shortlist were to be held at the Cabinet Office the following week. The Cabinet Office was to be advised of the availability of the Chairman and Vice-Chairman.	JRP
2023/03/09	DECLARATIONS OF INTERESTS The paper dated 17 th February 2023 was noted. Members present updated and signed their Declarations of Interests. Absent Members would complete Declarations when able.	NRT

2023/03/10	PARLIAMENTARY QUESTIONS Hansard of the following was noted: <ul style="list-style-type: none"> • Keys question for oral answer February 2023 from Mr Glover re IOM Energy billing issues. • Tynwald question for oral answer February 2023 from Mr Watterson re powers against rogue traders. 	-
2023/03/11	ANY OTHER URGENT BUSINESS <u>MEETING DATES</u> Mr Wong was not available for the scheduled dates of the August and December 2023 meetings. Dates were to be considered nearer the time.	NRT
2023/03/12	The meeting closed at 11.00 am. Signed _____ J C Wannenburgh MHK _____ Dated _____ 28 th April 2023 _____ Chairman	