

Tendring
District Council



Housing Services A – Z of Jargon



Housing Services: A – Z of Jargon

We have produced this guide to explain some of the terms that we use when talking about housing and related issues that you may find difficult to understand. We hope that you find this useful. As terms change over time, we will look to update and republish this on a regular basis.

Acceptable Behaviour contracts (ABC's)	ABC's are a tool that can be used to tackle anti social behaviour particularly amongst teenagers. This is usually an individual written agreement between a young person aged 10 – 18 years and the Police and the local housing department that require them not to continue with certain behaviour that is anti social.
Affordable housing	This refers to housing that is provided for rent or shared ownership for local people who cannot afford to purchase a property on the open market.
Agenda 21	This is a global treaty signed by the Government to introduce environmental conservation measures and sustainability
Allocations	This is a term used by social landlords to describe the process of identifying properties and letting them to people who then become their tenants.
Allocations policy	This explains how a council or other social landlord will decide who it should let its properties to. This will normally be based on those in greatest housing need being allocated accommodation first.
Annual General Meeting (AGM)	This is a meeting that is held by an organisation at about the same time each year. During the meeting, there will be a report on the activities carried out during the year, a review of the accounts and a new committee elected.
Anti social behaviour	This is defined as behaviour which has a negative impact on people's quality of life in and around their homes.
Anti social behaviour orders (ASBO's)	Anti social behaviour orders allow local authorities and the Police to apply to the courts for an order to restrict or restrain a person from conducting anti social behaviour within a particular area.
Anti social behaviour strategy	This refers to a document that sets out an organisations aims, objectives and proposals for tackling anti social behaviour.

Area representatives	In areas where the setting up of a residents association is inappropriate or not sufficiently supported, individual tenants and leaseholders can volunteer to become street or area representatives to represent the views of their area to us.
Arms Length Management Organisation (ALMO)	This is an organisation set up by a local authority where they keep ownership of their properties but transfer the landlord function to that company, which operates separately and is governed by its own board or committee. Because the council continues to own the properties there is no change of tenancy status.
Arrears	See under Rent Arrears.
Asset management plan	This is a plan that the Council produces each year explaining how it manages its land and buildings.
Assignment	In some circumstances, you have the right to transfer your tenancy to someone else by assignment, as long as you get our written permission first.
Assured shorthold tenancies	These give tenants the right to occupy a property for a fixed period of time, providing they keep to the terms of their tenancy agreement. At the end of this fixed period, the tenancy can be ended by either the landlord or the tenant or they can agree that it is renewed for another fixed period.
Assured tenancies	Since January 1989 all new tenants of housing associations have been assured tenants. Their rights are fewer and different from those of secure tenants.
Audit Commission	This body has the responsibility for the external audit of all local authorities.
Ballot	This is a vote, normally on paper and in secret.
Beacon Council	A beacon council is one which has been identified as a centre of excellence from which other councils can learn.
Benchmarking	This involves comparing the cost of providing services, such as housing, with other service providers and sharing good practice.

Black and Minority Ethnic (BME) groups	This refers to groups of people within the local community whose race is either black or another race that is in the minority within the UK.
Budgets	The amount of money that an organisation estimates it will spend in any one year.
Cabinet	A local authority's Cabinet is made up of a number of elected councillors who, together with the Council leader are responsible for making most of the decisions that used to be made by committees. Each member of the Cabinet is also a Portfolio Holder with responsibility for a particular service or function.
Capacity building	This is a process which helps develop communities by improving individuals and organisations ability to reach and deliver to target groups.
Capital expenditure	This is the funding to buy or improve assets (e.g. land or buildings).
Capital programme	This is a plan for building and improving properties, normally over a period of years.
Capital receipts	This is that landlords receive when they sell homes or land either voluntarily or through the Right to Buy.
Capital works	This refers to all major refurbishment or improvement works to housing.
Cash Incentive Scheme	This provides an opportunity for existing secure tenants to receive a lump sum payment to help with the purchase of a property in the private sector. This payment is made on the condition that they give up their council property, which can then be used to house a family in housing need.
Catch up repairs	These are repairs that are overdue and need to be carried out within the next 5 years.
Chartered Institute of Housing (CIH)	This is the organisation that awards qualifications to people who work in housing. It is also the representative body for housing professionals.
Chartered Institute of Public Finance Accountants (CIPFA)	This is the body that awards qualification to people who work in public finance and also sets the guidance for Council financial accounts.
Choice based lettings (CBL)	Choice based lettings involves advertising and letting properties with the aim of providing a more customer focussed approach to the letting of social

housing.

Citizens panel

This is a consultation method which uses a sample of people drawn from the general population who are surveyed regularly on a range of local issues.

Citizens Jury

This is another consultation method, where a small but representative cross section of the community are brought together to look in depth at a particular issue and make recommendations for change.

Closed circuit television (CCTV)

Camera systems acting as a deterrent to anti social and criminal behaviour and help to catch those responsible, which may be monitored or recorded.

Code of conduct

This is a list of guidelines that describe how members of a group or an individual should act when carry out their duties or representing their organisation.

Committee

A committee is a group of people who run a group or organisation for the benefit of its members. Committees should always have a Chair, Secretary and Treasurer and often have a number of other members who do not have specific roles.

Communities and Local Government

This is the Government department that replaced the Office of the Deputy Prime Minister and has responsibility for formulating and implementing Government housing policy at national level and allocating resources for housing programmes.

Community development

This is the process of building active communities by giving residents access to information and training.

Community development workers

Community development workers are employed either by the council or voluntary agencies to provide help, support and advice on funding for individuals and community groups in the district.

Community Fund

This gives out grants from money raised through the sale of national lottery tickets.

Community safety strategy

All local authorities have a duty to consider the effect of crime and disorder and to do all it can to prevent it. Their proposals for doing this are detailed in this strategy.

Community Strategy

All local authorities are now required to work in partnership with the local community, business, voluntary sector and other partners to develop a long-term strategy to promote the social, economic and environmental well being of their local community.

Compacts	See under Tenant Participation Compacts.
Competitive tendering	This is the process of inviting offers (tenders) from outside organisations to run specific services or contracts. The decision as to who is awarded the service or contract is normally made against pre set criteria covering quality and value for money.
Comprehensive Area Assessment	This is an independent assessment of the prospects for local areas and the quality of life for people living there.
Compulsory Purchase Order (CPO)	This is an order made by the local authority on an owner of property or land for its acquisition for the public good.
Constitution	A constitution is a written agreement that states the rules governing any group or organisation and normally states how often the group will meet and operate.
Consultation	This is a dialogue that leads to a decision and it involves two way communication.
Consultative Group	This is a group of our tenants and leaseholders who we survey on a regular basis about housing services or topics.
Corporate Strategy	This sets out a council's priorities for their area and the ways in which it will work with the community to meet these needs.
Crime and Disorder Partnership	The Crime and Disorder Act 1998 required CDRP to be set up in each district in England and Wales. The act places an obligation on local authorities and the Police, among others, to work together to develop and implement a strategy to tackle crime and disorder in their area.
Crime and Disorder Strategy	This is a council's overall plan designed to assist the Police in tackling crime and disorder within the area.
Cyclical repairs	Cyclical repairs are those that are carried out on a regular basis to maintain the condition of an element of a property.
Data Protection Act	Under this legislation, individuals have certain rights to access information that is held about them by organisations and companies. The organisations and companies also have a responsibility under the act to store and use the data they hold in a responsible way.

Decant	This is where a tenant has to temporarily move out of their home into another property so that major repair works can be carried out which could not be done with them living there.
Decent homes standard	The Decent Homes Standard was introduced by the Government to make sure that all social landlords maintain their properties to the same standard.
Demoted tenancies	If you are a secure tenant who is responsible for anti social behaviour, we can apply to the court for a demotion order. This has the effect of ending your secure tenancy and replacing it with a demoted tenancy, which means that you will lose certain rights.
Disabled adaptations	Disabled adaptations are priority alteration works designed to help those with chronic illness or disability.
Disability Discrimination Act	This legislation aimed to stop discrimination on the grounds of disability by giving people with disabilities rights in relation to employment, access to goods and services and other matters.
Disabled facilities grant	This is a mandatory (meaning that a council has to provide it) means tested grant to enable adaptations to be carried out that will allow a disabled person living in the private sector to remain in their home.
Disturbance payments	Any social housing tenant who is forced to move out of their home on a temporary or permanent basis as a result of their landlord carrying out major repairs or demolition is entitled to claim payments to help towards the cost of moving.
Diversity	This refers to the presence in one population of a wide variety of cultures, opinions, ethnic groups, socio economic backgrounds etc.
Draft	This refers to any version of a document in which its content or wording has not been finally agreed.
East of England region	This is the region of England in which Tendring district is situated and this covers the counties of Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk.
Egan principles	These are the principles of improved working practices advocated by Sir John Egan in his report 'Rethinking Construction'.
Elected members	These are the ward councillors that are elected at the district council elections.

E government	The Government wants all councils, wherever possible, to aim to deliver their services via electronic means. Electronic delivery includes via the internet, digital TV, public access terminals and mobile phones.
Energy Performance Certificates (EPC)	From 1 October 2008, an EPC is required whenever a building in the social or private rented sector is let to a new tenant. These show the energy efficiency of the property and the carbon dioxide emissions.
Equality	This refers to the aim of creating a society where power and quality of life is shared equally and both individuals and groups are able to live free from discrimination and oppression.
Equality Act 2006	This Act made provision for the establishment of the Commission for Equality and Human Rights; the dissolution of the Equal Opportunities Commission, the Commission for Racial Equality and the Disability Rights Commission; and made provision about discrimination on grounds of religion or belief; and enabled provision to be made about discrimination on grounds of sexual orientation. It also imposed duties relating to sex discrimination on persons performing public functions and amended the Disability Discrimination Act 1995.
Equality and Human Rights Commission	This commission has brought together the Commission for Racial Equality, Disability Rights Commission and the Equal Opportunities Commission within a single body. The commission champions equality and human rights and works to eliminate discrimination, reduce inequality and protect human rights.
Equality Impact Assessments	This refers to a way of assessing the way the effect that a proposed policy or project is likely to have on different groups of people.
Equal opportunities policy or statement	This is a written agreement that sets out how a group or organisation will treat all people equally and fairly, regardless of their age, sex, disability, religion, sexuality or other reason.
Eviction	This means being removed from your property by a bailiff following the serving of a possession order.
Feasibility study	This is a study carried out to see whether a suggested plan of action will work and what is needed to make it work.
Floating support	This is a scheme to provide practical temporary support for vulnerable people to help them to live

more independently and maintain their tenancies.

Focus groups

A focus group normally brings together about 10-15 people to discuss a specific issue, such as repairs. Focus group meetings are normally one offs or held over a short period of time.

Foyer

Foyers provide accommodation for young homeless people. They also take an active role in helping residents gain access to training, education and employment and in gaining independent living skills.

General fund

This is the Council's revenue account that council tax is paid into. It provides some housing services, such as homelessness and housing advice, that benefit the wider community rather than just council tenants.

GO Government Offices

These are responsible for delivering Government policy in each of the regions.

Greater Haven Gateway Sub Region

Sub regions have been set up in response to the Government's Sustainable Communities Plan. The Greater Haven Gateway Sub Region is one of nine sub regions in the East of England and this sub region includes Babergh, Braintree, Colchester, Ipswich, Maldon, Mid Suffolk, Suffolk Coastal and Tendring.

Harassment

This includes using racist behaviour or language, using or threatening to use violence, using abusive or insulting language and damaging or threatening to damage another person's home or belongings.

Hate crime

This refers to any criminal offence against a person or property that is motivated by an offenders hatred of someone because of their race, colour, ethnic or national origin, religion, gender, sexual orientation or disability.

Home Buy

This is a scheme run by some housing associations to help people buy a home on the open market. The scheme is funded by the Housing Corporation.

Homelessness

The legal definition refers to anyone who is without accommodation or who is likely to lose their accommodation within 28 days.

Home loss payments

If a tenant has to move out of his or her home on a permanent basis as a result of redevelopment or demolition being carried out by their landlord they are entitled to claim home loss payments.

Homes and Community Agency

This is the national housing and regeneration agency for England.

Houses in Multiple Occupation (HMO's)	This refers to a building in which a number of separate households live under separate tenancies.
Housing associations	These are non profit making organisations that provide homes for those that cannot afford to buy their own or for particular groups of people, such as older persons.
Housing Benefit	This is the money paid to those on income support or a low income to help them with their housing costs.
Housing Co-operative	A housing co-operative is an organisation that is set up for the benefit of its members and is owned and managed by members of the co-operative.
Housing Corporation	This was the Government sponsored agency that registered, funded and regulated housing associations and promoted the housing association sector in general. From 1 December 2008, this has been replaced by the Tenant Services Agency.
Housing Investment Programme (HIP)	This is a plan for improving and maintaining properties in an area and for meeting new housing needs which forms part of a bid to Government for resources and is funded by capital expenditure.
Housing Needs Index	This is data collected to show how much new housing is needed in each local authority area.
Housing needs survey	This is a survey used to assess the housing need in an area, including the extent and pattern of need, and this covers all types of tenure.
Housing Register	This is a list of those who have applied for access to social and affordable housing.
Housing Revenue Account (HRA)	This is the account that rents and any money from the Government is paid into. It pays for repairs, managing and maintaining of housing stock and repaying any money borrowed for past work.
Housing Revenue Account Business Plan	This is a plan that analyses issues relating to the Council's properties and sets out objectives, targets, income and expenditure for the management and maintenance of these properties over the next 5 to 30 years.
Housing Revenue Account Subsidy	This is money that is paid to us by the Government to make up the difference between what it thinks it should spend on housing and what it assumes it gets in rental income. This is paid to assist with the management and maintenance of their housing stock.

Housing stock	The properties owned by a particular landlord are referred to as its housing stock.
Housing Strategy	The objective of this strategy is to set out the key housing issues facing the district by providing detailed evidence based on analysis of needs, demands and expectations. It also looks at the key influences on the strategy including the impact of national and regional housing policies and the input from a range of stakeholders and service users.
Housing Portfolio Holder	This is an elected member (councillor) who sits on a Council's Cabinet and has specific responsibility for housing.
Improvement grants	These are grants paid to owner occupiers and private landlords to help them maintain or improve their property to a specific standard.
Improvement Panels	Where areas are not represented by a residents association, we give residents the opportunity to form an Improvement Panel to work with us in designing and implementing major planned environmental improvement schemes.
Independent tenant advisers	These are people who are appointed to provide to independent advice and guidance to tenants and leaseholders during the options appraisal process.
Injunctions	An injunction is a court order that either makes you or prevents you from doing something.
Introductory tenancies	There is a discretionary power for local authorities to give all new tenants an introductory tenancy that has a lower level of security than secure tenancies.
Joint tenancy	Joint tenancies are usually created when 2 or more adults apply for housing together. Each joint tenant is then individually and jointly responsible for keeping to the conditions of the tenancy agreement.
Key Lines of Enquiry (KLOE)	These outline what the Audit Commission will cover and what standards they expect to see when they carry out their inspection of housing services.
Key workers	This is a term used by the Government to define people who do essential jobs, such as nurses.
Large scale voluntary transfer	This is where a local authority transfers the ownership and management of its stock. This cannot happen if the majority of tenants are opposed to it.
Leaseholder	A leaseholder is someone who has bought a flat and pays the landlord or freeholder ground rent and service charges.

Leasehold Valuation Tribunal (LVT)	This is the formal name given to the group of people who are appointed to make decisions on various types of disputes relating to residential leasehold property.
Legislation	The law.
Lifecycle	This is the amount of time that a building part, such as a roof or heating system is expected to last before it needs replacing.
Loan charges	This is the money that local authorities pay back on money they have borrowed.
Local Government Association	This is the body that represents district, borough and metropolitan councils.
Local Government Ombudsman	This person is responsible for investigating complaints made about local authorities.
Local strategic partnerships (LSP)	This is a body that brings together public, private, community and voluntary sector organisations so that different initiatives and services support each other and work together to tackle issues in a local area.
Local plan	This is a development plan that sets out the authorities detailed planning policies and proposals for their specific area.
Major repairs	This refers to repairs that are needed that are too extensive to be carried out as normal repair work.
Major repairs allowance	This is the annual payment made to local authorities via the housing subsidy system to help with the maintenance of their housing stock. This is calculated using a formula based on the type and age of its properties.
Mediation	Mediation is a voluntary process in which a skilled and impartial third party helps people, such as neighbours who are in dispute reach an acceptable agreement.
Metropolitan authorities	These are councils that cover large towns and cities.
Monitoring	This is the process of checking a system or process to make sure that it is working properly and meeting its targets.
Mutual exchange	This is where you exchange your home with another council tenant or the tenant of a registered social landlord.

Mystery shopping	This is a method of using customers to assess service delivery.
National Housing Federation	This provides information and support and develops policies and guidelines for housing associations.
Neighbourhood renewal	This is a term used to describe how the Government proposes to improve deprived communities by providing decent housing, improving services and employment opportunities.
Neighbourhood warden	These are people employed to patrol estates to reduce crime, anti social behaviour, graffiti and vandalism.
Non secure tenancies	These tenancies are given to those people who have been housed on a temporary basis under homelessness legislation.
Notice of seeking possession (NoSP)	This notice is the first step in the legal process to evict a secure tenant from their home. It explains the intention to take legal action and the reasons for doing so.
Notice to Quit (NTQ)	This notice is the first step in the legal process to evict a non secure tenant from their home.
Occupational Therapist (OT's)	Occupational Therapists are employed by Social Services and make recommendations to councils about what disabled adaptation work should be carried out to assist those with illness or disability.
Option appraisal	By 2005 all local authorities were required to have identified and considered, in consultation with their tenants, the options for the future ownership and management of their housing stock.
Performance indicators	These are normally statistical measures intended to offer an assessment of how an organisation is performing. Local authorities have to report their performance against specific indicators set by the Audit Commission.
Pilot scheme	This is a small scale trial scheme carried out prior to a major or long term maintenance or improvement programme.
Planned maintenance or improvements	This is an ongoing programme where we plan maintenance and improvement works in advance and include more than one home at a time.
Possession Order	This is a legal document obtained from the courts that allows a landlord to gain possession of his property from a tenant.

Private Finance Initiative (PFI)	This is a form of public private partnership that uses private sector funding to construct or purchase public buildings then manages them over a long period in return for a management fee paid by the public organisation that is responsible for providing the service.
Probationary tenancies	See under Introductory tenancies.
Procurement	This refers to the responsibility for obtaining services, for example materials or supplies required by an organisation so that it can meet its objectives.
Professional witnesses	These are private individuals operating a business providing investigative service who are able to give evidence in court of behaviour or incidents they have seen, where neighbours are unwilling or unable to provide this evidence.
Prudential borrowing	This is a system that would not restrict how much councils could borrow to fund capital expenditure. However, councils would only be able to borrow money that they know they could pay back over the years of the loan from their day to day income.
Public private partnerships	This is a joint working arrangement between the public and private sector.
Quiet enjoyment	Secure tenants have a statutory right to possession and enjoyment of their property without undue disturbance from their landlord by acts that are likely to interfere with the peace and comfort of the tenant.
Quorum	This is the minimum number of people that a group or organisation needs at any meeting when making any decisions.
Race Relations Act	This made it unlawful to discriminate against anyone on the grounds of their race, colour, nationality, ethnic or national origin. Amendments to this act have also placed a general duty on public authorities to promote race equality.
Rechargeable repairs	These are works carried out by the landlord which a tenant has to pay for as they were either responsible for the damage caused through misuse, neglect or under the terms of their tenancy agreement.
Registered social landlords (RSL's)	This describes a non profit making organisation, usually a housing association that is registered with and regulated by the Housing Corporation. These are run by a voluntary Board of Management and

employ professional housing officers to manage the organisation.

Rent arrears	If a tenant falls behind with his or her rent they are said to be in arrears.
Rent restructuring	The Government wants to make sure that rents paid by tenants remain affordable and that tenants in similar properties in similar areas pay similar rents whether their landlord is a council or a housing association. To achieve this, they have set target rents that all properties in the public sector have to achieve these by 2012 - under a process that began in 2002 known as rent restructuring.
Residents association	A tenants or residents association is a group of people who join together to get more involved in the management of their homes or in issues affecting their community.
Responsible Authorities Group	This group oversees the development of the crime and disorder reduction strategy for the district and is made up of representatives from the district council, county council, police, fire authority and primary care trust.
Responsive repairs	These are repairs carried out in response to a tenant reporting a fault or defect.
Retention	This is an amount of money held at the end of a contract in case there are any defects (usually paid after 6 or 12 months).
Reviewing	This is the process of checking progress against aims.
Revenue Contribution to Capital Outlay (RCCO)	This is rental or other income used to pay for capital expenditure.
Revenue expenditure	This is money used for day to day items, such as reactive repairs, employing staff and paying off loans.
Right to buy (RTB)	If you have been a council or some other public-sector tenant for the specified minimum time depending on when your tenancy started you have the right to buy your home – unless you live in sheltered housing or other housing that is particularly suitable for older people.
Right to manage (RTM)	This allows tenants organisations to take over the management of their homes and to run services that we would normally be responsible for.
Right to repair	This makes sure that certain, small urgent repairs – known as qualifying repairs- are completed within a

specified time.

Ring fencing	This prevents money being moved between the General Fund and the Housing Revenue Account.
Royal Institution of Chartered Surveyors (RICS)	This is the professional organisation that represents surveyors and is a leading source of land, property, construction and related knowledge.
Satisfaction survey	This is a survey carried out, normally in the form of a postal questionnaire, to find out your views on a particular or overall service that you have received from us.
Scheme Managers	Some properties, such as sheltered housing schemes have a Scheme Manager on site who is employed to ensure the wellbeing of residents.
Secure tenancies	A secure tenant can only have their tenancy ended if a court order has been granted.
Service charge	This is a charge that leaseholders and some tenants pay for services such as wardens, cleaning, communal lighting and ground maintenance.
Service delivery	This is the way a service is provided to its customers.
Service delivery plan	This is a document that sets out how a service is to be provided to its customers.
Service level agreement	These are agreements between departments that state how certain services will be delivered.
Service standards	These outline the standards of service that an organisation will aim to provide for its customers.
Shared ownership	This enables people to part rent and part buy a property. Tenants can then increase their mortgage payments and decrease their rent payments until they own the property outright.
Sheltered housing	This is generally for people over the state retirement age who are able to lead an independent life but like the security of having a Scheme Manager and emergency call facility available.
Single Capital Pot	This is an allocation given by the Regional Housing Board to local authorities that specifies how much the Council can borrow to spend on capital expenditure. Discussion is given to local authorities on what capital schemes the allocation is used for.
Social exclusion	This is a term used to describe individuals or groups within the community who do not have the means to participation in social, economic, political or cultural

life.

Social inclusion	This is a position from where someone can access and benefit the full range of opportunities available to members of society.
Social housing	This is a term used to describe housing provided by local authorities and housing associations.
Social Housing Grant	This is capital funding provided to RSL's by the Housing Corporation to enable them to build or acquire affordable housing.
Social landlords	Generally this refers to registered social landlords and local authorities.
Starter tenancies	This is the term used by registered social landlords for introductory tenancies.
Statutory instrument	This is an order issued by the Secretary of State which changes the law without going through Parliament.
Stock Condition Survey	This is a survey of the interior and exterior of a sample of a council's properties that gives an indication of the condition of all properties.
Stock Options Appraisal	See under options appraisal.
Sub tenant	A sub tenant is someone who has the sole right to occupy part of a property and lives separately from the tenant's household.
Sub committee	This is a small specialist group who make recommendations and report to a full committee.
Succession	This is where someone takes over your tenancy if you die.
Supported housing	This is housing where the tenants need some form of support, for example sheltered housing for older people.
Supporting people	This is a new way of funding the cost of care and support services provided for people living in sheltered housing
Sure Start	This is a Government scheme which aims to achieve better outcomes for children, parents and communities.
Tenancy agreement	A tenancy agreement is a legal document that confirms your status as a tenant. It also outlines your rights and responsibility as well as those of your landlord.

Tenant Participation Advisory Service (TPAS)	TPAS is a national tenant participation organisation aiming to promote tenant empowerment.
Tenant inspection advisers	These are tenants who work with the Audit Commissions inspection teams to provide a tenant's viewpoint on the quality of social housing services.
Tenant Management Organisation (TMO's)	This is an organisation run by social housing tenants that takes on the management but not the ownership of their homes and estates.
Tenant Services Authority (TSA)	This is the new regulator for affordable housing that was set up by the Housing and Regeneration Act 2008 and replaces the Housing Corporation.
Tenant participation	This is a 2 way process where information and ideas are shared and where tenants are able to influence and take part in decision making.
Tenant Participation Compacts (TPC)	These are formal written agreements that detail how tenants and leaseholders can have more of a say in the way their homes and communities are managed.
Tenants association	A tenants or residents association is a group of people who join together to get more involved in the management of their homes or in issues affecting their community.
Tenants Panel	This is a group that aims to represent and promote tenant opinion in the district and make sure that this becomes central to the delivery of all our services.
Trickle transfer	This is when a local authority transfers its properties to a housing association one at a time, usually when a property becomes empty.
Under occupation	This occurs when a tenant does not fully occupy the property that they live in, for example a single person in a three bed house.
Under occupation incentive scheme	This is a scheme that provides financial help for those moving from a property that they do not fully occupy into a smaller property.
Voids	A void is a term used to describe an empty property.
Witness support	This is a scheme which gives added protection to those who act as witnesses where there is likely to be intimidation or reprisals.
Working group	A small group set up to work on a particular task.