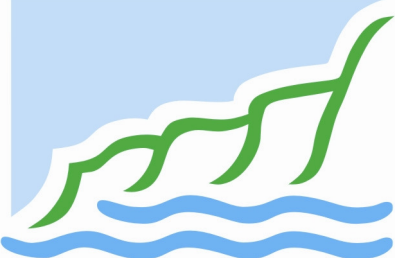


VALE of GLAMORGAN



BRO MORGANNWG

## *A Tenants Guide*

# JARGON BUSTER & ABBREVIATION DE-CODER



# INTRODUCTION

Welcome to your jargon buster and abbreviation de-coder! This is your plain language guide to protect you from complicated housing speak!

No matter how hard staff try, they still use terms, words and abbreviations that leave you puzzling out what they mean.

So . . . . . this guide will help you to understand most of the jargon, phrases and abbreviations you might come across when working with housing staff, so hopefully those bits you dare not own up to not understanding, are explained in here.

Please don't be afraid to stop people and ask if there is a phrase or word used that you don't understand. Chances are you won't be alone! Any abbreviations used by housing staff are also included along with their description.

If you come across any new jargon please let the Tenant Engagement Team know so it can be added to the list:


Heather Powney  
Tenant Development Officer

 01446 709895 / 07725 705 779

 01446 709841


 hpowney@valeofglamorgan.gov.uk

Alyson Craggs  
Tenant Development Assistant

 01446 709812 / 07812 215 411

 01446 709841

 acraggs@valeofglamorgan.gov.uk

 Public Sector Housing, 3rd Floor, Civic Offices,  
Holton Road, Barry, CF63 4RU

This document can be made available in other formats (large print, audio, British Sign Language and Braille as appropriate) and different languages upon request. Please contact the Tenant Engagement Team using the contact details above or Contact One Vale on 01446 700 111

Mae'r ddogfen hon ar gael mewn fformatiau eraill (print bras, tâp sain, Iaith Arwyddion Prydain a Braille fel y bo'n briodol) ac ieithoedd eraill drwy holi. Cewch gysylltu â'r Tîm Ymgysylltu â Thenantiaid drwy ddefnyddio'r manylion uchod neu cewch ffonio canolfan gyswllt UnFro ar 01446 700111

# **A**

## **ABC - Acceptable Behaviour Contract.**

This is a written agreement between the police, the landlord and a person who has been involved in anti-social behaviour. In an ABC, the person agrees to stop committing acts of anti-social behaviour. Unlike Anti-Social Behaviour Orders, ABCs are not legally binding.

## **Absentee Landlord**

Landlords who do not live in or near to the property they own. The term can be used to describe landlords who show little concern for their property or tenants.

## **Accessible Homes Register**

A register that identifies disabled people in need of accessible homes, identifies accessible properties, their location and characteristics, and enables effective matching of people and suitable homes.

## **Accredited Support Provider**

Are Supporting People providers who receive Supporting People Revenue Grant (SPRG) funding directly from the Welsh Assembly Government. The providers are registered by the Welsh Assembly if they fulfil the required criteria.

## **Affordable Housing**

Includes social rented, intermediate and low cost home ownership housing, provided to eligible households whose needs are not met by the open market.

## **Allocations**

Used by social landlords to describe the process of identifying properties and letting them to people, who then become their tenants.

## **Allocations Policy**

This sets down the rules for allocating (i.e. offering) housing.

## **Almshouse**

Form of charitable housing providing accommodation.

## **Annual General Meeting (AGM)**

An annual meeting at which an organisations Committee reports on its work over the last year, presents the financial accounts to their members, and reviews the constitution. A new committee is also elected at the AGM.

### **Anti-social behaviour (ASB)**

Behaviour likely to cause harassment, alarm or distress to one or more persons not of the same household

### **Anti-Social Behaviour Order (ASBO)**

This is an injunction taken out against an individual aged 10 years or over who has been causing persistent acts of anti-social behaviour. The ASBO might ban them from entering a particular area. Local authorities and police can issue an ASBO. Breaching the order carries a five year prison sentence.

### **Asset**

Any item of value including houses, garages and some office buildings.

### **Assignment**

In the following limited circumstances a secure tenancy may be assigned *i.e moved from one person to another*.

1. Where a judge makes an order to give the tenancy to one of the joint tenants or someone else associated with the household. This can sometimes happen as part of divorce proceedings or in connection with the dissolution of civil partnership or as part of child protection proceedings.
2. Where the landlord gives consent for a mutual exchange to take place. The exchange partners complete an assignment which effectively gives them the rights and responsibilities of the person they are exchanging with.

### **Assured Shorthold Tenancy**

Assured Shorthold tenancies give the tenant the right to occupy a property for a fixed period of time, provided that they keep to the terms of their Tenancy Agreement. At the end of the fixed period of time (often 6 months), the landlord or the tenant has the right to terminate the tenancy. Assured Shorthold Tenancies can be renewed for another fixed period of time if both parties agree to it.

### **Assured Tenancy**

Since January 1989 all new tenants of housing associations have assured tenancies. They have fewer rights in law than secure tenants, although guidance requires most of these rights be written into assured tenancy agreements.

# **B**

## **Ballot**

A person's vote on a given issue, which can be made in secret and on paper. Prior to a ballot detailed information will be sent out explaining what people are being asked to vote on.

## **Benchmarking**

Assessing an organisation's performance, by comparing it to that of other organisations of a similar size and purpose.

## **Best Value**

Requirement on local authorities to deliver services and consult with people when setting priorities and reviewing performance.

## **BME**

Black & Minority Ethnic.

## **Board of Management**

Group of people who have volunteered or been elected to control the affairs of an organisation. They can come from all walks of life but usually must have some interest or experience which relates to the work of the organisation. It may also be called a Management Committee, Management Board, Board, or Board of Trustees.

## **Board Member**

The term used to refer to a member of the Board of Management of an organisation.

## **Budget**

The amount of money an organisation estimates it will spend over a certain period of time, usually one year.

## **Business Development**

Carrying out work outlined in the business plan

## **Business Plan**

A document that sets out the organisation's financial projections (income and outgoings) for the future. This document must demonstrate to the regulator, the Welsh Assembly Government that the organisation is financially viable and can achieve the Welsh Housing Quality Standard.

# **C**

## **Cabinet**

The Vale of Glamorgan Council has a Leader and Cabinet model of local government, which is used to make decisions on matters the council are required by law to deal with.

The Cabinet, made up of the Leader of the Council and up to nine other councillors, uses its Executive Powers to make most of the Council's decisions on services, functions and Corporate management, including plans and strategies. Some key matters, such as setting the Budget, remain a matter for Council to decide.

## **Capacity Building**

“Activities, resources and support that strengthen the skills and abilities of people and community groups to take effective action and leading roles in the development of their communities.” (Home Office Definition)

## **Capital Expenditure**

Money that landlords spend on buying or renovating their assets, such as land, buildings and improving their houses.

## **Capital Programme**

A plan, usually over at least one year, for building and improving housing.

## **Capital Receipts**

Money received by councils when they sell homes under the Right to Buy scheme or by selling council-owned land.

## **Catch up Repairs**

Items of major maintenance that should have been carried out in the past and are outstanding at the present time.

## **Charitable Status**

The majority of housing associations (HAs) are charities. Charitable status gives HAs certain privileges (e.g. tax advantages) but it limits the objectives and activities the association can carry out. HAs with charitable status can be charitable trusts or companies, or industrial and provident societies. They can also be registered charities (registered with the Charity Commission) or exempt charities.

## **Charity Commission**

The organisation responsible for the regulation and registration of charities in England and Wales. [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

## **Charter Mark**

A Government award scheme which “recognises and encourages excellence in public services”. (Cabinet Office definition) [www.chartermark.gov.uk](http://www.chartermark.gov.uk)

## **Chartered Institute of Housing (CIH) & CIH Cymru**

Is an organisation that awards professional qualifications to people who work in housing. It is also the representative body for housing professionals. [www.cih.org](http://www.cih.org)

## **Choice Based Lettings Scheme**

A way that some local councils and housing associations let their properties. Although there are differences between areas, the common feature is that once you have registered that you are looking for housing, you have to bid for properties that become available - rather than waiting to be offered one, as in the past. Based on your circumstances you will be awarded a 'priority rating', and this will determine who gets a property if several people bid for it.

## **Citizens' Advice Bureau (CAB)**

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. <http://www.adviceguide.org.uk>

## **Code of Conduct**

This 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 when acting on behalf of their organisation.

## **Committee**

This is a group of people elected by an organisation's members to carry out the work of the organisation. The committee organises group meetings, including the group's Annual General Meeting (AGM), and is responsible for carrying forward any decisions made at these meetings. Committees should always have a Chair, Secretary and a Treasurer.

## **Community Based Housing Association**

“A housing association set up to acquire and rehabilitate dwellings. Such associations are community run, have strong connections to the locality in which they operate and often have tenant majorities on the board of management”. (CIH definition)

### **Community Centre**

A building used by local people to host meetings and other community-based events and clubs.

### **Community Development**

A general term covering the process of building active and sustainable communities by giving residents access to information and training to enable them to take a more active role in their community.

### **Communities First**

Communities First has been in operation since 2001 and is the Welsh Assembly Government's flagship programme to improve the living conditions and prospects of people in the most disadvantaged communities across Wales.

### **Community First Partnership**

This is the key delivery vehicle for Communities First - each partnership is supported by a team of community development workers. The Welsh Assembly Government recommends that the Communities First Partnerships is made up of one third of members from the local community, one third from the statutory sector and one third from the voluntary/business sector.

### **Communities First Trust Fund**

The fund was established by the Welsh Assembly Government in 2001 to distribute small amounts of funding for activities and projects to community groups.

### **Community Fund**

(Formerly the National Lottery Charities Board) The Community Fund gives out grants from money raised through the sale of National Lottery tickets.

[www.communityfund.org.uk](http://www.communityfund.org.uk)

### **Community Housing Cymru (CHC)**

Formerly known as the Welsh Federation of Housing Associations, Community Housing Cymru is the representative body for independent social landlords in Wales. CHC works in partnership with national and local government, other housing and tenant bodies and relevant voluntary bodies to develop effective long and short term housing strategies in Wales.



### **Community Housing Mutual**

Community mutuals are a new type of Registered Social Landlord which has been developed by the Welsh Assembly. Community Mutuals are owned collectively by the tenants of the homes which transfer and offer greater opportunities for local decision making, wider regeneration initiatives and for tenants to have a greater say in the way the organisation is run.

### **Community Plan/Community Strategy**

Under the Local Government Act 2000 all local authorities are required to work in partnership with the community, businesses, the voluntary sector and other partners to develop a long-term strategy to promote the social, economic and environmental well being of their local communities.

### **Community Land Trust (CLTs)**

CLTs own land in order to provide benefits to the local community. They are grass roots organisations, rooted in and owned, controlled and sustained by their communities with the primary aim of providing affordable housing and helping people into home ownership.

### **Compact**

A document produced through consultation with tenants. It is an agreement between a Council and its tenants' for the provision of service standards - and which may form part of a Housing Strategy, that is adopted at Cabinet level. Tenants become involved and influence decisions made on issues, which affect them.

### **Compensation**

Something given for damage, a loss or injury, following a claim where an organisation is found to be at fault.

### **Compulsory Purchase Order**

A home or business bought by the Council as part of an area regeneration project. It is a binding order made by a local authority on the owner of a property or piece of land to buy it for the public good.

### **Constitution**

A constitution is a document, produced by a group that states its aims, objectives, membership, rules etc. It is essential that a group has a good constitution, as it is the document that should be referred to if any problems arise around the way the group is run (e.g. how and when meetings occur, who looks after the money and what to do if a dispute occurs). Some landlords may ask a group to adopt a standard or model constitution in order to receive funding.

**Conveyance**

The process of and documentation for the transfer of property from one owner to another

**Council Tax**

This is a property-based tax paid to local Councils by all residents and businesses to help pay for the services (except housing) the Council provides.

**Councillor**

A person, who is voted in at the local elections to represent an area (ward).

**Credit Union (CU)**

Credit unions are locally based savings schemes that provide low cost loans. (Cardiff Credit Union website [www.cardiffcu.com](http://www.cardiffcu.com))

**Crime & Disorder Act 1998**

This Act gave local authorities extra powers to deal with people who commit acts of antisocial behaviour.

**Customer Liaison Assistants**

The first person you may contact on the Housing reception desk. Their duties include, staffing the enquiries counter, taking telephone enquiries and general administrative duties to support the Housing Service.

**D****Data Protection/Data Protection Act**

Under the Data Protection Act (1998), individuals have certain 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. <http://www.informationcommissioner.gov.uk>

**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 living there.

**Decommissioned**

Properties that are no longer required and will probably be demolished.

### **Demoted Tenant**

Demoted tenancies allow landlords to apply to the court to reduce the security of tenure (e.g. from secure to introductory) for an existing tenant on the grounds of ASB, nuisance or using the premises for unlawful purposes.

### **Density (Housing Density)**

This describes the number of dwellings (houses, flats, maisonettes etc.) that exist within a particular area (e.g. acre or hectare). An area with many dwellings per acre would be described as having high density housing.

### **Department for Work and Pensions (DWP)**

The Department for Work and Pensions is responsible for welfare and pension policy and is a key player in tackling child poverty. It is the biggest public service delivery department in the UK and serves over 20 million customers. [www.dwp.gov.uk](http://www.dwp.gov.uk)

### **Desk Top Audit**

An audit or review that is conducted remotely, i.e. reviewing a strategy, policy or practice document by content alone.

### **Disability Discrimination Act 1995**

A Law that aims to end the discrimination which many disabled people face. This Act gives disabled people rights in the areas of: employment, access to goods, facilities and services, buying or renting land or property. The final rights of access came into force in October 2004. This Act also allows the Government to set minimum standards so that disabled people can use public transport easily (Department of Work and Pensions definition). <http://www.disability.gov.uk>

### **Direct Labour Organisation (DLO)**

Used to describe services such as repairs and building maintenance.

### **Disregards**

Some types of income (eg. Attendance Allowance), which can be ignored when working out how much Housing Benefit someone is entitled to.

### **Dowry**

Sum of money paid by the Welsh Assembly Government to a new Registered Social Landlord that has been set up to take on housing in support of a negative value transfer.

## **Draft**

Any version of a document, such as a report, in which the ideas or wording have not yet been finally agreed.

# **E**

## **E - News**

Information in an electronic format, includes communication via the internet, digital TV, public access terminals, kiosks and mobile phones.

## **Emergency Accommodation**

Properties being used on a temporary basis until permanent accommodation is found. Includes Hostels, Hotels, Bed & Breakfasts.

## **Energy Efficiency**

The efficiency of a building in retaining energy produced within it, expressed as a proportion of the energy produced.

## **Environmental Works**

Any works carried out in a specific local area which is designed to improve the amenity of the area, e.g. Fencing, Street Lighting, Shrubs.

## **Equality & Human Rights Commission**

A key aim of the commission is to end discrimination and harassment of people because of their disability, age, religion or belief, race, gender, or sexual orientation.

The new commission brings together the work of three former equality commissions, Disability Rights Commission, Commission for Racial Equality and the Equal Opportunities Commission.

## **Equal Opportunities**

Treating all people equally, and not being prejudiced or discriminating against someone because of their ethnic origin, religion, sexuality, disability, gender or age.

## **Equal Opportunities Policy**

A formal commitment to equal opportunities which states what someone can do if they feel that they have been discriminated against. Also known as Equal Opps. It is also a document produced by an organisation which sets out how it will go about treating all people equally and fairly. For landlords this should include how they select their tenants and workers and how they will treat them. For tenants this should include how they organise their association or federation.

# **F**

## **Facebook**

A social networking site that connects people with friends and others who work, study and live around them. People use Facebook to keep in touch with friends, post photos, share links and exchange other information. Facebook users can see only the profiles of confirmed friends and the people in their networks.

## **Feasibility Study**

Study of a problem to see whether a suggested plan of action will work and what is needed to make it work.

## **Federation/Tenants' Federation**

A tenants' federation is a group of tenants' associations who have decided to work together in the interests of all tenants in an area. Most federations can give help and advice to existing and new tenants' associations and can put associations in touch with each other so that they can share ideas and experiences.

## **Floating Support**

A housing related support service provided to an individual with a support need in their own home.

## **Focus Group**

These are small discussion groups that draw together people for a discussion on a specific topic and aims to find out what people think, feel, believe, and their reasons for doing so, but does not reach any agreement. Mainly used as a research technique.

## **Framework Agreement**

An agreement between the buyer (the Council) and supplier/s where both parties agree the terms of future service provision, without committing at that time to a specific service or contract value.

## **Freedom of Information Act (FOI)**

The Act covers all written requests for information, except, requests from individuals for their own personal data and normal business process requests.

# G

## **General Fund**

The council account into which people's council tax is paid. It used to be called the General Rate Fund and funds local authority services such as Education, Social Services, and only some Housing services (housing benefit payments, housing grants.)

## **General Needs Housing**

Housing that is not designated for a specific population, i.e. young people, older people etc.

## **Geographical Information System**

A computer software package which allows people and places to be mapped by postcode.

## **Grant Conditions**

Conditions which must be met or adhered to in order to receive grant funding.

## **Green Paper**

Consultation paper issued by the Government prior to making something law.

## **Guideline Rent**

The Welsh Assembly Government's assessment of the level the Council needs to set its rents at, in order to balance its notional Housing Revenue account, whilst providing a standard level of service.

# H

## **Harassment**

This is behaviour which is deliberately intended to intimidate, dominate or harm individuals, or members of identified groups because of their supposed differences such as people from a particular minority ethnic background.

## **Homebuy**

Scheme run by selected Registered Social Landlords to help people buy a home on the open market, through shared equity.

### **Homeless/Homelessness**

Someone without permanent accommodation is described as being homeless. All local authorities have an obligation to assist homeless people.

### **HomeSwapper**

HOMES4U has joined the online mutual exchange service HomeSwapper. HomeSwapper is the UK's largest service helping people swap homes. If you live in a rented council or housing association house you can swap your home. Register online at [www.HomeSwapper.co.uk](http://www.HomeSwapper.co.uk) or visit the site for information.

### **Homes4U**

The Vale of Glamorgan Councils choice based lettings scheme operated in partnership with other registered social landlords who have properties in the Vale.

### **Hostel**

Hostels provide temporary accommodation for homeless individuals, families and people with special needs.

### **Houses in Multiple Occupation (HMOs)**

Property shared by people who are not from the same family, e.g. shared student houses, bedsits, flats etc. Usually a large house, converted into several smaller units/households.

### **Housing Association (HA)**

A non-profit making body providing housing at affordable rents. Any surpluses generated are reinvested in improving housing or services to tenants (see reference to Registered Social Landlords).

### **Housing Benefit**

Extra money paid by the Government to landlords to cover the housing costs of people on benefits or with low incomes.

### **Housing Co-operative**

There are two types of housing co-operative: 1. Primary Co-op - Where a group of seven or more people agree to work together in a co-operative to provide decent housing for their members. 2. Tenant Management Co-op (TMC) - Where local authority or housing association tenants take on the management (but not ownership) of their own homes and estates.

### **Housing Debt**

This is the amount of money the Council owes on its existing homes.

## **Housing Finance**

A system of money and credit that operates to make it possible for all types of residential property to be built, managed, repaired and exchanged.

## **Housing Related Support**

Housing-related support is provided in order to: “Help vulnerable people to develop, or maintain, the skills and confidence necessary to live independently. That is, the skills and the confidence necessary to perform the normal tasks associated with the management of the rights and responsibilities commensurate with the right and ability to occupy one’s own home”.

## **Housing Revenue Account (HRA)**

An account of expenditure and income that every local authority housing department must keep. The account is kept separate or ring-fenced from other council activities.

# **I**

## **ICT**

Information Computer Technology

## **Investors in People**

This is a national standard that sets a level of good practice for the training and development of people employed by an organisation to achieve business goals.

## **Improvement Grants**

Grants paid by the local authority to owner-occupiers and private landlords to help them to improve their property to meet standards set by the Government.

## **Independent Tenants’ Advisor (ITA)**

An external agency, independent of the landlord, employed during a major project (such as a proposed stock transfer) to work on behalf of the tenants.

An ITA provides independent information and impartial advice, as well as support and assistance. The purpose is to enable tenants to understand the processes involved in the project and to play an active role in any negotiations.



## **Industrial & Provident Society**

Many Registered Social Landlords are legally incorporated as industrial and provident societies. These can be charitable or non-charitable or housing co-operatives. They must be non-profit making and are supervised by the Registry of Friendly Societies.

## **Injunction**

This is an order made by a court to force a tenant to keep a tenancy condition, or to stop damage to a premises, trespassing on property, harassment, or to stop anti-social behaviour.

## **Inspection**

The process under Best Value by which the regulatory agency (currently the Wales Audit Office) examines what is actually happening in local authority housing departments and housing associations.

## **Introductory Tenancies (IT)**

The Housing Act 1996 allows councils to offer discretionary introductory tenancies to new tenants. It usually lasts for one year and then changes to a secure tenancy if the tenant has not broken the terms of the agreement.

## **Incentive to Move Scheme**

An incentive grant paid to tenants who are prepared to move from a family-sized home to a smaller, more suitable home. Freeing up much needed, larger accommodation.

# **J**

## **Job Share**

The term given to two workers who share one job and split the working week between them. One person usually works the first half of a week. The other works the second half. This is employment flexibility.

## **Joint Funding**

Money from banks, building societies and sometimes from local authorities to help housing associations provide special types of homes, for example hostel schemes.

## **Joint Tenancy**

Where two or more people share a property and have equal rights to stay in the property and equal responsibilities for the property.

## **Joint Working**

When one organisation works together with one or more organisations to provide a service.

# **K**

## **Key Lines of Enquiry (KLOE)**

Key Lines of Enquiry form the basis on which the Wales Audit Office makes inspection judgements for local authorities and registered social landlords in Wales

## **Key Performance Indicators (KPIs)**

Important goals which are measurable to show whether a project or an organisation are achieving their aims.

## **Key Worker**

A term used by Government to define people who do jobs that are essential to the community, such as Firefighters, Nurses, Teachers etc. Key-workers often struggle to find housing in areas where house prices are very high, leading to shortages of essential workers in places such as London.

# **L**

## **L.A.**

Abbreviation for Local Authority

## **Landlord**

A person or group or institution or organisation which owns and manages property and rents this property to tenants.

## **Large Scale Voluntary Transfer (LSVT)**

This is the transfer of all of a Councils social housing to a Registered Social Landlord- either a newly created one or an existing one.

## **Leaseholder**

A person who does not own the land their home is built on, and pays a ground rent for a fixed number of years. Tenants who live in flats and buy them from their landlord are called leaseholders.

## **Legislation**

The law of the land.

## **Lettings policy**

This sets down the rules of how the Council decides who gets offered a home first. The Council has a responsibility to give priority to those in housing need

## **Levy**

This is the money that the Council has to pay the Government from the sale proceeds when LSVT takes place.

## **Licensed Tenancy Agreements (under 18s)**

A Licensed Tenancy Agreement is a tenancy given to a person under the age of 18, who would not be entitled to housing under the standard housing policy. The tenant(s) would also have been accepted as Homeless. The tenancy converts to a Secure Licence, then once the person reaches 18 it converts to an Introductory Tenancy, then on to a Secure Tenancy as per the tenancy conditions.

## **Loan Charges**

The money a local authority pays back on what it has borrowed.

## **Local Housing Market Assessment (LHMA)**

The LHMA is intended to help the local authority assess the housing need and demand in their area in order to plan housing services and reflect the objectives of the Assembly Government in developing sustainable communities.

The guide enables the local authority to derive overall figures for the number of households requiring additional housing in their areas, and to determine what this means in terms of market and affordable housing provision.

## **Local Lettings/Local Lettings Policy**

A lettings policy which is amended to suit the needs of a specific community or area. This would most likely apply to smaller rural community or a brand new development. Applications may be prioritised by connection to that specific area, such as family living there or work.

## **Local Service Boards (LSBs)**

Local Service Boards (LSBs) are where the leaders of local public and third sector organisations come together to take collective action to ensure public services are effective and citizen focussed.

# **M**

## **Major Repairs**

Improvements to housing stock that is too substantial to be covered by normal allowances for repairs and maintenance work.

## **Major Repairs Allowance (MRA)**

A source of Central Government funding for Housing Revenue Account capital expenditure introduced from 1st April 2001. The MRA is intended to reflect the cost of maintaining housing stock in its current condition and is an annual cash payment made to local authorities through the Housing Revenue Account Subsidy system.

## **Management Committee**

The group of people responsible for managing an organisation and making sure that it obeys its own rules. It can either be elected by members, like a tenants' association, or be made up of a group of people who have volunteered to serve, like many housing associations.

## **Mediation**

A method of resolving disputes between two parties using a third, external party, known as a 'Mediator'. The Mediator, who must be neutral in the dispute, aims to bring the two opposing parties to an understanding of the issues, including each other's point of view, thus reaching an agreed resolution to the dispute.

## **Monitoring**

The checking of a system or process to make sure it is working properly and achieving its goals.

## **Mothballed**

The stage before decommissioning, a property which has been stripped of all amenities, in readiness for possible demolition. but could be reinstated under the Major Works programme if desired.

## **Mutual Exchange**

Scheme set up to help social housing tenants find someone to exchange homes with.

## **Mystery Shoppers**

Tenants working voluntarily as a team to inspect and provide a tenant's viewpoint on the quality of housing services provided by the local authority. The mystery shoppers then produce a report that explains the level of service experienced.

# **N**

## **NACRO**

National Association for the Care and resettlement of Offenders.

## **Needs Allowance**

The sum set by the Government to be used in benefit calculations to cover the basic amount that a person needs to live on each week.

## **Negative Value Transfer**

If the cost of ongoing repairs liabilities, to meet the Welsh Housing Quality Standard over the next 30 years is greater than the rental income these properties will generate then the homes are deemed to have a negative value and the transfer will not produce a capital receipt for the local authority.

## **Newsletter**

A way of keeping people informed of local news and events by publishing a small newspaper. It is usually put together and published by and for tenant association members, or by local authorities to keep local people aware of the latest information on a given topic, for example, stock options.

## **NIMBY**

This stands for “Not in my Backyard” (eg.. people who want “Green” energy, but don’t want a wind farm built near their home).

## **Non-Traditional Dwellings**

Dwellings built wholly or mainly of non-traditional materials such as concrete/steel and/or using unconventional construction techniques such as steel frames and pre-cast concrete.

## **Notice of Possession Proceedings (NOPP)**

A legal notice given to a tenant that says the landlord is seeking possession of an Introductory Tenancy. There is a 28 day notice period and this NOPP is not usually suspended by the Judge. The Introductory Tenancy has a year to run and in that time a NOPP can be used for rent arrears and anti-social behaviour.

## **Notice of Seeking Possession (NOSP)**

A legal notice given to a tenant that says the landlord intends to take back the occupancy of the property because the tenancy conditions have not been adhered to. This is warning of the intention to refer to court to seek eviction. The time span between the notice date and referral to court is usually 28 days.

### **Not for Profit**

Although charities can charge for their goods or services, and can make a profit, they must not be set up specifically for commercial or profit making purposes. These are referred to as “Not for Profit” or “Non-Profit Making” organisations.

### **Nuisance**

This is behaviour which unreasonably interferes with other people’s rights to the use and enjoyment of their home and community.

### **NVQ**

National Vocational Qualifications

## **O**

### **Options Appraisal (Stock Options)**

A study using a defined methodology to examine the costs and benefits of alternative courses of action. All local authorities must undertake an options appraisal to determine the best way to deliver the Welsh Housing Quality Standard by 2012. Options appraisals are signed off by the Welsh Assembly Government. The Assembly Government must be satisfied that tenants were engaged in the process and that it is based on robust data in terms of the local authority’s business plan and stock condition survey.

### **Options Study (Stock Options)**

Options Studies take place on local authority estates over a short period of time. They give the residents of the estate and the local authority an opportunity to look in detail at the issues that affect it. A plan of action is put into place to address the issues that matter to residents by establishing the best way for them to be involved in the future.

### **Outstanding Debt**

The total amount a local authority still owes on money it borrowed to build or improve its housing.

### **Overhanging Debt**

Overhanging debt arises when the capital receipt from a housing transfer is less than the attributable Housing Revenue account debt, including any premium payable on early redemption of loans.

### **Owner Occupier**

Someone who has purchased their home, or has a mortgage on the property.

# **P**

## **Partial Transfer**

This is where only some of council properties are transferred to Registered Social Landlord or Housing Association.

## **Par Value**

A form of co-operative, where members of housing associations and housing co-ops each buy one £1 share. They cannot own more than one share. They do not get any interest and cannot sell it for a profit.

## **Performance Indicators (PI)**

The Government requires local authorities to publish Performance Indicators which is a report on (amongst other things) how effectively it is managing and repairing its properties.

## **Planned Maintenance**

A system of repairs and maintenance carried out by a local authority or housing association that has been decided in advance, and accounted for in the yearly budget. Planned maintenance is often carried out on a cyclical basis (e.g. every 10 years).

## **Plenary**

An open session for all conference delegates.

## **Police and Criminal Evidence Act (PACE)**

The legal guidelines which the Police have to follow during investigations, such as having a solicitor present during interview or how to obtain a search warrant.

## **Police Community Support Officer (PCSO)**

PCSO's have different roles in different forces, but they usually patrol a beat and interact with the public, while also offering assistance to police officers at crime scenes and major events.

## **Policy**

A policy is a statement, usually in writing, about how an organisation will work.

### **Positive Value Transfer**

If the cost of ongoing repairs liabilities to meet the Welsh Housing Quality Standard over the next 30 years is less than the rental income that these properties will generate then the homes are deemed to have a positive value and the transfer organisation will have to purchase the homes from the local authority by paying the amount of the positive value. This will produce a capital receipt for the local authority, the first call on which will be to pay the costs of transfer then to write off the accumulated housing debt.

### **Possession Order**

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

### **Private Finance Initiative (PFI)**

Is a form of public/private partnership (PPP) using the private sector to finance public services. A PFI arrangement for local government means that the private sector partner may own the capital assets (your home in the case of housing PFI) as well as delivering the service.

### **Professional Witness**

Someone who gives evidence in a court of law as part of their job. Examples of professional witnesses could be Police Officers, Private Investigators and Housing Staff. Professional Witnesses can be used by local authorities and housing associations if tenants do not want to give evidence about their neighbours.

### **PSBR**

Public Sector Borrowing Requirement. This is the annual balance between revenue and expenditure in local government, central government and other public bodies. Any money councils borrow to invest in their properties counts towards public sector borrowing which is the total amount of money the Government allows all public bodies to borrow each year. Public sector borrowing has been severely restricted for many years.

### **Public/Private Partnerships (PPP)**

Joint working arrangements between the public and the private sectors.

### **Public Liability Insurance**

Also known as third party insurance. This insures an organisation against the possibility of claims from the public for injury, loss or damage etc., to a person or a property.



## **Public Service Ombudsman (Wales)**

Public Services Ombudsman (Wales) brings together the jurisdictions of various offices it replaced, the Local Government Ombudsman for Wales, the Health Service Ombudsman for Wales, the Welsh Administration Ombudsman and the Social Housing Ombudsman for Wales. It investigates complaints by members of the public concerning maladministration, failure in a relevant service or failure to provide a relevant service by any "listed authority" in Wales. It is also responsible for policing ethical standards in local authorities

## **Q**

### **Quango**

"Quasi-Autonomous Non-Governmental Organisation". Set up by and answerable to a department of Government

### **Quiet Enjoyment**

All secure, assured and assured short-hold tenants have a statutory Right to Quiet Enjoyment. This does not refer to noise or anti-social behaviour, as the phrase might imply, but to the possession and enjoyment of the property without undue disturbance from the landlord (or a representative of the landlord) by acts that are likely to interfere with the peace and comfort of the tenant, for example harassment or illegal eviction.

### **Quorum/Quorate**

The minimum number of members an organisation needs at any meeting to make any decision, as laid down in its constitution. This could be a set number or a percentage of the membership.

## **R**

### **Race Relations Act**

"The Race Relations Act 1976, as amended by the Race Relations (Amendment) Act 2000, makes it unlawful to discriminate against anyone on grounds of race, colour, nationality (including citizenship), or ethnic or national origin. The amended Act also imposes general duties on many public authorities to promote racial equality." (CREDefinition)

<http://www.cre.gov.uk/legaladv/rra.html>

### **Recoverable Order/Rechargeables**

Repairs carried out by local authorities which the tenant must pay for, which are not due to normal wear and tear. This could include for example, deliberate damage by the tenant.

### **Refurbishment**

The renovation and improvement of a property, large scale improvement to a building to bring it up to a good standard of repair. Also called modernisation.

### **Registered Charity**

An organisation registered with the Charity Commission and working within charitable aims and objectives.

### **Registered Social Landlord (RSL)**

An RSL or Registered Social Landlord is a not for profit independent housing organisation. Many are housing associations (like Newydd, Hafod etc) or housing co-operatives, some are charitable trusts.

### **Regulations**

Detailed rules issued by the Government on how laws are carried out.

### **Regulatory Requirements**

The set of performance standards with which Welsh Assembly Government reviews the performance of RSL's. They cover governance, management and development.

### **Rent**

Money paid to a landlord by a tenant in exchange for occupying a property.

### **Rent Arrears**

If you fall behind with your rent payments (whether paid by Housing Benefit or yourself), you are said to be in rent arrears. This means that you owe your landlord money. Tenants who are in rent arrears would be advised to contact their landlord as soon as possible to try and sort the problem out, as being in arrears is a breach of the tenancy agreement and can lead to eviction.

### **Rent Benchmark**

The rent benchmark is an average weekly rent determined by the Welsh Assembly, in respect of Registered Social Landlords (RSLs) for the geographical area represented by a local authority.

**Rent Statement**

This is a quarterly statement of rent paid/owing and shows the balance of the rent account. This is posted to each tenant renting a property (this includes rented garages).

**Repair**

Mending something that is broken, inside or outside of your home, e.g. a blocked drainpipe or a dripping tap. A tenant should refer to their tenancy agreement to see whether they or their landlord, is responsible for carrying out a particular repair. See also Response Repairs and Planned Maintenance.

**Repair Order**

This is granted by the court where a landlord is not meeting its obligation to keep a home in a habitable condition.

**Residents' Association (RA)**

See Tenants' Association

**Resource Centre**

Another name for a Community Centre. It is also the title of some Social Service buildings that provide more than one service to older clients (e.g. respite care, day centre, meals on wheels preparation, homecare workers)

**Response Repairs/Responsive Repairs**

Repairs carried out by a landlord in response to a tenant reporting one, such as a broken window, overflowing cistern or damaged kitchen cupboard. They are given target dates which relate to their priority.

**Retail Price Index (RPI)**

This is a way of measuring an increase or decrease in the costs of living.

**Revenue Spending**

The money for such things as paying off loans, employing workers and buying materials for repairs.

**Right to Acquire**

A scheme to give eligible tenants of Registered Social Landlords the right to purchase their home from their landlord at a discount.

**Right to Buy (RTB)**

The right of council tenants to buy their home at discount. The Preserved Right to Buy is given to eligible council tenants whose homes transfer to a Registered Social Landlord

### **Right to Manage/Management Agreement**

A legal contract which sets out how an estate or group of homes will be managed and by whom, for example an agreement between a local authority and a Tenant Management Co-op or Estate Management Board.

Introduced in 1994, the Right to Manage gives local authority tenants a statutory right to take over the management of their homes by setting up a Tenant Management Organisation.

### **Right to Repair**

Local authorities are obliged to carry out certain small, urgent repairs which are likely to affect a tenants' health, safety or security, within a prescribed time limit. This is known as a tenant's Right to Repair.

### **Ring Fencing**

Introduced in the Local Government and Housing Act 1989, this stops councils from moving money between the Housing Revenue Account and the Council General Account.

It uses an imaginary fence around money, jobs, or any other item that can only be used/obtained by specified people or organisations and used for a specific purpose.

### **Rural Affordable Housing Needs Survey**

This survey was undertaken to provide a detailed analysis of housing need in the rural communities of the Vale of Glamorgan and to evidence the need for the development of affordable housing in appropriate rural locations in the Vale.

## **S**

### **Scattered Stock**

A local authority or housing association may own a whole estate, in which case all the properties will be together. They may also own properties that are 'scattered', and therefore dotted around an area or county amongst privately owned property and property that belongs to other landlords. Tenants living in scattered stock can find it hard to form tenants' associations as they may not know where other tenants of their landlord live.

### **Scrutiny Committee**

A key part of the Council's political structure which plays an important role in ensuring that the Council's services are delivered effectively, efficiently and in the interests of residents and those who work or visit the Vale of Glamorgan. Scrutiny Committees are made up of Councillors who are not on the Cabinet. These Committees are able to influence decisions that are taken by the Cabinet and to ensure that the views and needs of the community are taken into account.

### **Secure Tenancy**

After one year of a tenancy starting, the tenant automatically becomes a secure tenant. This is only when the tenancy has been run in line with the tenancy conditions, i.e. no rent arrears or anti-social behaviour.

### **Security of Tenure**

A tenant's right to remain in their home indefinitely provided that they keep to the conditions of their tenancy agreement.

### **Service Charge**

The money tenants and leaseholders pay for services such as wardens, common rooms and cleaning, lighting and maintenance of common parts.

### **Service Delivery**

The way a service, such as repairs, is provided to the people who receive it.

### **Service Level Agreement (SLA)**

A semi-formal arrangement covering the services that one department within an organisation will provide to another, or one organisation will provide to another.

### **Service User / Recipient**

An individual who receives or uses services, in terms of housing this could include a user of Supporting People services, the homeless advice service or a tenant who receives a maintenance service.

### **Shared Equity Scheme**

An affordable housing scheme where a Registered Social Landlord provides an equity loan for an agreed percentage of the purchase price. The purchaser funds the balance through a conventional mortgage and savings. No interest is paid on the loan, but when the loan is repaid the amount repayable will be the same agreed percentage of the value of the property at that time. The loan can be repaid at any time but must be repaid when the property is sold.

### **Social Housing Grant (SHG)**

The money that the Welsh Assembly Government gives housing associations to help them to buy, build, repair or improve affordable homes for rent or sale.

### **Special/Extraordinary General Meeting**

An 'emergency' meeting that occurs outside of usual meeting times; it might be called if new officers of a committee need to be elected, or if an urgent matter needs to be discussed. The constitution should state how such a meeting is called.

### **Staff Advisory Panel (SAP)**

The role of the Staff Advisory Panel is to create an open communication channel with the Council, the shadow board and act as a sounding board of opinion and a forum for discussing issues.

### **Stakeholder**

Person/organisation interested in how a project or service is delivered and developed.

### **Standing Orders (for Tenants' Groups)**

Standing Orders are a set of 'rules and regulations' which usually cover how meetings are run, how decisions are made, terms of reference for committees/subcommittees and other procedural matters. Standing Orders should be used alongside a group's constitution.

### **Standing Order (for Account Payments)**

An agreement between a tenant and landlord to make regular payment from their bank account to pay rent.

### **Statutory Instruments**

An order issued by the Secretary of State which changes the law without having to go through Parliament. Local authority residential home charges are changed every financial year by using a statutory instrument.

### **Stock (Housing Stock)**

Properties owned by a landlord.

### **Stock Condition Survey**

Assessment of the condition of the housing stock against a specified standard usually carried out by independent qualified Surveyors.

## **Stock Options**

The Government has asked all local authorities to decide how they wish to manage their housing stock in the future. Their choice has to take into account the views of their tenants before any action is taken. Options include Stock Retention (keeping ownership) or Stock Transfers.

## **Stock Reduction**

Programmed demolition of housing stock, which is considered by measurable criteria to be unsustainable or surplus to requirement.

## **Stock Transfer**

Where a council transfers the ownership and management of its homes (rented and leasehold) to a Registered Social Landlord.

## **Supported Housing**

A range of accommodation such as hostels, shared/independent living accommodation for people with extra support needs, e.g learning difficulties, young vulnerable persons, homeless, mental health.

## **Supporting People**

Supporting People is a framework for delivering housing related support services to vulnerable people.

## **Supporting People Operational Plan (SPOP)**

An annual document which sets out the priorities for Supporting People over the next 12 months, including; evidence of unmet need and funding priorities.

## **Supporting People Grant (SPG)**

The Supporting People Budget which funds accommodation related support services is paid in two ways - Supporting People Grant (SPG) this is paid directly to the Council to fund sheltered housing, services for the elderly and some projects jointly funded with Community Care.

## **Supporting People Revenue Grant (SPRG)**

The second way in which the Supporting People Budget is paid is the Supporting People Revenue Grant (SPRG) - this is paid directly to the Accredited Support Provider. It funds all other types of accommodation related support projects for vulnerable people, not covered by the Supporting People Grant (SPG). Accredited Support Providers are registered by the Welsh Assembly Government if they fulfil the required criteria.

# **T**

## **TARA**

Tenants and Residents Association

## **Target Date**

A provisional date set to complete all aspects of a job. Building Services may change these dates in certain circumstances (eg. asbestos found in property would require extra time to make it safe to work in).

## **Tenants' Association (TA)**

A voluntary group made up of people who live in a particular area or scheme, who have got together to have their say on local issues, improve their area or organise social events. Also called a Tenants' and Residents' Association, Residents' Association, Tenants' and Leaseholders' Association etc.

## **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 party has.

## **Tenant**

A person, or persons, who agree to occupy a property owned by someone else in exchange for payment (i.e. rent).

## **Tenant and Resident Support Group/Team**

A team set up to develop and support Tenants & Residents Associations across the city. Support is offered in many ways, eg. financial, administrative and training needs.

## **Tenant Charter**

This details the rights and standards of service that assured tenants can expect from RSLs

## **Tenant Consultation**

Arrangements for involving tenants in decisions on housing policy and practice that goes beyond information provision but does not include actual housing management.

The legal definition, as stated in Section 105 of the 1985 Housing Act, is "a council must inform tenants of its proposals, it must give tenants the right to comment, and it must give consideration to tenants' comments before it takes a decision".



### **(The) Tenant Compact**

The Council and seven tenants associations are currently signed up to the Councils Tenants Association Compact. Once a tenants association is established, members sign the Compact along with the Leader of the Council, the Cabinet member for Housing and the Head of Housing; showing a corporate commitment to tenant involvement. The Compact sets out clear commitments for both parties to work together and influence decision making.

### **Tenant Empowerment Grant (TEG)**

TEG is a Welsh Assembly Government programme providing independent funding to tenant groups that want to explore ways of having more control over their homes and communities.

### **Tenant Engagement Associates (TEA's)**

The TEA's are a group of trained tenants who work in partnership with the Council to develop and review housing services. They carry out assessments of housing services through a variety of methods and the data collected helps the Council to improve services.

### **Tenant Engagement Team**

The TE team implement the Tenant Participation Strategy, promote the involvement of tenants and residents in housing services and regeneration projects, develop positive relationships with tenants, tenants groups and other partners and to establish networks with other Council departments, statutory agencies and voluntary organisations to assist in the promotion of tenant engagement. They also support the work of tenants associations and groups, carry out consultation exercises and organise events.

### **Tenant Management (TM)**

Tenant Management refers to tenants taking over all or part of the running of housing management services (e.g. repairs and maintenance) by forming a Tenant Management Organisation (TMO).

### **Tenant Participation (TP)**

A two way process involving sharing of information and ideas, where tenants are able to influence decisions and take part in what is happening.

### **Tenant Participation Advisory Service (TPAS Cymru)**

A national not for profit organisation that works with tenants and landlords on a variety of tenant participation projects, and provides training courses for tenants.

### **Tenant Participation Officer (TPO)**

TPO jobs vary but they usually act as go-betweens for tenants and landlords. Tenant Support Workers, Tenant Liaison Officers and Community Development Workers do similar jobs.

### **Tenant Participation Strategy/Tenant Engagement Strategy**

Each social landlord is required by the Welsh Assembly Government to have Tenant Participation Strategies in place to support and encourage their tenants to be informed and involved in how their homes are managed.

### **Tenant and Residents Association.**

Tenant groups represent people who come together to improve their local community. They represent the views of the community and work with the TE Team and other organisations on a variety of issues.

### **Tenants Working Group**

Tenants don't have to be a member of a formal group to get involved: the Tenants Working Group invites Council tenants from across the Vale to regular meetings and events to have their say, comment on services and contribute to the development of policies and procedures.

### **Tenant Satisfaction Surveys**

Form of consultation with tenants to find out how satisfied they are with housing services, such as repairs.

### **Tenant's Handbook/Manual**

Containing useful information about the tenancy and the landlord, given to new tenants by a local authority or housing association.

### **Terms of Reference**

Terms of reference, abbreviated as TOR, Describe the purpose and structure of a project, committee, meeting, negotiation, etc.

### **Topic Group**

A group that is set up to discuss a chosen subject. They try to suggest improvements or new ways of thinking, regarding that subject.

### **Traditional Dwellings**

Homes built wholly or mainly of traditional materials such as brick and timber using conventional construction techniques such as a block framework and brick outer skin.

## **Transfer Agreement**

A document that contains details of all the agreements reached between the local authority and the new Housing Association during the transfer process. It will also contain the terms, conditions and financial details of the transfer and future relationship between the local authority and new landlords. It contains legal clauses requiring the new landlord to honour the promises made to tenants as part of the transfer proposal.

## **Transfer HA**

Term used to describe any housing association that takes over the ownership and management of local authorities' housing stock after a successful large scale voluntary transfer.

## **TUPE (Transfer of Undertaking Protection of Employment)**

This is when staff of one organisation are transferred to another organisation. Terms and Conditions of service (at the date of transfer) are automatically transferred to the new organisation.

## **Temporary Accommodation**

Accommodation used from time to time to discharge the Council's statutory duty to people who are homeless. This could include bed and breakfast accommodation, and any other type of self contained accommodation.

## **Time Banking**

Welsh timebanks work a little differently to the traditional timebank model in that they are 'hosted' within public and community agencies. Community members are then invited to actively engage and take ownership of public services rather than being passive recipients. The 'host' agency acts as the central bank and acknowledges members for their time with credits. These credits can then be used for recreational services, to go on trips or attend local events.

## **Twitter**

A social networking and micro-blogging service, that enables its users to send and read other user messages called 'tweets'. Tweets are text-based posts of up to 140 characters displayed on the author's profile page. Tweets are publicly visible. Users may subscribe to other author tweets—this is known as 'following' and subscribers are known as 'followers'. View our page visit <http://twitter.com/VOGCouncil>

# U

## **Under Occupation**

This occurs when the tenants in a property are not fully occupying it. An example might be a couple in a three bedroom house, whose children have left home. Tenants in under occupied properties may be offered incentives to move to a smaller property because larger houses for families are in short supply.

## **UNISON / UCATT / GMB / MSF**

These are trade unions that represent housing staff.

# V

## **Vale Housing Panel (formerly Tenant Panel)**

Each of the Vale's tenants associations have representation on this panel. Members act on behalf of all tenants rather than their own area or estate

## **Value For Money (VFM)**

Under the Best Value regime all local authority and housing association's housing services will be inspected to check they are showing continuous improvement and providing **value for money**. This external inspection is carried out by the Wales Audit Office.

## **Voids**

Empty homes, usually waiting for some work to be done or someone to move in.

## **Void Management**

A core function of housing management which involves managing empty Council owned properties. The property may be empty due to tenants moving out or the property requiring repairs or improvement prior to re-letting. Management of these properties follows a policy which minimises rent loss by turning around void properties quickly and efficiently.

# W

## **Wales Audit Office (WAO)**

The Wales Audit Office is the public service watchdog for Wales. Its mission is to promote improvement, so that people in Wales benefit from accountable, well-managed public services that offer the best possible value for money.

Each year, The Wales Audit Office carries out Improvement Assessments on local authorities. These are complete assessments of each authority's performance. And covers the services it delivers, what its priorities are and the way it organises itself to keep improving.

## **Wales Council for Voluntary Action (WCVA)**

Wales Council for Voluntary Action is the voice of the voluntary sector. It represents, supports and campaigns for voluntary organisations, volunteers and communities in Wales.

## **Wales Programme for Improvement**

A flexible and locally determined framework that should deliver improvement, less bureaucracy and help to ensure that resources are better targeted and local needs are addressed.

## **Warden/Warden Controlled**

Someone employed by the landlord to support tenants in small estates of flats or houses. This cover is 24hrs a day, but outside office hours by an emergency alarm.

## **Warranties**

Legally binding promises given by the Council to the new Registered Social Landlord receiving its homes. They protect the new landlord against financial risk. They cover a range of issues including title, planning and environmental considerations. In effect, the council is guaranteeing the new landlord against a given set of risks.

## **Welsh Local Government Association (WLGA)**

The Welsh Local Government Association (WLGA) represents the interests of local government and promotes local democracy in Wales. It represents the 22 local authorities in Wales and the 4 police authorities, 3 fire and rescue authorities and 3 national park authorities are associate members.

**White Paper**

Following a Green Paper consultation, a White Paper sets out the Government's plans for changes to the law on certain issues. Although open to general discussion, this is not a consultation document.

**Working Party**

A group set up to work on a particular task. It may only have the power to make suggestions rather than make decisions.

**Workshop**

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

**Workstreams**

Tenant and staff volunteers and who meet to focus on a specific work topic/issue. It is aimed at developing customer involvement in the consultation process to provide a responsive service, promote good practice and keep up the momentum of change to provide a better service.

**Welsh Housing Notice board**

A website which brings together 22 Welsh Local Authorities housing functions, including 40+ national and regional housing networks. Funded by the Welsh Assembly Government and the Welsh Local Government Association, the site provides a platform to access Local Authorities policies, procedures and staff contact details, there is also a discussion forum and the site allows information to be accessed in one place.

**Welsh Housing Quality Standard (WHQS)**

A standard to which the physical condition of existing social housing must be maintained and improved by 2012. The Standard is intended to help social landlords assess their housing stock.

**World Cafe**

The World Café is a consultation method which hosts conversations about the questions, issues or topics that the organisation, in this case the Council, wishes to be informed about.

X

Y

Z

## ABBREVIATION DECODER

DLO	Direct Labour Organisation
GIS	Geographical Information System
HRS	Housing Related Support
LTPS	Local Tenant Participation Strategy
NTRPS	National Tenant and Resident Participation Strategy
RSL	Registered Social Landlord
SAP	Staff Advisory Panel
SMART	<u>S</u> pecific, <u>M</u> easurable, <u>A</u> ttainable, <u>R</u> ealistic and <u>T</u> ime-bound
SP	Supporting People
SPRG	Supporting People Revenue Grant
TE	Tenant Engagement
TESS	Tenant Support Service
TP	Tenant Participation
TPAS	Tenant Participation Advisory Service
WAG	Welsh Assembly Government
WFHA	Welsh Federation of Housing Associations
WHQS	Welsh Housing Quality Standard