

# Glossary of Terms

Term	Definition
<b>A</b>	
A & D	Acquisition and Development
ACAS	Advisory, Conciliation and Arbitration Service
Affordable Rent	A term used by housing associations to mean that rents do not exceed the means of low income groups. A variety of definitions exist, none definitive.
AIMS	Advice Information and Mediation Service
ALMO	Arms Length Management Organisation This is a way of placing the management and maintenance of Council homes in a separate operating company, owned by the Council, but run by a Board including tenants. Private money may be raised to repair and improve works to Council housing. Funding available, by competition, from 2002/03 in England only.
ASB	Anti-Social Behaviour
ASBO	Anti-Social Behaviour Order HAs may apply for these under the Crime and Disorder Act 1998 to prevent persons from carrying out antisocial acts already found to have been committed in a local authority area.
Assured Shorthold Tenancy	A form of tenancy introduced by the Housing Act 1988 which became the norm for new lettings by HAs. Such tenancies are outside the provisions of the Rent Act 1988. The landlord is free to set market rents but HAs are expected to set affordable rents and give additional contractual rights to tenants, as required by the Housing Corporation's Assured Tenants' Charter. An assured tenancy cannot be ended by a landlord's notice of seeking possession and go to court. Schedule 2 to the Housing Act 1988 sets out the grounds on which the courts can, or in some cases must, grant possession.
Audit Commission (AC)	The Government body that inspects Council housing and housing associations, giving them <i>star ratings</i> following inspections.
<b>B</b>	
BANANA	Build Absolutely Nothing Anywhere Near Anything See also NIMBY
Best Value (BV)	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.

BIT	Business Intelligence Team
BME	Black and minority ethnic.
BS	British Standard
BVPP	Best Value Performance Plan
BVR	Best Value Review A 5 year period review of council services based on 4 principles: 1. comparison of the services to others 2. the way the service is delivered 3. ensuring the service can compete with other service providers 4. providing the public with information on the service's future.

## C

CAB	Citizens Advice Bureau A Citizens Advice Bureau can give free advice and information to local people, in person or by telephone. They advise on problems like benefits, debt and consumer rights.
Care and Repair	Term used to describe services that help older home-owners with repairs, improvements and adaptations (home improvement agencies).
CBL	Choice Based Lettings
CCJ	County Court Judgement
CIH	Chartered Institute of Housing The CIH is a registered charity dedicated to helping to raise the standards of housing management. This professional body is for people working in the social housing sector and provides support and advice, member services, training, conferences, publications. It develops new initiatives and lobbies on behalf of the sector.
CIO	Community Involvement Officer
CIPRP	Continuous Improvement Policy Review Programme
CIRG	Continuous Improvement Review Group
CLG	Formerly the Department for Communities and Local Government This is the new amended title for the old ODPM The ODPM, now the CLG, was created as a central department in May 2002. It is responsible for policy, delivery and major spending programmes on housing and homelessness, planning

and the fire service. Other policy areas CLG oversees include devolution and regional and local government. It also takes responsibility for the Social Exclusion Unit, Neighbourhood Renewal Unit and the Government Offices for the Regions.

CORE	<b>CO</b> n tinuous <b>RE</b> cording system
CRE	Commission for Racial Equality A statutory body which enforces legislation concerned with racial discrimination and encourages voluntary action to promote racial equality.
Crystal Mark	Plain English Organisation In 1990 the public's own seal of approval was introduced - the Crystal Mark - to encourage organisations to communicate clearly with the public. The Crystal Mark has now become firmly established in the UK as the standard that all organisations aim for when they produce public information. The mark also appears on documents in other countries such as the USA, Australia and South Africa. More than 1000 organisations know that only Plain English Campaign's Crystal Mark will be accepted by the public as a guarantee of a document's clarity. This is because we will not give the Crystal Mark to any document unless our testing shows it can be read, understood and acted upon by the intended audience.
CSA	Community Services Agency
CSA	Customer Services Adviser

## D

DCLG	See under CLG
DH	Decent Homes A Government minimum standard for homes.
DHS	Decent Homes Standard In 1997 2.1 million homes owned by local authorities and housing associations fell below the decent homes standard. Information provided by local authorities and housing associations indicates this number has been reduced by 1 million since then.  The Government aims to make all social housing decent by the end of 2010.  A decent home is one that: It meets the current statutory minimum for housing, which at present is the 'Fitness Standard'; It is in a reasonable state of repair - a home which fails to meet this criterion will have either one or more 'key' building component that are old and in poor condition or

two or more 'other' building components that are old and in poor condition;  
 It has reasonably modern facilities and services - homes which fail to meet this criterion lack three or more of a specified list of facilities;  
 It provides a reasonable degree of thermal comfort, i.e. it has effective insulation and efficient heating.

Disability Wording	Try to avoid using	Use instead
	Handicapped person	Disabled person/ people with disabilities
	Afflicted by, suffers from, victim of	Has a condition or impairment of
	Wheelchair bound, confined to a wheelchair	Wheelchair user, uses a wheelchair
	Mentally handicapped	Has learning difficulties / a learning disability
	Cripple / invalid	Disabled person/people / people with disabilities
	Spastic	Has cerebral palsy
	Is mental	Has a mental illness
	Partially sighted	Visually impaired

DPF Disposal Proceeds Fund

## E

E & Q Equality & Diversity

Efficiency Agenda An agenda that has stemmed from the Barker Review where housing organisations will be required to assess and publish their efficiency against an efficiency index.

EOP Equal Opportunities Policy

## F

FBHO Federation of Black Housing Organisations

FEANTSA European Federation of National Organisations Working with the Homeless.

FF Foyer Federation

Fol Freedom of Information (Act)

FP Fixed Price (Contract)

## G

GAAP Generally Accepted Accounting Practice

GDV Gross Development Value

GFH	General Family Housing
GOSE	Government Office for the South East
GV	Gross Value

## H

HA	<p>Housing Association</p> <p>An independent organisation providing homes for people to rent or buy through low-cost schemes, funded by the Housing Corporation. Some have thousands of properties all over the country while others are local organisations, or which cater for a specific group of people, for example the elderly, single people or those with special needs. They can be charitable bodies.</p>
HAA 1985	Housing Associations Act 1985
HACAS	Housing Associations Consultancy and Advisory Service
HAMA	Housing Associations as Managing Agents
HARP	Housing Association Research & Policy (or HA Research Panel)
HARTOE	Housing Association Resident & Tenants Organisation for England
HAT	Housing Action Trust
HB	<p>Housing Benefit</p> <p>This helps tenants to pay their rent. It is also known as a rent rebate or rent allowance. All tenants, Council, Housing Association or private, are eligible to apply. How much help anyone receives depends on their income and other circumstances. The administration of Housing Benefit is usually undertaken by the Council.</p>
HC	The Housing Corporation is the main government agency for supporting Registered Social Landlords (RSLs) in England. It makes grants available to RSLs and supervises and regulates their work.
HI	Homeless International
HIP	Housing Investment Programme
HIS	Housing Investment Strategy
HLP	Home Loss Payment
HMCCT	Housing Management Compulsory Competitive Tendering

HMO	Housing Management Officer
HMO	House of Multiple Occupancy
HNO	Housing Needs Officer
HOAP	Home Ownership Advisory Panel of the NHF
HOMES	Housing Organisations Mobility and Exchange Scheme
HomeBuy	HomeBuy helps people who wish to buy a property but cannot afford to, and those who wish to rent but cannot afford to pay market rents. It is targeted at groups such as public sector key workers or people in other priority groups, such as council or housing association tenants or those identified by Regional Housing Boards as being in priority need.
Homelessness	Section 175 of the Housing Act 1996 defines a homeless person as one who has no accommodation in the UK or elsewhere or who has accommodation but is unable to occupy it. Local authorities have temporary duties to house people who are homeless and in priority need (families with children, elderly people or other 'vulnerable' people), who have a local connection with the area.
HouseMark	Performance Benchmarking Organisation HouseMark is a joint venture by the Chartered Institute of Housing (CIH) and the National Housing Federation (NHF), two non-profit organisations dedicated to improving housing standards. HouseMark is committed to working for, and with, the social housing sector to improve performance and efficiency through services such as benchmarking, good practice, group procurement and peer review.
Housing Act 1996	Most important housing legislation since the Housing Act 1988. Allowed new types of social landlord to register with the Housing Corporation and receive grant; set up new tenant purchase scheme; allowed introductory tenancies in local authorities; reduced rights of homeless people, formalised 'common housing registers'.
HoST	Heads of Service Team All Heads of Service: Wendy Chalmers - Housing Operations, Stuart Bishop – Group Policy, Ron Macdonald – Finance, Mike Silk - IT, Martin Evans, Angela James – Housing Mgr, Frays
HQI	Housing Quality Indicator
HQN	Housing Quality Network The Housing Quality Network exists to help its 450 members improve performance and deliver high quality services. It offers a

range of services designed to bring you the reliable, expert information needed – when it is wanted.

**Services include:**

- Expert briefings on all aspects of housing and related services
- An electronic library of information from Government and other agencies
- Regional workshops with detailed information and top performers' experiences
- Annual conference
- Members' queries answered
- Discounts on seminars, conferences and specialist networks run by Housing Quality Network Services and Housing Finance Training Associates
- Annual members' survey to help shape future services

HRA	Human Rights Act or Housing Revenue Account
HSE	Health & Safety Executive
HSO	Housing Services Officer
HSG	Housing Support Grant
HSMT	Housing Services Management Team Anthea Watkins – CI Manager, Darren Corsby – Partnering Contract Manager, David Smith – Deputy Chief Executive & Group Director of Housing, Geoff Gigg – Chiltern Area Manager, Jenny Jobson – Home Ownership Manager, Sharron Morgan – Area Manager (Other Teams), Tony Lovelee – Area Manager, Wendy Chalmers – Head of Housing Operations.

## I

IHO	Independent Housing Ombudsman Statutory body set up under the Housing Act 1996 to investigate and rule on complaints against RSLs from tenants, leaseholders and prospective tenants. Can award compensation and/or direct an RSL to review its procedures.
IIP	Investors In People An accreditation scheme for employers, which demonstrates their commitment to staff development and training.

## J

JAWS	Job Application Waiting List
JCC	Joint Consultative Committee
JSA	Job Seeker's Allowance
JVC	Joint Venture Company

## K

KLOE	Key Lines Of Enquiry These detail what will be covered in Audit Commission inspections and the standard expected of excellent and fair housing services.
KPI/PI	Key Performance Indicator See PI

## L

LA	Local Authority Elected councils which provide local services and set strategy.
LAA	Local Area Agreement - something that is very much linked to Local Strategic Partnership.
LAA	Local Authority Association
LASHG	Local Authority Social Housing Grant
LCHO	Low Cost Home Ownership
LHF	London Housing Federation
LLP	Local Lettings Policy
LOTS	Living Over The Shop Scheme
LSP	Local Strategic Partnership

## M

MCIH	Member of the Chartered Institute of Housing
MENCAP	National Society for the Mentally Handicapped
MHA 1983	Mental Health Act 1983
MIRAS	Mortgage Interest Relief at Source
MITR	Mortgage Interest Tax Relief
MRUK Ltd	Market Research UK Limited Research Consultancy for Housing Associations
MT	Management Team
MT Sponsor	Management Team Sponsor for Continuous Improvement Best Value / Policy Review

MTSG See HoST

## N

NAO National Audit Office

NASS National Asylum Support Services

NATWHAG National Wheelchair Housing Association Group

NCB National Children's Bureau

NCC National Consumer Council

NCD New Community Deal (New deal for communities programme)

NFP Not For Profit

NHBC National House Building Council

NHF National Housing Federation  
The central representative, negotiating and advisory body for HAs and other non-profit housing bodies in England. The NHF represents its members to government over new legislation and to the Housing Corporation on a wide range of financial and other matters; gives advice and guidance to members, publishes Housing Today, Agenda and a wide range of publications; campaigns for HA employees and board members; and facilitates mutual support for RSLs through a range of specialist and regional meetings.

NHS National Health Service

NIMBY Not In My Back Yard  
Defines residents' opposition to planning issues for new developments which may devalue their properties.  
See also BANANA

NOSP Notice of Seeking Possession  
A notice warning a secure or assured tenant that the landlord proposes to seek a court order for possession of the property on the grounds permitted under the Housing Acts.

NTO National Tenant's Organisation

NtQ Notice to Quit  
Notice given by either landlord or tenant to end a tenancy.

NTRF National Tenants' & Residents' Federation

NVQ National Vocational Qualification

NWA National Wardens Association

## O

ODPM Office of the Deputy Prime Minister  
See CLG

OFT Office of Fair Trading

OFGAS / OFTEL / OFWAT Office of Gas / Telephone / Water Regulator

## P

P & R Purchase & Repair

PCT Primary Care Trust

PDF Portable Document Format  
It is a type of formatting that enables files to be viewed on a variety of computers, regardless of the program originally used to create them. PDF files retain the "look and feel" of the original document with special formatting, graphics, and colour intact.

You use a special programme or print driver (Adobe Distiller or PDF Writer) to convert a file into PDF format. Software can be downloaded for free PDF reader from the Adobe website.

PDT Pre Tenancy Determination  
The decision made by the rent officer on what housing benefit will be allowed on a property.

PESTLE Politics, Economy, Social, Technology, Legislation & Environment (methodology used in scenario planning)

PI / KPI Performance Indicators / Key Performance Indicators  
A relative measure of performance against a pre-set standard which helps to show whether an objective is being achieved. The Housing Corporation requires HAs to use and publish performance indicators on a range of housing management, finance and development activities.

PIPS Premier Incentive Points Scheme

PRP Performance Related Pay

## R

RADAR Royal Association for Disability and Rehabilitation

RCGF Recycled Capital Grant Fund

Rent Money payable for accommodation provided.

Rent Arrears	Outstanding rent payments due to a landlord from a tenant.
RHS	Regional Housing Statement / Strategy
RICS	Royal Institute of Chartered Surveyors
Risk Assessment	Assessments continuously undertaken to assess the potential risk of any situation.
RRA 1976	Race Relations Act 1976. Makes racial discrimination unlawful in employment, training, education, provision of goods, facilities and services, and disposal and management of properties. It defines direct and indirect discrimination. It gives individuals right of access to civil courts and industrial tribunals. It established the CRE (see CRE above).
RRAA 2000	Race Relations Amendment Act 2000 This extended the RRA 1976 to make it unlawful for public authorities, whilst carrying out any of its functions, to discriminate against a person.
RSL	Registered Social Landlord Term introduced by the Housing Act 1996 applying to housing associations registered with the Housing Corporation. RSLs have access to Social Housing Grant public funding for the capital costs of providing housing. RSLs are required to supply the Housing Corporation with statistical details about themselves, complete an annual return and comply with accounting requirements.  “Registered” with Housing Corporation in England; “Social” in its purpose – not public or private and not profit making; “Landlord” because that is what it is. Councils can only transfer their homes to Registered Social Landlords.
RTA	Right To Acquire The right of certain tenants of RSLs to buy the property in which they live.
RTB	Right To Buy Under the Housing Act 1980, most secure tenants of non-charitable RSLs and of LAs have the right to buy their homes at a price lower than the full market value, after a minimum period of residence.

## S

SDS	Schemework Development Standards
SFD	Single Family Dwelling

Shared Ownership (SO)	Housing which allows the occupier to purchase a proportion of a home whilst renting the other proportion from a housing association.
Sheltered Housing	Sheltered housing covers a wide range of supported housing for older people. Generally it provides specially designed self-contained housing. Schemes may have communal facilities such as a common room, laundry and guestroom and the provision of warden services. Some have a warden service but no communal facilities. In these schemes the housing may be dispersed. Wardens do not provide personal care but offer low-level support including emergency support often through a linked alarm system. They also help older people to obtain the care and support they need, manage the scheme and organising activities.
SHG	Social Housing Grant Grant paid by the HC to RSLs for capital development programmes. It replaces the HA Grant.
SHIP	Supported Housing in Partnership or Safe Home Income Plan
SHMG	Supported Housing Management Grant
SHS	Social Housing Standard
SLA	Service Level Agreement
SMART	Specific, Measurable, Achievable, Relevant or Realistic, Timed
Smart Homes	The modern home contains a variety of systems, such as central heating, fire and security alarms, and devices, such as televisions and lights. Smart homes have a communications infrastructure that allows these systems and devices to communicate with each other – so that, for example, the security alarm can turn the lights on or off. In addition, plans to develop Smart homes include the individual resident being able to control the opening of windows, closing of curtains or switching on of ovens, through a computer.
SMT	Senior Management Team
SOLO	Singles Opportunities for Lodgings
SP	Supporting People General term used to cover the programme of reform of funding for support services for vulnerable people to improve their quality of life and independence. It is a preventative service providing people with housing-related support services to remain independent or gain independence in their own home. Existing funding streams for these support services have been brought together and placed into a specified grant paid by Central

Government to be administered by local authorities in partnership with NHS bodies and the probation service from April 2003, when the programme started. Support services are commissioned by the local authority and some support services will be subject to means-testing.

SSI Social Services Inspectorate

Sustainable Communities Plan The Government's programme for regional housing provision - where each region of the Country was required to develop regional housing strategies. Interestingly a part of the plan's definition of a sustainable community was where long term stewardship of homes and neighbourhoods would be in the hands of local people.

## T

TA Tenancy Agreement  
Assured Tenancy  
Assured Shorthold Tenancy  
The legal document under which an RSL or other landlord lets property to one or more individuals (the 'tenant(s)').

Paradigm Housing Group issues tenancy agreements for Chiltern Hundreds Charitable Housing Association and Paradigm Homes.

TAROE Tenants and Residents Organisation England

TEAS Tenants' Energy Advice Service

Testator/ testatrix A testator (male), or testatrix (female), is a person who has made a will.

THFC The Housing Finance Corporation

TIP Tenants Information Pack

TMO Tenancy Management Officer

ToR Terms of Reference

TP Tenant Participation  
Refers to activities of tenants in contributing to the strategic development and management of the organisation of which they are a tenant or resident.

TPAS Tenant Participation Advisory Service  
The main organisation working with tenants, councils and housing associations to develop tenant involvement in housing management. Website: [www.tpas.org.uk](http://www.tpas.org.uk)

## U and V

VFM	Value For Money
Voids	Empty homes that are usually waiting for some work to be done and/or for someone to move in.
VP	Vacant Possession
VPV	Vacant Possession Value
VTHA	Voluntary Transfer Housing Association

## W

Will	A written document which disposes of the property of the person making it on his or her death. It must be signed by the person making it and in England and Wales must be witnessed by two witnesses. There are detailed rules about how that must be done.
WISH	Women in Social Housing

## X, Y and Z

YOTS	Youth Offending Team
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