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| Attendance Allowance (AA)                            | A tax-free benefit for people aged 65 or over who need help with personal care because they are physically or mentally disabled.  |
| Acceptable Behaviour Contract (ABC)                  | Voluntary agreements between people involved in ASB and the police, housing department or housing association, or the perpetrator's school.   |
| Advocate   | Someone that, with permission, speaks or acts on behalf of another person.  |
| AHL  | Atlantic Housing Limited  |
| Allocations  | A term used to describe the process of identifying properties and letting them to people.   |
| Annual General Meeting (AGM)                         | A meeting that is held every year to inform a group or association's members of previous and future activities and present the accounts. The AGM is usually the forum for the election of officers or directors for a group or organisation.  |
| Appraisal  | An evaluation of the worth, progress, and effectiveness of someone or something.  |
| Arrears  | An unpaid, overdue debt; money owed. If a tenant falls behind with his/her rent payments, whether paid by Housing Benefit or the tenant, he/she is said to be in rent arrears. Being in arrears is a breach of the tenancy agreement and can lead to eviction.  |
| Anti-Social Behaviour (ASB)                          | Persistently acting in a way that causes or is likely to cause harassment, alarm or distress.   |
| ASBO (Anti-Social Behaviour Order)                   | An ASBO is an injunction taken out against individuals who have been causing persistent acts of ASB. The ASBO might ban them from entering a particular area (such as an estate or district). ASBOs can be issued against any individual over 10 years old. Breaching the order carries a 5 year prison sentence.   |
| Asset Management                                     | A systematic process of maintaining, upgrading and operating physical assets cost-effectively in order to maximise financial returns.   |
| Assured Shorthold Tenancy (AST)<br>/ Assured Tenancy | Since January 1989 all new long-term tenants of housing associations and private landlords have assured tenancies. They offer some security in that as long as a tenant does not break the terms of the Tenancy Agreement he/she can continue to live in the property and has the right to have the accommodation kept in a reasonable state of repair. If the Assured Tenancy is for a fixed term, the tenancy will come to an end at the end of the fixed term. |
| Audit Commission                                     | The Audit Commission is an independent body responsible for ensuring that public money is used economically, efficiently and effectively.   |

## B

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| BACS (Banks Automated Clearing Service) | A scheme for the electronic processing of financial transactions.  |
| Ballot                                  | A vote, usually in secret and cast on paper.   |
| Benchmarking                            | Assessing an organisation's performance by comparing it to that of other organisations of a similar size and purpose.  |
| Best Value                              | A statutory duty placed on local authorities to ensure its functions and services are performed effectively and economically and that citizens and consumers are properly included in their planning and monitoring. The Housing Corporation also monitors Registered Social Landlords to ensure they meet these criteria. |
| BME                                     | Black and Minority Ethnic. Sometimes written as BEM (Black and Ethnic Minority)  |
| Board (of Management)                   | The group of people responsible for supervising the affairs of an organisation. The board generally sets broad corporate or business policy rather than participating in day-to-day managerial decisions.  |
| Brownfield Site                         | Land previously used for industrial purposes or certain commercial uses that may be contaminated by low concentrations of hazardous waste or pollution, and has the potential to be reused once it is cleaned up.  |
| Budgets                                 | The amount of money an organisation estimates it will spend in one year.   |

## C

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| Capacity Building                    | An enabling and empowering process that adds value to the community by strengthening the ability of organisations to reach and deliver to target groups. The communities whose capacity is to be enhanced may be "communities of place" or "communities of interest". |
| Capital Expenditure                  | The money that a landlord spends on buying land, or building and improving housing.   |
| Capital Programme                    | A plan, usually over at least one year, for building and improving housing.   |
| Capital Receipt                      | Money received by councils when they sell homes or land either voluntarily or under the Right to Buy.   |
| Caretaker                            | A person employed as a custodian, to look after or take charge of goods, property or land.  |
| Chartered Institute of Housing (CIH) | The professional body for people working in the social housing sector. Provides support and advice, member services, training, conferences, and publications. Develops new initiatives and lobbies on behalf of the sector.   |
| Charter Mark                         | A Government award scheme which "recognises and encourages excellence in public services".  |

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| Choice Based Lettings (CBL)         | CBL is the administrative process used to let vacant properties citywide.  |
| Citizens' Advice Bureau (CAB)       | A locally based registered charity that provides support to members of the public through volunteers. The CAB helps people to resolve their legal, money and other problems by providing free information and advice.  |
| Code of Conduct                     | A code of conduct is a set of guidelines that describe how members of a committee or group are expected to carry out their duties and conduct themselves when at meetings, or acting on behalf of their organisation.  |
| Community Cohesion                  | A cohesive community is a community that is in a state of well-being, harmony and stability. Local Authorities have an important role in enabling community cohesion, through listening to communities, engaging residents and assisting interaction between communities.  |
| Community Mental Health Team (CMHT) | A CMHT is made up of a number of professionals, including psychiatrists, community mental health nurses/community psychiatric nurses (CPNs), social workers, support workers, and occupational therapists (OTs), that works closely with GPs and other agencies. It works with people with serious and enduring mental illness, supporting the safety, recovery, social integration and independence of those disadvantaged through the problems associated with severe mental ill health. |
| Committee                           | A group of people officially assigned to perform a function, such as investigating, considering, reporting, or acting on a matter.   |
| Communal                            | Belonging to or used by a community or group of people, rather than an individual.   |
| Community Regeneration              | The development of local projects and promotion of opportunities for community engagement, aimed at supporting and socially, economically and environmentally improving areas.   |
| Concierge                           | An employee who lives on the premises of a block of flats and serves as a general property caretaker.  |
| Constitution                        | A constitution is a document, produced by a group, that states its aims, objectives, membership, rules etc.  |
| Consultation                        | The act or process of consulting in order to exchange opinions or views, give advice, discuss issues, and make agreements and decisions.   |
| Contractor                          | A person or business which provides goods or services to another organisation, or is employed to carry out works on behalf of a company.   |
| Criminal Records Bureau (CRB)       | An Executive Agency of the Home Office set-up to help organisations make safer recruitment decisions. The CRB checks applications for people who want to work with children and vulnerable people.   |

## D

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| Decant                            | Tenants can be temporarily moved out of their homes (decanted) to another dwelling if their landlord needs to carry out work that is disruptive or that would be difficult to do with the tenant in situ.   |
| Decent Homes Standard             | <p>The Decent Homes Standard is a target set by Government for all social housing providers to meet set standards of fitness and design for their homes by 2010. In brief, a decent home will have to pass four tests:-</p> <ul style="list-style-type: none"><li>▪ It has to meet the current statutory minimum standards for housing.</li><li>▪ It needs to be in a reasonable state of repair.</li><li>▪ It needs to have reasonably modern facilities and services.</li><li>▪ It needs to provide a reasonable degree of thermal comfort.</li></ul> |
| Direct Debit                      | A Direct Debit is an instruction from a customer to their bank or building society authorising an organisation to collect varying amounts from their account, as long as the customer has been given advance notice of the collection amounts and dates. A Direct Debit is originated by the organisation that supplied the goods or service, through the BACS system the customer having signed the Direct Debit.  |
| Disability Living Allowance (DLA) | A tax-free benefit for children and adults who need help with personal care or have walking difficulties because they are physically or mentally disabled.  |
| Discrimination                    | The act of treating someone less favourably on grounds such as age, race, sex, sexuality, disability, gender, etc.  |
| Draft                             | Any version of a document, such as a report, in which the ideas or wording have not yet been finally agreed.  |

## E

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| Emergency Repairs          | A response within 24 hours to an emergency situation, such as a serious water leak, complete power failure, broken lock or door that makes a home insecure, gas leak, blocked or broken sole toilet facility, dangerous structures, loss of heating in winter, loss of hot water for vulnerable residents or residents with young children. To count as an emergency, the problem must pose a serious risk to life or property. |
| Equality & Diversity       | Breaking down the barriers that block opportunities for certain groups of people. Accepting and embracing people's differences, respecting and valuing individuals, and creating an environment in which people can thrive. Equality is about treating people fairly and with respect, and Diversity is recognising human qualities that are different from our own.  |
| Equal Opportunities Policy | A written agreement by an organisation that sets out how it will treat all people equally and fairly. For landlords this should include how they choose and treat their tenants and workers. For tenants this should include how they organise their associations or group.   |
| Eviction                   | The removal of a tenant from his/her property by a bailiff following the serving of a Possession Order.   |

## F

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| FAHL        | First Atlantic Housing Limited  |
| Fax         | The communication of information on a printed page between two separate locations. Fax machines scan a paper form and transmit a coded image over the telephone system. The receiving machine prints a copy (a facsimile) of the original document. |
| Focus Group | A small group selected from a wider population to openly discuss and share opinions about or emotional response to particular topics, in an informal setting.   |
| Forum       | A public meeting for discussion, exchange of ideas and decision making.   |
| FWHG        | First Wessex Housing Group  |

## G

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| General Needs Index | A measure used by central Government in defined areas to define relative need. It is used to help central Government decide how to allocate support and investment, including Housing Investment Programme allocations.                                    |
| Greenfield Site     | A piece of undeveloped land, either currently used for agriculture or just left to nature. Therefore usually located in a rural area or on the edge of a town or city. Some Greenfield sites are in protected 'green belt' areas and must not be built on. |

## H

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| Hearing Loop             | A loop of wire installed around the edge of a room, and connected directly to an audio amplifier. A hearing loop allows people who wear a hearing aid to hear sounds more clearly in a busy environment or area where there is a lot of background noise.   |
| Home Loss Payment        | Social housing tenants who are required to permanently move to another house/flat due to their landlord carrying out redevelopment or demolition are entitled to claim Home Loss Payments.  |
| Hostel                   | Hostels provide temporary accommodation for homeless individuals, families and people with special needs.   |
| Housing Association (HA) | An independent, not for profit body governed by a voluntary board to provide affordable social housing.   |
| Housing Benefit          | Housing Benefit is paid to people on low incomes to help with their rent payments. The service is provided by the local Council. Eligibility is assessed on money the person and his/her partner have coming in (including earnings, some benefits and tax credits), savings, and circumstances such as age, size and age of family, disability, etc. |
| Housing Corporation (HC) | Former government agency to fund new affordable homes and regulate housing associations. Replaced by the TSA in Dec 2008.   |

The Housing Corporation is the government agency that funds new affordable homes and regulates housing associations in England.

Housing Inspectorate

A body set up by Government to inspect housing providers' services under Best Value arrangements, to ensure they are showing continuous improvement and providing value for money.

Housing Needs Index

A measure of relative housing need in defined areas used to help the Housing Corporation to decide how to allocate its housing investment.

Housing Ombudsman Service (HOS)

An independent body that deals with complaints against landlords and agents in England, and other housing disputes. Before the HOS can be called in to investigate, the person making the complaint must have been through the Association's own complaints procedure. The HOS only investigate complaints made against landlords who are members of the HOS scheme.

Human Resources (HR)

The combination of traditionally administrative personnel functions with performance management, employee relations and resource planning within an organisation or business.

## I

Incapacity Benefit (ICB)

A weekly payment for people who become incapable of work due to disability or illness, while under State Pension age.

Induction

A process of introduction and enrolment to something.

Injunction

A court order that requires someone to do or not to do something.

## J

Jobseekers Allowance (JSA)

A weekly payment for people of working age but unemployed and actively seeking work. Claims may also be possible for those with an income and savings below a certain level.

Joint Tenancy

Where two or more people share the responsibility of being a tenant of the same home.

## K

Key Line of Enquiry (KLOE)

KLOE forms the basis on which the Audit Commission makes inspection judgements. Key Lines of Enquiry detail what will be covered in inspections and the standard expected of excellent and fair housing services.

Key Performance Indicator (KPI)

KPIs are financial and non-financial measures used to help an organisation define progress toward organisational goals.

Key Worker

A term used by Government to define people who do jobs that are essential to the community, such as Fire Fighters, Nurses, Teachers etc.

## L

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| Language Line                         | A company that provides interpretation and translation services, enabling organisations to communicate better with people of all nationalities.  |
| Landlord                              | A person or organisation that owns a building or property and rents it to another person (a tenant).   |
| Leaseholder                           | A person who does not own the land their home is built on, and pays ground rent for a fixed number of years. Tenants who live in flats and buy them from their landlord are called leaseholders.   |
| Legislation                           | Law.   |
| Local Authorities (LA) / Councils     | Elected bodies established under Local Government Acts to be responsible for a range of functions in a defined geographical area. There are County Councils, District / Borough Councils, City Councils and Unitary Authorities. In London there are London Boroughs and the City of London, and the Greater London Authority. |
| Local Strategic Partnership (LSP)     | A single body that brings together (at a local level) public, private, community and voluntary sector organisations, so that different initiatives and services support each other, and work together to tackle key issues for local people  |
| Large Scale Voluntary Transfer (LSVT) | LSVT involves the Local Authority transferring the ownership of its stock to a (usually new) Registered Social Landlord with the agreement of the tenants.   |

## M

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| Members         | People elected to serve on councils to represent defined wards and to determine council policy (elected members). People elected, nominated or appointed to the boards of RSLs to determine the RSLs' policies (board members).   |
| Mediation       | Mediation is an effective way of resolving disputes without the need to go to court, and can be less stressful, cheaper and quicker. It involves using an independent, neutral third party, a mediator, who helps both sides to come to a common sense agreement that they are happy to accept (i.e. an apology or explanation, etc). Mediation is a voluntary and confidential process and will only take place if both parties agree. If parties are unable to reach agreement, they can still go to court. |
| Monitoring      | The checking of a system to make sure it is working properly and achieving its goals.   |
| Mutual Exchange | A Mutual Exchange is a swap of accommodation between two, three, four, or more tenants and relies on each party moving permanently into their exchange partner's property. A tenant cannot exchange into an empty property.   |

## N

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| National Housing Federation (NHF) | The central representative, negotiating and advisory body for Registered Social Landlords in England. |
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Notice of Seeking Possession (NOSP) A legal document issued if a tenant breaks the terms of his/her tenancy agreement (i.e. in rent arrears). The NOSP is the first stage in the process of repossession of a property.

## O

Occupational Therapist (OT) A skilled professional who helps people of all ages who have physical, mental health or social problems to adapt to any aspect of their life with more independence, confidence and control.

## P

Partnering Organisations working together within the construction industry as a long-term commitment, including contractors, suppliers and clients. The relationship is based on trust and openness, and the main purpose is the success of the relationship rather than individual objectives. Partnering improves understanding and sustainability, achieves combined objectives, and encourages an innovative and progressive approach.

Partnership Working Organisations working together to ensure customers receive well-coordinated services that meet their specific needs.

PayPoint PayPoint provides an easy way for people to locally pay household bills and for mobile phone top-ups, either at a stand-alone terminal or over the counter.

Performance Indicators (PIs) Measures of performance councils and RSLs are expected to achieve. Are very important in the monitoring of council and RSL performance under Best Value.

Performance Review Panel (PRP) Portsmouth's resident group which considers and monitors key performance and satisfaction matters.

Performance Standards The standard of service which organisations have to meet, set by either themselves or by outside bodies, through which performance can be assessed. The Performance Standards set by the Housing Corporation explain what it expects from a well-run housing association.

PHA Pavilion Housing Association  
or  
Portsmouth Housing Association

Policy An organisation's written plan or course of action, intended to influence and determine decisions, actions, and other matters.

Possession Order A legal document obtained from a magistrates court by a landlord to gain possession of a property from a tenant.

Proactive Controlling a situation by causing something to happen rather than waiting to respond to it after it happens.

Procedure A way of proceeding, performing or making something happen.

Public Relations (PR) The management of internal and external communication of an organisation to create and maintain a positive image.

## Q

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| Quango | Quasi-Autonomous Non-Governmental Organisation set up and answerable to a department of Government. The Housing Corporation is a quango. |
| Quorum | The minimum number of members an organisation needs at any meeting to make any decision, as laid down in its constitution.               |

## R

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| Rechargeable Repairs     | Repairs carried out by the landlord, which the tenant must pay for because the tenant caused the damage or asked for the work to be carried out and for which the landlord is not responsible.  |
| Refurbishment            | The act of restoring or renovating something to its former good condition, so that it is as good as new.  |
| Registered Provider (RP) | Formerly known as 'Registered Social Landlord'. Mainly not-for-profit Housing Associations and Local Housing Companies who are registered with the Tenant Services Authority and provide and manage affordable social housing.  |
| Resident Involvement     | Resident involvement is designed to give tenants more say in the decisions that affect their homes. It actively encourages residents to give feed back and become actively involved in housing issues, for example, repairs, security and other items which may affect them directly. Resident Involvement improves the effectiveness with which housing services are delivered, and brings benefits of new skills and increased confidence to residents. |
| Residents' Association   | A locally based group of residents that meets with housing staff and other agencies to highlight and discuss issues and service delivery in the community.  |
| Responsive Repairs       | Repairs made in response to tenant requests for help to maintain the standard of the accommodation in an individual property, for example to repair a broken window, unblock a drain, fix a broken boiler.  |
| Right to Acquire         | A right held by qualifying RSL tenants to buy their home with the support of a grant.   |
| Right to Buy (RTB)       | A statutory right held by qualifying council tenants and qualifying tenants whose home has been transferred to a Registered Social Landlord under an LSVT, to buy their home with discounts reflecting the number of years tenancy held. There are locally defined maximum discounts and a cost floor.  |
| Routine Repairs          | A response within 28 calendar days to a standard situation, such as replacement of door or window furniture, rendering and works to gates and paths, replacement of sanitary fittings.  |

## S

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| Secure Tenancies              | The vast majority of council tenants and housing association tenants whose tenancies began before 15 January 1989 are secure tenants and have a range of additional rights covered in the Housing Act 1985.   |
| Service Charge                | The money tenants and leaseholders pay for some services such as wardens, common rooms, cleaning, lighting and maintenance of common parts.   |
| Service Delivery              | The way a service, such as repairs, is provided to the people who use it.   |
| Service User                  | Someone that uses or receives any of the services provided by an organisation.  |
| Service Standards             | A set of specific service delivery targets and commitments for an organisation. Service standards describe what a customer can expect to receive from a service, and the manner in which the service will be delivered.   |
| Shared Ownership              | A shared owner owns part of their property (for example between 25 and 75%) in conjunction with a co-owner, for example a housing association. Shared Owners raise a mortgage for the share they wish to purchase, and pay rent on the share of the property they do not own.   |
| Sheltered Housing             | Housing for people of retirement age who wish to maintain their independent lifestyle with or without support. Homes are linked to a 24-hour on-call alarm system in case of emergency.   |
| Service Level Agreement (SLA) | An agreement between two organisations, or two parts of one organisation, to provide services at a given level. Many RSLs have SLAs with authorities on the administration of Housing Benefit.  |
| Sinking Fund                  | A fund set up to provide for future major repairs to avoid large one-off service charge demands. Calculation of sinking fund contributions is based on a professional assessment of the life expectancy of the building's assets and is included in the service charge. A sinking fund helps to ensure that all occupants, regardless of when they actually live in the scheme, share the financial cost. |
| SMS (Short Message Service)   | More commonly known as text messaging. A service for sending short text messages between mobile telephones.   |
| Social Housing                | Housing of an adequate standard which is cheaper than that which is generally available in the local housing market. This can comprise a combination of subsidised rented housing, subsidised low-cost home-ownership, including shared ownership, and in some market situations cheap housing for sale.  |

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| Standing Order                   | A standing order is an instruction a bank account holder gives to their bank to pay a set amount at regular intervals to another account. A standing order is originated from the person making the payments. The bank then sets up the instructions as requested by the account holder, and the payments are then sent to the bank of the supplier that supplied the goods or service.  |
| Starter Tenancy                  | An introductory tenancy agreement for new tenants that lasts one year. If a tenant has not broken the terms of the agreement the starter tenancy will be changed to a secure tenancy.  |
| Statutory Agency                 | An organisation that has been established, regulated or imposed by or according to laws passed by a legislative (lawmaking) body (i.e. the government).  |
| Strategy                         | A long-term plan for success or doing something.   |
| Succession / Right of Succession | The right to automatically transfer the tenancy of a property on the death of a tenant. For example, if a husband and wife lived together in the property and the husband was the tenant, upon his death the wife would automatically take over the tenancy.   |
| Supported Housing                | Housing department that provides services to people that require some level of support and/or care in order to live in their home and manage day-to-day living. People living in Supported Housing have particular needs, such as age-related, mental health, a learning difficulty, homelessness and dealing with substance abuse. Supported Housing includes Sheltered Housing, hostel accommodation, temporary accommodation, and floating support. |
| Support Services                 | Any services that provide support, assistance, advice or counselling to an individual with particular needs (for example because of age, mental health problems, leaving care, etc) to enable him/her to occupy his/her home and manage and maintain day-to-day living.  |

## T

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| Tenancy Agreement                            | A signed contract between a landlord and a tenant. A tenancy agreement sets out what is expected of each party, and what rights each has.   |
| Tenant                                       | Someone that pays rent to occupy a building or property owned by another person or organisation.  |
| Tenant Empowerment                           | The full and meaningful involvement of tenants in the planning, monitoring and decision making with regards their services and homes.   |
| Tenant Participatory Advisory Service (TPAS) | The main organisation working with tenants, councils and housing associations to develop resident involvement in housing management.  |
| Tenants' Consultative Group (TCG)            | Atlantic and Pavilion's resident groups which consider and monitor key performance and satisfaction matters.  |
| Tenant Services Authority (TSA)              | The social housing regulator centred on the needs and aspirations of tenants, replacing the Housing Corporation in December 2008. The TSA regulates housing associations, local authorities and ALMO (Arms Length Management Organisations) landlords and other for-profit housing providers. |

Total Cost Indicator (TCI )

Measures set by the Housing Corporation to determine cost limits for aspects and types of social housing development.

## U

Urgent Repairs

A response within 7 calendar days to situation where there is severe inconvenience but no serious risk to life or property, such as lighting failure to one room, minor leaks, loss of hot water, toilet not working correctly, glazing broken.

## V

Voids

Empty homes that are usually waiting for some work to be done and/or for someone to move in.

## W

Wessex Property Services (WPS)

The management and contracting company for First Wessex Housing Group, that provides maintenance services to Atlantic Housing Limited, Pavilion Housing Association and Portsmouth Housing Association. It also provides services to numerous Local Authorities, companies and individuals.

Working Party

A group set up to work on a particular task.

Workshop

A small discussion group at a conference, which may be given a task to work on.