



# **LHT Jargon Buster**



## LHT JARGON BUSTER

Welcome to LHT's jargon buster!

In this guide, you will find definitions for housing words and phrases, together with explanations of a range of commonly used terms. We hope it will be a useful guide for staff, tenants and Board members to consult. You will also find explanations for a number of commonly used acronyms (words formed from the initials of several words e.g. ASBO)

Please contact the Policy and Research Team at [lhtpolicyandresearchteam@vicinity.org.uk](mailto:lhtpolicyandresearchteam@vicinity.org.uk) if you have any comments on the guide or would like to suggest any additions.

How to use the guide:

To find a word or phrase, please either click on the letter below or scroll down the guide to find the word or phrase:

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A	
<a href="#">top</a>	
ABC	<p><b>Acceptable Behaviour Contract</b></p> <p>An ABC is a written agreement between an anti-social behaviour perpetrator and their local authority, Youth Inclusion Support Panel, landlord or the police.</p> <p>ABCs are often used when working with young people but can also be used for adults.</p> <p>The ABC consists of a list of anti-social acts that the offender agrees not to continue and outlines the consequences if the contract is breached.</p> <p>Contracts usually last for six months but can be renewed if both parties agree.</p> <p>ABCs are not legally binding, but can be cited in court as</p>

	evidence in Anti Social Behaviour Order applications or in eviction or possession proceedings.
ABG	<p><b>Annual Based Grant</b></p> <p>Funding provided to support the priorities in the local area agreement.</p>
Abuse	A violation of an individual's human and civil rights by any other person or persons. It can be a singular or repeated act or a lack of action.
ALMO	<p><b>Arms Length Management Organisation</b></p> <p>A company set up by a local authority to manage and improve all or part of its housing stock. The local authority retains ownership of the housing and tenants remain secure tenants of the local authority.</p> <p>By setting up an ALMO local authorities are able to obtain Government funding to make improvements to their properties.</p>
Accountability framework (LHT)	A record of how each LHT team informs, involves and feeds back to customers. This allows us to confidently demonstrate the ways in which each of LHT's services is accountable to our customers, and so meet regulatory and inspection requirements. It also allows tenants and other stakeholders to scrutinise our work.
Achievements log. (LHT)	A record of actions we've taken to improve LHT's services. Each Service Quality Team is responsible for keeping it up to date.
AGM	<p><b>Annual General Meeting</b></p> <p>An <b>annual general meeting</b> is a meeting that official bodies, and associations involving the public (including companies with shareholders), are often required by law (or the constitution, charter etc. governing the body) to hold.</p> <p>An AGM is held every year to inform members of previous and future activities. In organisations run by volunteers or a paid committee, the AGM is generally the forum for the election of officers or directors for the organisation.</p> <p>It is an opportunity for the shareholders to receive copies of the company's accounts as well as reviewing financial</p>

	information for the past year and asking any questions regarding the decisions the business will take in the future.
Allocations	The process of matching applicants to available properties for rent. Most Registered Social Landlords now do this through a Choice Based Lettings scheme (see CBL below)
AMP (LHT)	<p><b>Asset Management Panel</b></p> <p>An LHT tenant led panel set up to provide stronger tenant focus and consultation for Property Services.</p>
AOB	<p><b>Any Other Business</b></p> <p>Usually an agenda item at the end of a meeting to give people attending the meeting an opportunity to bring up other matters not discussed in the main agenda.</p>
Arrears	Overdue rent which a tenant owes their landlord and they have not paid.
ASB	<p><b>Anti Social Behaviour</b></p> <p>“Behaviour that could cause or is likely to cause harassment, alarm or distress to one or more persons ...” (Crime &amp; Disorder Act, 1998)</p> <p>The legal definition of ASB is deliberately broad and can encompass most behaviour if it causes another alarm, distress or harassment. Examples could include – noise nuisance from a stereo or neighbours arguing, residents who allow their gardens to become unkempt and more seriously residents who verbally or physically abuse other residents or staff.</p>
ASBO	<p><b>Anti Social Behaviour Order</b></p> <p>ASBOs are civil orders that exist to protect the public from behaviour that causes or is likely to cause harassment, alarm or distress. An ASBO includes conditions preventing the offender from specific anti-social acts or from entering defined areas; they are effective for a minimum of two years. The orders are not criminal penalties and are not intended to punish the offender.</p>

Assured Tenancy	<p>These are tenancies issued by Housing associations and Registered Social Landlords; they came into affect on 15 January 1989 under the Housing Act 1988</p> <p>These tenancies are more secure than an Assured Shorthold Tenancy but they do have mandatory grounds for possession – i.e. if court is satisfied that the grounds have been met then they must grant the landlord possession of the property.</p>
Asylum Seeker Related Hate Crime	<p>This is any incident which is perceived to be based on a person’s immigration status as an asylum seeker by the complainant or any other person.</p>
Atrium City Living	<p>This is the profit making subsidiary of Vicinity.</p> <p>Atrium build or refurbish properties for private renting, shared ownership or for sale.</p>
Audit Commission	<p>An independent watchdog responsible for ensuring that public money is spent economically, efficiently and effectively in the areas of local government, housing, health, criminal justice and fire and rescue services.</p> <p>The Audit Commission inspect housing associations, ALMOs and local authority housing services. A good star rating is important for an organisation’s reputation, and in the case of ALMOs, allows them to get additional Government funding.</p> <p>See also Inspection, Key Line of Enquiry, Short Notice Inspection.</p>
<p><b>B</b></p> <p style="text-align: right;"><a href="#">top</a></p>	
BBCHA	<p><b>Beechwood &amp; Ballantyne Community Housing Association</b></p> <p>A subsidiary of the Vicinity group, managing housing stock on the old Ford Estate near Bidston (Wirral)</p>
Benchmarking	<p>Comparing an organisation’s performance to that of other similar organisations. For example comparing the costs of providing services, how long it takes to provide a service, customer satisfaction levels.</p> <p>It is a way of finding out what an organisation is doing well, and what it needs to improve.</p>

BFL	<p><b>Building for Life</b></p> <p>This is an assessment of planned or completed housing developments. The development is assessed against 20 questions around – Environment &amp; Community, Character, Streets/Parking/Pedestrians, Design &amp; Construction.</p>
BME	<p><b>Black and Minority Ethnic</b></p> <p>A term for black people and people from other ethnic minority groups which can include White Irish &amp; White Other</p>
Board Members	<p>All housing associations, along with many other organisations, have board members who oversee the work of the executives and the strategic direction of the organisation.</p> <p>They are generally not paid for their work.</p>
BREEAM	<p><b>Building Research Establishment and Environmental Assessment Method</b></p> <p>BREEAM is the leading and most widely used environmental assessment method for buildings. It sets the standard for best practice in sustainable design and has become the de facto measure used to describe a building's environmental performance.</p>
BRM	<p><b>Black and Racial Minority</b></p> <p>Many Liverpool based organisations prefer to use this term for black people and people from other ethnic minority groups which can include White Irish &amp; White Other</p>
BS	<p><b>British Standards</b></p> <p>BSI British Standards is the UK's National Standards Body and was the world's first. It represents UK economic and social interests across all of the European and international standards organizations and through the development of business information solutions for British organizations of all sizes and sectors. BSI British Standards works with manufacturing and service industries, businesses, governments and consumers to facilitate the production of British, European and international standards.</p>

BVR	<p><b>Best Value Review</b></p> <p>Best Value Reviews provide a unique opportunity to re-think fundamentally how services are provided. Best Value is a framework for the planning, delivery and continuous improvement of services. The purpose of the review is to enable the delivery of services that are efficient, economic and meet the needs of customer.</p>
<p><b>C</b></p> <p style="text-align: right;"><a href="#">top</a></p>	
CAA	<p><b>Comprehensive Area Assessment</b></p> <p>This is a document that will include the following:</p> <ul style="list-style-type: none"> <li>• Local Performance against the National Indicator set.</li> <li>• An annual joint risk assessment for each area.</li> <li>• An annual use of resource assessments for councils, police authorities, PCT's, fire and rescue authorities.</li> <li>• An annual direction of travel assessment for each council and fire rescue authority.</li> </ul>
C.A.B.	<p><b>Citizen's Advice Bureau</b></p> <p>The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice, and by influencing policy makers.</p>
CBL	<p><b>Choice Based Lettings</b></p> <p>Choice based lettings schemes allow applicants to bid for council and housing association tenancies, rather than staff selecting and offering properties.</p>
CCG	<p><b>Community Care Grant</b></p> <p>This is a tax-free sum of money, available from the Dept. Of Work &amp; Pensions, that does not have to be paid back. A Community Care Grant can help people to cope with special difficulties.</p> <p>A Community Care Grant could help people:</p> <ul style="list-style-type: none"> <li>• return to the community after being in care</li> <li>• stay in their home rather than go into care</li> </ul>

	<ul style="list-style-type: none"> <li>• set up home in the community after having an unsettled way of life (as part of a planned programme)</li> <li>• care for a prisoner or young offender when they leave prison on temporary licence</li> </ul>
CDRP	<p><b>Crime and Disorder Reduction Partnership</b></p> <p>This is a partnership of statutory, voluntary and private organisations that was created by the Crime &amp; Disorder Act 1998.</p> <p>The partnerships come together to develop a holistic approach to tackle problems with crime; for more information got to the link below:</p>
Champion	<p>Someone in the organisation at management level or above whose remit is to provide strategic direction and guidance around a specific service area or project. For a service area the Champion would report performance to Board and ensure that the necessary resources are provided in order for the service to continually improve.</p>
Checkpoint (LHT)	<p>A Checkpoint meeting is a continuous improvement tool used in LHT. It involves the lead manager for a service area being questioned on service performance by senior managers from LHT and another subsidiary. The aim is to agree how the service might be improved.</p>
CIH	<p><b>Chartered Institute of Housing</b></p> <p>The Chartered Institute of Housing is the professional body for people involved in housing and communities. They are a registered charity and not-for-profit organisation. They have a diverse and growing membership of over 22,000 people – both in the public and private sectors – living and working in over 20 countries on five continents across the world.</p>
CLG	<p><b>Communities and Local Government</b></p> <p>The government department responsible for setting national housing policy, as well as local government, urban</p>



	regeneration, planning and fire and rescue.
Cobalt	This is a subsidiary of the Vicinity group, created to manage the properties in Alt Valley that were transferred from Liverpool City Council.
Community Cohesion	The development of shared values, interests and common goals within the community and a mutual sense of identity and belonging.
Community Engagement	How residents and communities are involved in determining their needs and/or ways of addressing these. People working together collaboratively, through inspired action and learning, to meet the needs of the community.
Continuous improvement	<p>Actively looking for ways to improve services or how we work, and demonstrating that we are doing things better year on year, for example through increasing customer satisfaction results or better performance figures.</p> <p>The idea is that services or performance are always capable of improvement, and organisations should not be complacent that their current services or performance are 'good enough'.</p>
CORE	<p><b>Continuous Recording</b></p> <p>Each time a housing association or local authority lets or sells a property, they have to fill in a CORE log which records a wide range of information on both the household and property. This information is sent to a national research team and is used by various organisations to inform funding, regulatory and other housing policy decisions.</p> <p>We are also able to use the information within LHT to profile our new tenants and buyers, and design our services accordingly.</p>
COT	<p><b>Commencement of Tenancy</b></p> <p>In its simplest terms this is the point when the tenancy starts and the tenant is granted possession of the property.</p> <p>It is usual for tenancies to commence from the Monday following the signing of the tenancy.</p> <p>From the Housing Management perspective this includes the</p>



	process involved in making a tenancy “live” on LHT’s Orchard Housing Management system.
COW	<p><b>Clerk of Works</b></p> <p>Also known as site inspector; oversees the quality and safety of work on a construction site, making sure that building plans are being followed correctly.</p>
CPA	<p><b>Comprehensive Performance Assessment</b></p> <p>Measures how well councils are delivering services for local people and communities. It looks at performance from a range of perspectives and combines a set of judgements to provide both a simple and understandable rating and a more complete picture of where to focus activity to secure improvement.</p>
CPO	<p><b>Compulsory Purchase Order</b></p> <p>Compulsory purchase powers are provided to enable Local Authorities to compulsorily purchase land to carry out a function which Parliament has decided is in the public interest, for example as part of a Housing market Renewal Initiative.</p> <p>Anyone who has land acquired is generally entitled to compensation.</p>
CPN	<p><b>Community Psychiatric Nurse</b></p> <p>A CPN supports people who are living in the community, and have mental health issues. This is most often in the person's own home but it can also be based in clinics, for example, in a doctor's surgery.</p> <p>CPNs provide support to people through difficult periods of their illness. They may also see patients who are currently well to check everything is going okay and be the first point of contact if the patient starts becoming unwell again.</p> <p>Patients may be referred to CPNs from a number of sources including doctors, psychiatrists and inpatient wards so that the CPN can help the patient's transition from hospital back into the community.</p>
Credit Union	Credit unions are financial co-operatives owned and controlled by their members. They offer savings and good value loans plus they are local, ethical and know what their members want. Many credit unions now offer a range of

	<p>services including a current account, benefits direct, ISAs and Child Trust Funds.</p>
CSC (LHT)	<p><b>Customer Service Centre</b></p> <p>Many larger Housing Associations have a central CSC department staffed by Customer Service Officers or similar staff. They take calls from customers, many of them related to repair reporting. Some centres also deal with complaints and general enquiries. LHT's CSC is located in our Runcorn Office</p>
CSHS	<p><b>Centre for Sheltered Housing Studies</b></p> <p>The CSHS is an independent organisation that monitors standards within an organisation providing sheltered housing and within each Sheltered Housing Scheme, ensuring that the services delivered are of a high quality and are delivered consistently within an organisation.</p> <p>The CSHS Code of Practice is an accreditation and Chartermark which acknowledges the quality of services an organisation provides through Sheltered Housing.</p>
CSH	<p><b>Code for Sustainable Homes</b></p> <p>The Code for Sustainable Homes has been developed to enable continuous improvement in sustainable building practice for new homes.</p> <p>The Code is intended as a single national standard to guide industry in the design and construction of sustainable homes. It is a means of driving continuous improvement, greater innovation and exemplary achievement in sustainable home building.</p> <p>The Code complements the system of Energy Performance Certificates, which are required for all new homes (and in due course other homes, when they are sold or leased). These Certificates give key information about the energy efficiency/carbon performance of the home.</p> <p>In the short-term, Code compliance is voluntary but home builders are encouraged to follow Code principles set out in this publication because the Government is considering making assessment under Code standards mandatory in the</p>

	future.
Customer Service Excellence	A Government standard for public sector or similar organisations that provides official recognition that an organisation provides high standards of customer service (formerly known as Chartermark). LHT achieved the standard in March 2008, and it was renewed in March 2009.
CWOP	<p>City Wide Order of Priorities (Liverpool City Council)</p> <p>This is the system that Liverpool City Council employ to ensure that all residents that are affected by the Housing Market Renewal work are decanted to areas (wherever possible) of their choice.</p>
<b>D</b>	
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DCLG	<p><b>Department for Communities and Local Government</b></p> <p>The government department responsible for setting national housing policy, as well as local government, urban regeneration, planning and fire and rescue.</p> <p><i>(Also see CLG)</i></p>
DD	<p><b>Direct Debit</b></p> <p>Direct Debit is a simple, safe and convenient way to manage household bills or make regular or occasional payments.</p> <p>The amount to be collected is agreed with the creditor as well as the date of payment. From then on the amount will be deducted as agreed. If the creditor needs to change the amount or collection date, they must have to notify the debtor first.</p>
DDA	<p><b>Disability Discrimination Acts 1995 and 2005</b></p> <p>Provides legal protection to disabled people against discrimination in employment, education, access to services and buying and renting property. Public sector organisations also have a legal duty to promote equality for disabled people.</p>

DDU	<p><b>Drug Dependency Unit</b></p> <p>The aim of these units is to treat drug dependency. It is usually based on an intensive programme of group work and individual counselling. These units can either be private or run by the NHS.</p>
Decant	<p>A decant is where the local authority or housing association needs to move the tenant (usually to carry out repairs or as part of a larger regeneration programme).</p> <p>The tenant should be offered a property that is as suitable, or more suitable than the one they are vacating.</p> <p>If the tenant is able to return to the property within 6 months it is considered a temporary decant – the tenant is not eligible for Homeloss.</p> <p>If the tenant is moved out for over 6 months then they will be entitled to the Homeloss payment <b>even if they are ultimately able to return to the property</b></p>
Decs	<p><b>Decorating Allowance</b></p> <p>This is a voucher issued by LHT to tenants to enable them to buy decorating materials and equipment. Usually issued to new tenants or to tenants that have had repair work done in their home which has damaged the decor.</p>
DFG's	<p><b>Disabled Facilities Grant</b></p> <p>Grants available from the local authority to help pay for changes to a house to improve safety and mobility in and around the home.</p>
DH/DHS	<p><b>Decent Homes/Decent Homes Standard</b></p> <p>The standard set by the government for all homes owned by housing associations and councils by 2010. This includes such things as homes being completely weather-proof with relatively new kitchens and bathrooms.</p> <p>The definition was amended in 2006 to reflect the newly introduced Housing Health and Safety Rating System (HHSRS)</p>

Disabled Related Hate Crime	This is any incident(s) which is perceived to be based upon prejudice towards or hatred of the complainant because of their disability or so perceived by the victim or any other person.
DES	<p><b>Disability Equality Scheme</b></p> <p>All public sector organisations are legally required to have a Disability Equality Scheme setting out what they will do to make sure disabled staff and customers are treated equally and receive the same, or more favourable, level of service as non-disabled people, Vicinity has its own Disability Equality Scheme</p>
DOB	<p><b>Date of Birth</b></p>
DPA	<p><b>Data Protection Act</b></p> <p>This provides individuals with certain legal rights to access information that is being held about them by organisations and companies. These organisations and companies also have a responsibility under the Act to store and use the data that they hold in a responsible way</p>
DPC	<p><b>Damp Proof Course</b></p> <p>A structural barrier in the walls and floors of a property preventing rising damp.</p>
DQS	<p><b>Design and Quality Standards</b></p> <p>The Design and Quality Standards sets out the TSA's requirements and recommendations for all new homes which receive Social Housing Grant.</p>
DRS (LHT)	<p><b>Document Review Schedule</b></p> <p>This is an LHT specific list of all the strategies, policies and other corporate documents that LHT has or is planning to produce; the date they were issued, the date they will be reviewed and who the responsible staff member is.</p>

DV	<p><b>Domestic Violence</b></p> <p>Domestic violence (abuse) is any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or who have been intimate partners or family members, regardless of gender or sexuality. This includes issues of concern to black and minority ethnic communities such as so called ‘honour based violence’ and forced marriage.</p>
DWP	<p><b>Department of Work &amp; Pensions</b></p> <p>The Department of Work and Pensions is the Government Department that is responsible for:</p> <ul style="list-style-type: none"> <li>• Jobcentre Plus</li> <li>• Pensions</li> <li>• Disability &amp; Carers’ Service</li> </ul>
<p><b>E</b></p> <p style="text-align: right;"><a href="#">top</a></p>	
E&D	<p><b>Equality and Diversity</b></p> <p>Equality is about treating everyone in an equal and fair way. For example making sure that everyone has equal access to services and job opportunities. To help achieve equality, there are various laws preventing discrimination due to age, gender, race, religion, sexual orientation and disability.</p> <p>Diversity is about recognising that people are different, and so may have different needs. It is about trying to meet people’s individual needs, for example being flexible about working hours or providing different ways for a customer to contact us.</p>
EIA	<p><b>Equality Impact Assessment</b></p> <p>A way of assessing our services to make sure we are not discriminating against people based on their age, gender,</p>

	<p>race, religion, sexual orientation or disability. It can also help us identify ways to improve our services so they better meet our customers' needs.</p>
END	<p><b>European Neighbours Day</b></p> <p>European Neighbours' Day takes place on the last Tuesday in May and is an initiative of the European Federation of Local Solidarity. Its objective is to foster community cohesion in Europe, by creating networks for exchanges on neighbourly and community practices.</p>
EPC	<p><b>Energy Performance Certificates</b></p> <p>If you are buying or selling a home you now need an Energy Performance certificate by law. Since October 2008 EPCs have been required whenever a building is built, sold or rented out. The certificate provides 'A' to 'G' ratings for the building, with 'A' being the most energy efficient and 'G' being the least, with the average up to now being 'D'.</p>
ERoSH	<p><b>the Essential Role of Sheltered Housing</b></p> <p>ERoSH is a registered charity with membership drawn from local authorities, housing associations and related organisations and individuals working with and on behalf of older people and the sheltered and retirement housing sector</p>
<p><b>F</b></p> <p style="text-align: right;"><a href="#">top</a></p>	
FIP	<p><b>Family Intervention Project</b></p> <p>Family Intervention Projects have developed out of the Government's anti-social behaviour strategy which has focused on tackling anti-social behaviour such as neighbour nuisance.</p> <p>These are families that in the past agencies may have written off as 'lost causes' – but now will be offered the right help and incentive to become decent members of their community and give their children the opportunity to grow up with a chance in life.</p>

FIT	<p><b>Family Intervention Tenancy</b></p> <p>A Family Intervention Tenancy (“FIT”) is a form of residential tenancy without security of tenure that may be offered by either a local housing authority or a registered social landlord/registered provider of social housing.</p> <p>FIT’s may be offered to anyone who is a tenant of a secure (or assured) tenancy subject to a possession order on the grounds of anti-social behaviour or domestic violence or anyone who (if they had a secure or assured tenancy) could have had such a possession order made against them. Thus they may be offered to individuals who are homeless or tenants of private landlords as well as to the offering landlord’s own tenants.</p>
Floating Support	<p>Floating Support is a service that provides housing related support to vulnerable adults (over 16) to enable them to maintain their independence in their own home. Floating support services will generally be short term (less than 2 years) and will have the flexibility to support a person wherever they live – as distinct from accommodation based services, where support is tied to particular accommodation.</p> <p>Floating support can include any of the following:</p> <ul style="list-style-type: none"> <li>• Support with claiming welfare benefits and budgeting</li> <li>• Support with trying to furnish your home</li> <li>• Support with social and leisure activities</li> <li>• Emotional support</li> <li>• Support with finding training and employment</li> <li>• Advocacy and liaison with other council departments</li> <li>• Signposting to other types of accommodation</li> <li>• Signposting to specialist agencies</li> </ul>
Forced Marriage	<p>A forced marriage is a marriage conducted without the valid consent of both parties, where pressure or abuse is applied. This may include physical pressure on someone (either actually harming them or threatening to harm</p>

	<p>them) or by exerting emotional pressure on someone in order that they will marry a particular person. Forced marriage can apply to both men and women.</p> <p>It should be noted that a forced marriage is not the same as an arranged marriage where the families take a leading role in choosing the marriage partner. The marriage is entered into freely by both people in this circumstance.</p>
FSW	<p><b>Family Support Worker</b></p> <p>Family support workers go into people’s homes to offer practical help and emotional support to families experiencing various problems. Families are referred by social workers to family support workers whose role is to provide advice and try and keep families together. The primary concern of the family support worker is the care of the children, whose parents might be experiencing difficulties. Problems might include the abuse of drugs or alcohol, one parent in hospital or prison, financial or marital difficulties or simply the fact that they have not experienced good parenting themselves.</p>
FT	<p><b>Former Tenant(s)</b></p> <p>Tenant that has vacated or been evicted from a rented property</p>
FTA	<p><b>Former Tenant Arrears</b></p> <p>These are arrears that are left outstanding when a tenant vacates or is evicted from a rented property</p>
Fuel Poverty	<p>A household is said to be in fuel poverty if it needs to spend more than 10% of its income on fuel to maintain a satisfactory heating regime (usually 21 degrees for the main living area, and 18 degrees for other occupied rooms).</p> <p>The “Fuel poverty ratio” is therefore defined as:</p> <p>Fuel poverty ratio = fuel costs (usage x price) ÷ income</p>

<b>G</b>	
<a href="#">top</a>	
Gas Safe	The Gas Safe Register has replaced the CORGI register as the national gas safety body
Gas Servicing	All Housing Associations are required to undertake servicing of gas appliances. Gas Safe registered engineers will complete the servicing to all customers' homes. Failure by the customer to allow access can ultimately result in court action and even eviction for persistent offenders.
GEAP	<p><b>Gender Equality Action Plan</b></p> <p>All public sector organisations are legally required to have a Gender Equality Action Plan setting out what they will do to make sure different genders (including transgender) of staff and customers are treated equally. Many housing associations have also prepared one, including Vicinity.</p>
GMT (Vicinity)	<p><b>Group Management Team</b></p> <p>Vicinity's senior management team, comprising Vicinity's Chief Executive, Deputy Chief Executive and managing directors of each of Vicinity's subsidiary organisations.</p>
GP	<p><b>General Practitioner</b></p> <p>Doctor</p>
GRN (LHT)	<b>Goods Receipt Number</b>
<b>H</b>	
<a href="#">top</a>	
Harassment	There are many different definitions of harassment. The guide is that the behaviour is unreasonable, unwelcome, and offensive. Harassment is defined by the impact of the behaviour, not the intention of the perpetrator.
Hate Crime	This is a broad term used to describe harassment and/or abuse against an individual or a group, which is motivated by hatred of someone's race, colour, ethnic origin, religion, sexuality, gender, disability, age, asylum status or perceived differences.

HB	<p><b>Housing Benefit</b></p> <p>This is the benefit paid by the government to cover all or part of a tenant’s rent payment.</p> <p>The benefit to be paid is generally assessed against the applicant’s income/savings and awarded accordingly.</p>
HBC	<p><b>Halton Borough Council</b></p> <p>The unitary authority covering Runcorn and Widnes housing stock</p>
HCA	<p><b>Homes and Communities Agency</b></p> <p>The Homes and Communities Agency is the national housing and regeneration agency for England, with an annual investment budget of more than £5bn.</p> <p>The statutory objects of the HCA are to:</p> <ul style="list-style-type: none"> <li>• improve the supply and quality of housing</li> <li>• secure the regeneration or development of land or infrastructure</li> <li>• support in other ways the creation, regeneration or development of communities</li> <li>• contribute to the achievement of sustainable development and good design</li> </ul>
HMO	<p><b>Houses of Multiple Occupation</b></p> <p>Under the changes in the Housing Act 2004, if a landlord lets a property which is one of the following types it is a House of Multiple Occupation:</p> <ul style="list-style-type: none"> <li>• an entire house or flat which is let to <b>three or more</b> tenants who form <b>two or more</b> households and who share a kitchen, bathroom or toilet</li> <li>• a house which has been converted entirely into bedsits or other non-self-contained accommodation and which is let to <b>three or more</b> tenants who form <b>two or more</b> households and who share kitchen, bathroom or toilet facilities</li> <li>• a converted house which contains one or more</li> </ul>

	<p>flats which are not wholly self contained (ie the flat does not contain within it a kitchen, bathroom and toilet) and which is occupied by <b>three or more</b> tenants who form <b>two or more</b> households</p> <ul style="list-style-type: none"> <li>• a building which is converted entirely into self-contained flats if the conversion did not meet the standards of the 1991 Building Regulations and more than one-third of the flats are let on short-term tenancies</li> <li>• in order to be an HMO the property must be used as the tenants' only or main residence and it should be used solely or mainly to house tenants. Properties let to students and migrant workers will be treated as their only or main residence and the same will apply to properties which are used as domestic refuges</li> </ul>
HMRI	<p><b>Housing Market Renewal Initiative</b></p> <p>A package of policies in the United Kingdom aimed to improve housing in England. HMRI is also referred to as <i>Pathfinder</i>. There are nine geographical areas identified in this initiative – Merseyside's is named the New Heartlands Pathfinder</p> <p>The ambitious plan involves massive investment into these areas of a total of £1.2bn up to 2008.</p>
Homophobic	<p>This is any incident(s) which is perceived to be based upon prejudice or hatred of the complainant because of their sexuality or so perceived by the by the victim or any other person.</p>
Honour Crimes	<p>The issue of honour can be very important among families in some cultures and is a complex issue. Honour crimes are a reaction within a family against someone who is perceived to have brought "shame" upon relatives. What constitutes dishonour depends entirely on the family involved, but it can be anything from wearing clothes or choosing a career which the family disapprove of, intimacy in a public place, pregnancy outside of marriage, seeking a divorce, having a relationship or marrying outside the wider community.</p>

Housemark	An organisation that provides a range of performance improvement services to subscribing organisations, including LHT. Services include a good practice website, forum and benchmarking of associations' operating costs and performance.
Housing Corporation	This was the public body that funded and regulated housing associations, but no longer exists. In its place are the Tenant Services Authority and the Homes and Communities Agency.
HQN	<p><b>Housing Quality Network</b></p> <p>Housing Quality Network is a membership organisation, currently having over 680+ social housing providers as members. It responds to the latest policy issues from efficiency to inspection, supported housing to anti-social behaviour, and provides members with training, conferences, briefings and an email service to ask other members for information about services.</p>
<p><b>I</b></p> <p style="text-align: right;"><a href="#">top</a></p>	
IMD	<p><b>Indices of Multiple Deprivation.</b></p> <p>The Index of Multiple Deprivation combines a number of indicators, chosen to cover a range of economic, social and housing issues, into a single deprivation score for each small area in England</p>
IMT (LHT)	<p><b>Income Management Team</b></p> <p>This is the team of Housing Officers who are responsible for ensuring that tenants pay their rent, and pursuing any arrears.</p>
Introductory Tenancy	Introduced by Housing Act 1996 - these tenancies are similar to an Assured Shorthold Tenancy.

IRR	<p><b>Internal Rate of Returns</b></p> <p>This is an indicator of the quality and yield of an investment. An investment is acceptable if the IRR is greater than the cost of the capital.</p>
ISO	<p><b>International Standards Organisation</b></p> <p>ISO 9001 is an international standard for effective business management. It indicates that procedures are effective and meet customers' needs. Property Services and Environmental Services have achieved the standard.</p>
<p><b>J</b></p> <p style="text-align: right;"><a href="#">top</a></p>	
JAG	<p><b>Joint Action Group.</b></p> <p>Made up of people working in an area from the Police, Local Authority, Primary Care Trust, Fire Service, Tenants and Residents Association members and other agencies working together with local councillors.</p> <p>A JAG listens to the views of local people, prioritises their concerns and takes action to remedy them.</p>
JD	<p><b>Job Description</b></p> <p>This is a document produced to outline a specific role's duties. These documents are usually created by the team leader/manager in conjunction with the Human Resources department.</p>
JET	<p><b>Jobs Employment Training.</b></p> <p>JET offers a range of services to residents and businesses, helping people match their abilities and interests with job or training opportunities and assisting employers in finding the right staff with the right training.</p> <p>JET is an independent organisation that is funded by the Government and Europe to contribute to the revitalisation of the area and improve opportunities for its residents by offering professional, impartial and confidential advice on</p>

	jobs, education and training.
<b>K</b>	
<a href="#">top</a>	
KLOE	<p><b>Key Line of Enquiry</b></p> <p>These outline what the Audit Commission will cover and what standards they expect to see when they inspect housing services.</p> <p>Each service area (e.g. allocations, income management) has a KLOE, and there are 3 cross-cutting KLOEs: customer care, access and resident involvement; equality and diversity; and value for money.</p>
KPI	<p><b>Key Performance Indicator</b></p> <p>Key Performance Indicators (KPIs) are measures of factors critical to success that are used by organisations to measure performance. The information provided by an organisation's KPIs is used to monitor and improve performance and, if KPIs are chosen that align with the sets of Housing Industry KPIs, they can be used to benchmark performance as a means of moving towards best practice.</p>
<b>L</b>	
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LA	<p><b>Local Authority</b></p> <p>A Council.</p>
LAA	<p><b>Local Area Agreement</b></p> <p>Set out the priorities for a local area agreed between central government and a local area (the local authority and Local Strategic Partnership) and other key partners at the local level.</p>
LHT	<p><b>Liverpool Housing Trust</b></p> <p>Provider of affordable housing in Liverpool since 1965. Part of the Vicinity group.</p>

LSE	<p><b>Leasehold Scheme for the Elderly</b></p> <p>Leasehold Schemes for the Elderly are run by a small number of housing associations and involve buying a proportion (e.g. 70%) of the equity of the property, the remaining portion being owned by the RSL. When the property is sold, the seller and RSL receive the same percentage of the market value as they originally invested. <i>(Similar to Shared Ownership)</i></p>
LSP	<p><b>Local Strategic Partnerships</b></p> <p>Local Strategic Partnerships (LSPs) are non-statutory, multi-agency partnerships, which match local authority boundaries. LSPs bring together at a local level the different parts of the public, private, community and voluntary sectors; allowing different initiatives and services to support one another so that they can work together more effectively.</p>
LSVT	<p><b>Large Scale Voluntary Transfer</b></p> <p>The transfer of housing stock from a local authority to a housing association. The transfers usually involve a large number of properties – hence large scale – and can only go ahead if the majority of tenants votes in favour – hence voluntary.</p> <p>Cobalt is an LSVT association as it was set up to take properties from Liverpool Council in a stock transfer.</p>
<p><b>M</b></p> <p style="text-align: right;"><a href="#">top</a></p>	
MAA	<p><b>Multi Area Agreement.</b></p> <p>A multi-area agreement is designed to be cross-boundary local area agreement. They bring together key players in flexible ways to tackle issues that are best addressed in partnership – at a regional and sub-regional level.</p> <p>The major issues that MAAs can tackle include:</p> <ul style="list-style-type: none"> <li>• skills deficits</li> </ul>

	<ul style="list-style-type: none"> <li>• housing market imbalances</li> <li>• transport and infrastructure projects</li> <li>• economic development</li> </ul>
MA	<p><b>Management Agreement</b></p> <p>Contract agreement that shows roles and responsibilities for Managing Agent and Landlord.</p>
MOMI	<p><b>Move On Move In</b></p> <p>A pilot Panel in Liverpool that allocates move on properties to homeless single people. 6 Registered Social Landlords work in partnership to provide the accommodation.</p>
<p><b>N</b></p> <p style="text-align: right;"><a href="#">top</a></p>	
NAA	<p><b>Neighbourhood Area Agreement</b></p> <p>Local Area Agreement devolved further to create an agreement specific to a neighbourhood. It would include any stakeholders, e.g. Residents, Housing, Police, Fire, Local Authority, Primary Care Trust etc.</p> <p>The agreement would identify the neighbourhood's priorities and agree a course of action for tackling them.</p>
NAP	<p><b>Neighbourhood Action Plan.</b></p> <p>At its simplest, an Action Plan is a list of actions to move the neighbourhood to where the Neighbourhood Partnership wants it be. The Plan will not simply focus on activities to be supported by Dept for Social Development but must reflect an integrated and co-ordinated approach to the neighbourhood by all statutory, public and community sectors. It should be developed and owned by all members of the Neighbourhood Partnership.</p>
National Conversation	<p>The largest ever tenant consultation with tenants in England, organised by the Tenant Services Authority to help them set new standards for housing associations. It ran from January to March 2009.</p>

<p>National Tenant Voice (NTV) and National Tenant Council</p>	<p>The National Tenant Voice will be a public organisation, funded by but independent of Government, run by tenants and experts, who will lobby for social tenant rights and strengthen the tenant movement in England. The NTV's four core activities will be advocacy of tenant rights, research into the kind of issues tenants face, communication, and support for the existing tenant movement regionally and nationally. It may also end up representing private tenants as well.</p> <p>A National Tenant Council made up of 50 social housing tenants from across the country will also be set up to advise the NTV Board on issues concerning them.</p> <p>It is expected that the National Tenant Council will be in place by summer 2009 and the NTV to be up and running by early 2010.</p>
<p>NEET</p>	<p><b>Not in Employment Education or Training</b></p> <p>This is an acronym that is used to describe young people who are no longer in, or have been excluded from, the education system; and are not receiving any training or in any form of employment.</p>
<p>NHF</p>	<p><b>National Housing Federation</b></p> <p>An organisation that represents 1,300 housing associations in England and campaigns for better housing and neighbourhoods. LHT is a member of the NHF.</p>
<p>NHO (LHT)</p>	<p><b>Neighbourhood Housing Officer</b></p> <p>Housing Officers that manage the tenancies of LHT's residents as well as monitoring the environment in the neighbourhood and working with other, partnership, agencies to address any problems; e.g. fly tipping or graffiti.</p>
<p>NI's</p>	<p><b>National Indicators</b></p> <p>A set of 198 indicators that will underpin the new performance framework as part of the comprehensive spending review within the local authority.</p>

NORHAG	<p><b>Northern Housing Association Group</b></p> <p>A group made up of social housing providers from the North of England that comes together to discuss issues affecting Housing and to benchmark and develop Good Practice.</p>
NROSH	<p><b>National Register of Social Housing</b></p> <p>A new process to collect social housing property information from local authorities, housing associations and other providers of subsidised affordable housing. Its purpose is to provide a better evidence base for housing policy by providing statistics which are standardised across the whole sector, are frequently updated and can be easily produced for any geographical area.</p>
NSP	<p><b>Notice of Seeking Possession</b></p> <p>The first stage in the legal process involved in regaining possession of a property.</p> <p>The Notice informs the tenant that they have 28 days to address the issue with their tenancy that is stated before the organisation begins court proceedings.</p>
NTQ	<p><b>Notice to Quit</b></p> <p>A notice to quit is a written document which notifies either the landlord or the tenant that the other party wishes to end the tenancy (also known as a Notice Requiring Possession).</p>
Neighbourhood Management	<p>An approach which aims to improve local neighbourhoods through partnership working and resident involvement.</p>

<p>NPWG</p>	<p><b>Neighbourhood Partnership Working Group</b></p> <p>Made up of councillors, council officers, key partners and community representatives.</p> <p>The role of the working group is to:</p> <ul style="list-style-type: none"> <li>• devise action/work plans to address the relevant priorities in neighbourhood agreements</li> <li>• monitor the performance of partners against the targets that are within the neighbourhood agreements and, if performance is failing, to develop and agree improvements plans and, if necessary, escalate concerns about performance to their district committee</li> <li>• review the outcomes in the neighbourhood agreements, with regard to performance information, and take targeted action, if necessary, including the shifting of resources in areas of under-performance</li> <li>• oversee the annual refreshment process of their theme within the neighbourhood agreements</li> <li>• watch out for changes in policy that may have implications to neighbourhood working and report to the district committees on these</li> <li>• prepare annual reports for consumption by a wide range of stakeholders at the end of each year</li> </ul> <p>Each of Liverpool’s 5 neighbourhoods has 4 NPWG, each with its own specific focus for their work (except City &amp; North neighbourhood which has 5 NPWG):</p> <ul style="list-style-type: none"> <li>• safer, stronger communities</li> <li>• economic development and enterprise</li> <li>• children and young people</li> <li>• health and older people</li> </ul>
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O	
OA (LHT)	<p><b>Open Accounts</b></p> <p>The IT system that Vicinity uses to process payments.</p>
OT	<p><b>Occupational Therapist</b></p> <p>Occupational therapists actively engage people in purposeful activities to promote, regain or maintain health and wellbeing, using occupations as therapy and enabling individuals to do occupations. They can also advise on adaptations needed to properties.</p>
ODPM	<p><b>Office of the Deputy Prime Minister</b></p> <p>Office of the Deputy Prime Minister. This government department looked after all government policy related to social housing and development of new homes, but has now been replaced by the Dept. for Communities &amp; Local Government.</p>
Ombudsman	<p>Once people have exhausted a complaints procedure they can go to the housing ombudsman to arbitrate.</p> <p>The Housing Ombudsman considers complaints against members and deals with other housing disputes.</p>
Operational Plan/ Service Plan	<p>Annual service plans are produced for each division and are the responsibility of the Divisional Director. They include:</p> <ul style="list-style-type: none"> <li>• Targets from the business plan that are the direct responsibility of the division</li> <li>• Targets from the business plan where the division makes a contribution</li> <li>• Key performance indicators and actions required to achieve targets</li> <li>• Actions that are strategically relevant to the division e.g. review of staffing structures</li> </ul>
Orchard	<p>Software to assist Housing Management, the system holds details on the status of tenancies, rent accounts, repairs, planned maintenance etc.</p>

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OSS	<p><b>One Stop Shop</b></p> <p>This is what Liverpool City Council calls the offices that the general public can call into during office hours. As the name suggests the office deals with a number of council services; e.g. Housing Benefit, Council Tax, fly tipping etc.</p>
<p><b>P</b></p> <p style="text-align: right;"><a href="#">top</a></p>	
PCSO	<p><b>Police Community Support Officer</b></p> <p>Police Community Support Officers are members of support staff employed, directed and managed by their Police Force. They will work to complement and support regular police officers, providing a visible and accessible uniformed presence to improve the quality of life in the community and offer greater public reassurance.</p>
PCT	<p><b>Primary Care Trust</b></p> <p>An <b>NHS primary care trust</b> is a type of NHS trust, that provides some primary and community services, or commissions them from other providers, and are involved in commissioning secondary care.</p> <p>PCTs have their own budgets and set their own priorities, within the overriding priorities and budgets set by the relevant Strategic Health Authority they belong to, and the Department of Health. They directly provide a range of community health services; they provide funding for general practitioners and medical prescriptions; they also commission hospital and mental health services from appropriate NHS trusts or from the private sector.</p>
PI	<p><b>Performance Indicator</b></p> <p>A statistical measure to help us see how well we are performing or whether we are on course to reach a particular target.</p>
Planned Maintenance	<p>Cyclical work such as roofing, kitchen and bathroom replacement, etc that needs doing to keep homes up to standard.</p>

PMF	<p><b>Performance Management Framework</b></p> <p>The overall process for managing, monitoring, and reporting service performance. It can include, for example team plans, Continuous Professional Development meetings, performance indicators, spreadsheets to monitor work, SMT and Board reports.</p>
POP	<p><b>Purchase Order Process</b></p> <p>The process of ordering work/goods which will be paid for on receipt of an invoice.</p>
PPO	<p><b>Postponed Possession Order</b></p> <p>This is a court order that was introduced to prevent the unintentional creation of tolerated trespassers through the ending of a tenancy via a Suspended Possession Order.</p> <p>However recent advice states that Registered Social Landlords should ask courts to make a Suspended Possession Order as <i>Knowsley HT vs White (Dec 2008)</i> set the precedent that a tenancy does not end on the date in an Suspended Possession Order; however there will be tenants whose cases were heard before Dec 2008 that will have received a PPO.</p>
Procurement	<p>The process of putting work out to tender, to obtain goods or services, to ensure that Value for Money is achieved.</p>
Property Pool	<p>This is Liverpool City Council's Choice Based Letting system.</p>
PSA	<p><b>Public Sector Agreement</b></p> <p>Introduced in the 1998 Comprehensive Spending Review, every government department, including the Cabinet Office, has to produce a Public Service Agreement detailing the Department's aims and objectives for the forthcoming three years. The agreement also describes how targets will be achieved and how performance against these targets will be measured.</p>

<b>Q</b>	
QAF	<p><b>Quality Assessment Framework</b></p> <p>The Quality Assessment Framework is a tool to provide common quality standards for all Supporting People services.</p>
<b>R</b>	
Racially aggravated	<p>This is any incident(s) which is perceived to be racially aggravated by the victim or any other person.</p>
Racism/Racist	<p>Racism is the prejudiced belief that one race is superior to another.</p> <p>A racist incident is any incident which is perceived to be racist by the victim or any other person.</p> <p>LHT has adopted the definition for racial harassment recommended in the post - Stephen Lawrence Macpherson enquiry and applied this across all hate crimes.</p>
RAISE	<p><b>Resource Advice &amp; Information Service</b></p> <p>A team of welfare advisors who offer residents advice on maximising their income and ensuring they are in receipt of the correct benefits.</p>
Reach Out Fund (LHT)	<p>This is a funding stream that LHT administers, community groups and organisations can bid for up to £5000. Their project should link into LHT's key business priorities by addressing one or more of the following themes:</p> <ul style="list-style-type: none"> <li>• Economic regeneration</li> <li>• Support for Community Facilities and capacity building</li> <li>• Equality &amp; Diversity</li> <li>• Projects that enhance the lives of vulnerable and excluded residents</li> </ul> <p>Or should be linked to the Government's Local Area Agreement priorities and outcomes;</p>

	<ul style="list-style-type: none"> <li>• Children &amp; Young People</li> <li>• Healthier Communities &amp; Older People</li> <li>• Safer and Stronger Communities</li> <li>• Economic Development</li> </ul>
React	Software (database) LHT uses to record cases of ASB.
Reader Panel (LHT)	A panel of tenants that read through and comment on LHT publications to give their feedback. This is to ensure that publications are clear, concise and written in language that is accessible to our tenants
Registered Provider	<p>A replacement term for Registered Social Landlord, as a result of the Housing and Regeneration Act 2008 and the setting up of the Tenant Services Authority.</p> <p>The TSA keeps a register of providers of social housing. The broader term “Registered Providers” (RP’s) takes over from “Registered Social Landlords” to reflect the fact that some providers will not be social landlords, but will be commercial organisations. There are two categories of Registered Providers: non – profit making and profit-making. The non-profit making RP’s will be subject to a more stringent regulatory regime. RSL’s will automatically be treated as non-profit RP’s, and will not be permitted to adopt profit-making status.</p>
Regulatory Code	The Regulatory Code is a Tenant Services Authority document that sets out requirements that registered providers are obliged to meet. The current code covers governance, effective management and financial viability. Associations must provide a compliance statement to the TSA each year with evidence of how they meet the Code’s requirements, and the TSA publishes an annual assessment of whether organisations comply with the Code.
Religious or Faith Related Hate Crime	This is any incident(s) which is perceived to be based upon prejudice or hatred of the complainant because of their faith (or religion), or so perceived by the victim or any other person. This may also be referred to as a <b>Sectarian incident</b> .

Repo	<p><b>Repossession</b></p> <p>This is the act of regaining possession of (usually) a property or goods in the event that a debtor fails to pay, for example, their rent, bills etc.</p> <p>LHT can only take back possession of a property if an order is made by the County Court – this is usually due to rent arrears but can be due to ASB or other breaches of tenancy.</p>
RPI	<p><b>Retail Price Index</b></p> <p>The Retail Price Index is the most familiar general purpose domestic measure of inflation in the United Kingdom. It is available continuously from June 1947. The Government uses it for uprating of pensions, benefits and index-linked gilts. It is commonly used in private contracts for uprating of maintenance payments and housing rents. It is also used for “wage bargaining”.</p>
RSL	<p><b>Registered Social Landlord</b></p> <p>Organisations which are not for profit, and provide housing for people in need, including housing associations, housing co-operatives, and ALMO’s.</p>
Rent Restructuring	<p>The government changed the way that rents are set in 2001 / 02 - called rent restructuring. Rather than being determined locally, rents are set by a central government formula which in part reflects local property values.</p> <p>The whole process is expected to take 10 years as rent levels are capped to prevent them increasing too much, too soon.</p>
Resident Association	<p>A community association led by residents working on community issues and in partnership with Landlords and Local Authorities for the benefit of the community</p>
RI	<p><b>Resident Involvement</b></p>
Ribble Valley Homes	<p>Ribble Valley Homes is a subsidiary of Vicinity that was created in March 2008 to manage the 1200 properties that were transferred over from the local authority.</p>

	Ribble Valley is a rural area north of Clitheroe Lancashire.
RIMG (LHT)	<p><b>Resident Involvement Monitoring Group</b></p> <p>A tenant group that meets monthly to take an overview of all the resident involvement work that LHT does.</p>
RTA	<p><b>Right To Acquire</b></p> <p>The Right to Acquire is a scheme giving eligible tenants of registered social landlords the legal right to buy the home they currently rent.</p>
RTB	<p><b>Right To Buy</b></p> <p>The Right to Buy is a scheme introduced in the Housing Act 1980 and 1985. It gives eligible tenants (those with Secure tenancies) of LA or registered social landlords the legal right to buy the home they currently rent.</p>
RSR	<p><b>Regulatory Statistical Return</b></p> <p>Each year housing associations must complete an RSR form providing statistical data about their rents, stock, vacancies, lettings, sales, and development and other information. This is a regulatory requirement of the Tenant Services Authority.</p>
<b>S</b>	
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Secure Tenancy	<p>Local authority tenancies, introduced in the Housing Act 1980.</p> <p>These tenancies offer more security than Assured Tenancies as they have no mandatory grounds for eviction</p>
SEG	<p><b>Socially Excluded Groups</b></p> <p>These are groups of people who, for a variety of reasons, are excluded from everyday social activities; as a result they are detached from the local community.</p> <p>Reasons for the exclusion can include: lack of finances, difficulties communicating or health problems.</p>
Service Standards	<p>Service standards are set within policy and procedures and include what tenants can expect of a particular service area e.g. the general standard and scope of the service</p>

	and timescales.
Sexual Harassment	This is any incident which is perceived to be based on a person's gender by the complainant or any other person.
Shared Ownership	Schemes which allow people on lower incomes to part buy/part rent a property. Over time, they can increase their ownership share until they own the whole property.
Sheltered Housing	Housing for older people, who can still live independently, with a degree of help. Usually consists of self-contained flats which have a communal area and a warden on site to provide additional support.
SHG	<p><b>Social Housing Grant</b></p> <p>Section 18 of the Housing Act 1996 replaces Housing Association Grant (HAG) with Social Housing Grant (SHG) for all capital projects given grant confirmation from 1 April 1997. This Determination sets out the principles for calculation and payment of grant. They broadly follow those which governed payments of HAG.</p>
Service Review	<p>A fundamental review of the way in which a service is delivered.</p> <p>LHT has a service review programme and procedure.</p>
SLA	<p><b>Service Level Agreement</b></p> <p>A semi-formal arrangement covering the services that one department within an organisation will provide to another, or one organisation will provide to another.</p>
SMT (LHT)	<p><b>Senior Management Team</b></p> <p>A group of Senior Managers that manage the company</p>
SPO	<p><b>Suspended Possession Order</b></p> <p>If a tenant falls into rent arrears then the landlord can apply to the County Court for a possession order.</p> <p>If the Judge feels that the tenant will be able to repay the arrears and continue paying the rent within a "reasonable" period then they may grant a Suspended Possession Order.</p>

	<p>This allows the tenant to remain in the property for as long as they continue to pay the rent plus the agreed amount off their arrears.</p>
SP	<p><b>Supporting People</b>  Supporting People is the government programme for providing housing related support to help vulnerable people to live as independently as possible in the community. This could be in their own homes or in hostels, sheltered housing or other specialised supported housing.  It provides complementary support for people who may also need personal or medical care. Supporting People only funds housing support.</p>
SQT (LHT)	<p><b>Service Quality Team</b>  Each of LHT's services has a service quality team, whose role is to identify improvements that can be made to the service, and develop and monitor an action plan.  See the Service Improvement Process for more information.</p>
SQT plan (LHT)	<p><b>Service Quality Team plan</b>  The action plan for improving services developed by a Service Quality Team.</p>
Stakeholders	<p>Individuals, groups of people, and/or organisations who share a 'stake' or interest in the activities of an organisation such as LHT.</p>
STATUS	<p><b>Standardised Tenant Satisfaction Survey</b>  Housing associations are required to carry out a tenant satisfaction survey at least every 3 years, based on a standard STATUS survey. Having a standard survey means that associations can compare their results, and gather performance information required by the TSA and CLG.</p>
SU	<p><b>Service User</b>  This is a customer of Vicinity or its subsidiaries, and can be</p>

	a tenant or someone who engages with the organisation on a more casual basis; e.g. a local resident who attends our events.
Substance	The software LHT uses to produce and analyse Regeneration Investment. The programme enables LHT to (for example) measure the number of hours activities provided against the money spent or the number of hours that a person has spent engaging with LHT or one of our provider agencies
Suggest – A – Way (LHT)	This is an LHT scheme to enable customers to comment on any aspect of LHT’s service. There is a suggest-a-way card which customers can fill in, and return to LHT. If a customer comes up with an idea that is then implemented, they will receive recognition for it.
Supported Housing	A term for specialist accommodation for those with particular needs, e.g. those with mental health problems, those who have other disabilities, those with learning difficulties, those with drug or substance abuse problems, women fleeing violence.
SW	<p><b>Social Worker</b></p> <p>Social workers work with people of all ages who need support with all sorts of problems and help with managing their lives.</p> <p>This may include working with children, families, older people, people with mental health problems, physical or learning difficulties, homeless people, refugees and asylum seekers or people whose lives are affected by drugs, alcohol or HIV/AIDS.</p>
<b>T</b>	
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TAEM (LHT)	<b>Tenancy and Estate Management</b>
Tailoring services	<p>Changing our services so that they better meet our current and potential customers’ needs.</p> <p>This might involve changing services to benefit a group of customers (for example, if we have a lot of housing applicants with a physical disability we might consider</p>



	<p>increasing our stock of adapted housing) or being flexible in how we provide existing services to an individual (e.g. providing Braille documents if requested).</p> <p>We can use tenant profile, tenant satisfaction, resident involvement and other information from tenants to help us decide how to tailor services.</p>
TBA	<b>To Be Arranged</b>
TBC	<b>To Be Confirmed</b>
Tenant Panel (LHT)	Group of LHT tenants who have expressed an interest in being consulted on LHT services and policies.
Tenant profile	<p>The Tenant Service Authority is driving housing associations to compile a summary of our tenants' ethnicity, age, gender, sexual orientation, religion, disability and other useful information such as communication needs.</p> <p>It is not compulsory to supply LHT with this information; but if we have it, it helps us see who is using or might use our service, whether our services are suitable for them and whether we might need to provide new or different services.</p>
TNT	<p><b>Tenant</b></p> <p>This is a person who rents a property rather than owning or leasing it.</p>
TP	<p><b>Tenant Participation.</b></p> <p>Now referred to as Resident Involvement; this is the process of ensuring tenants are involved in shaping the organisation's services.</p> <p>Tenant and Resident involvement is vital and the focus on this area will only increase with the introduction of the Tenant Services Authority whose remit is to champion the needs and aspirations of the country's social housing tenants.</p>
TPAS	<p><b>Tenant Participation Advisory Service</b></p> <p>A national, not for profit organisation which provides</p>

	training and support for tenants and landlords.
Transfer	<p>A move at the tenant's request.</p> <p>Unlike a decant a transfer is where the tenant wishes to move house.</p> <p>An application is submitted and the tenant is added to the waiting list and any Choice Based Lettings schemes e.g. Property Pool (LCC Choice Based Lettings).</p>
Transphobic	This is any incident(s) which is perceived to be based upon prejudice or hatred of the complainant because they are transgender, or so perceived by the victim or any other person.
TSA	<p><b>Tenant Services Authority.</b></p> <p>The regulator for homes owned by housing associations and co-operatives. The TSA's remit covers core landlord services, financial viability and governance, as well as the landlord's 'contribution to the environmental, social or economic well-being of the areas where their property is situated'. The details of exactly how associations will be regulated are still being worked on.</p> <p>Replaced the Housing Corporation on 1<sup>st</sup> December 2008.</p> <p>The TSA will also regulate ALMOs and local authority housing services from 2010.</p>
<b>U</b>	
<a href="#">top</a>	
UIC	<p><b>Universal Improvement Company</b></p> <p>This company provides project management training, and is training selected LHT staff in 2009. The aim is that LHT will use a standard approach to managing all our projects, based on this training.</p>
<b>V</b>	
<a href="#">top</a>	
VFM	<p><b>Value for Money</b></p> <p>Value for Money is not about doing something the cheapest way possible. It is about balancing the cost of doing something a particular way, how efficient this way is</p>

	<p>(what you get out for what you put in) and how effective it is in achieving desired outcomes.</p> <p>LHT has a Value for Money Strategy, which provides more information.</p>
Void	An empty property that has been vacated by the previous tenant and is waiting to be re-let or for maintenance work to be carried out.
<b>W</b>	
<a href="#">top</a>	
Worklessness	<p>Worklessness refers to the problem of long term unemployment and dependency on Government benefits. It is used to differentiate between ‘unemployment’; which could be used to describe a person that “may not have a job this week” and whose jobless position would be considered temporary.</p> <p>Worklessness is different as it refers to total dependency on Government benefits and a self-belief of being unemployable. Further, it quite frequently refers to people that have been disadvantaged or subject to generation(s) of family unemployment.</p>
<b>X, Y, Z</b>	
<a href="#">top</a>	
zSARA (LHT)	<p><b>Service Area Resource Area</b></p> <p>Part of LHT’s policy and research library, in the Central Resources folder. Contains good practice guidance, regulatory and legal guidance and other information to help teams review their services or keep up to date with housing news.</p>