



A Guide to Housing Jargon

Wigan and Leigh Housing Company

Welcome to the Housing Jargon guide!

The English Dictionary defines **jargon** as:

1. Specialised language that is used by a group, profession, or culture, especially when the words or phrases are not understood by other people.
2. Pretentious or meaningless language.
3. Gibberish.

Well, jargon will always be a specialised language – and there's not much we can do to stop people being pretentious – but hopefully this guide will cut through the gibberish and explain some of the acronyms that slip off the tongue of housing officers and aren't easily understood by others.

As language is constantly evolving, you may come across jargon that is not in the guide. If you do – please don't suffer in silence! Contact Phil Brown or Edward Flanagan and we'll update the guide.

A	
ADP	Approved Development Programme. This is Government money allocated to Registered Social Landlords (via the Homes and Communities Agency) for building and renovation costs.
AES	Annual Efficiency Statement. A "forward looking" annual efficiency statement is a forecast, with specific targets, prepared at the beginning of a year, of the steps the Company will take to become more efficient. A "backwards looking" annual efficiency statement is a summary of the efficiencies actually achieved in the previous year.
Affordable Housing	Affordable Housing is low cost housing for sale or rent, often from a housing association, to meet the needs of local people who cannot afford accommodation through the open market.
Agenda 21	A global environmental and development action plan, signed by world leaders at the Earth Summit in Rio de Janeiro in 1992. Local authorities are encouraged to adopt their own individual Local Agenda 21 – a sustainable development strategy at local level, including partnerships with business, community and voluntary groups.

AGM	Annual General Meeting. Residents' Associations, companies and other organisations, hold an AGM at about the same time every year. At the AGM they present their annual accounts to members of the organisation and elect a new committee. Wigan and Leigh Housing Company holds an AGM around August each year.
AGMA	Association of Greater Manchester Authorities. This organisation represents the interests of Local Authorities in the Greater Manchester region. Member Authorities meet to discuss common issues, share good practice and to benchmark services.
AHM	Area Housing Manager. The manager of one of the five area housing offices
Allocations	Allocation is a word used to describe the offer of a Council house to somebody on the waiting list. Each area housing office is responsible for allocations or lettings in their area.
Allocations Policy	To ensure offers of housing are fair and consistent the Council has an Allocations Policy . The Policy sets down rules for allocating empty Council properties and determines which categories of applicants should receive priority on the Housing Register .
ALMO	Arms Length Management Organisation. A not for profit organisation, owned by the Council for the purposes of managing the housing stock.
Applicable amount	This is the amount, which the law says is the least someone needs to live on. It is used to calculate entitlement to benefits. The applicable amount varies dependant on personal circumstances.
Area Renewal	This describes private sector housing renovation usually in targeted renewal areas. This work is carried out by the Council's Environmental Services Department and includes advice, grants, and support to help home owners, on low incomes, make their homes warm, dry and secure.
Articles of Association	The Articles of Association set out the internal constitution of the company including the powers of directors, proceedings and conduct of meetings, appointment and dismissal of Board Members etc. The Articles and the Memorandum of Association are the fundamental documents on which the registration of the company at Companies House are based.
ASB	Anti-social behaviour. This includes things like crime, drug dealing and harassment, which is a problem on many housing estates. Wigan and Leigh Housing is committed to tackling anti-social behaviour on its estates in partnership with Wigan Council. This includes taking the perpetrators to court. Estate Management Officers are trained on how to deal with anti-social behaviour and we have a specialist Neighbourhood Anti-Social Behaviour Unit that deals with more difficult and complicated cases.

ASBI	Anti-social Behaviour Injunction. A Court order against an individual which can control and remedy anti-social behaviour. It can compel an adult over the age of 18 to do something and/or prevent a particular action or behaviour.
ASBO	Anti-social Behaviour Order. A Court order against an individual which prohibits them from doing something or orders them to do something.
Asset Management and Development	Asset Management and Development. The directorate which deals with programmed improvement works to Council property throughout the borough and manages the new build programme.
Assignment	In some circumstances Wigan and Leigh Housing will let a relative or friend of a Council tenant take over their tenancy. This is called an assignment and is explained in the Tenancy Agreement. Relatives or friends must get written permission from Wigan and Leigh Housing before they can take over a tenancy.
Association for Public Service Excellence (APSE)	Previously called the Association of Direct Labour Organisations. This is a not for profit local government body working with councils throughout the UK promoting excellence in public services.
Audit Commission	The Audit Commission is the Government's independent watchdog that drives economy, efficiency and effectiveness in local public services. It's remit is to promote value for money across all services.
B	
BA	The Benefits Agency is part of the Department for Work & Pensions.
Beacon Council Scheme	A government scheme which identifies excellence and innovation in local government. Beacon Status is awarded to councils for excellence in key service areas. Seven service areas have been identified nationally because of their potential impact on the quality of people's lives and the community as a whole.
Benchmark	A point of reference or standard against which measurements can be compared. Benchmarks allow you to judge how well you (or someone else) are doing. A way of comparing like with like.
BEST	Building Estates Services Team – A quick response, appointment based repairs service for minor repairs operated by Leigh Building Services in the Leigh, Atherton and Platt Bridge areas. Consists of multi-skilled trades persons who work on an appointment basis to diagnose minor defects and carry out various repairs.
Best Value	Best Value is the Government's way of making sure public services meet the needs of local people, are of a high quality, and represent value for money.

BGOOD	BHE Gas Operative On Duty. A quick response, appointment based repairs service operated by BHE and carrying out minor gas repairs to the whole Borough
BME	Black and Minority Ethnic. A term that covers minority groups from different ethnic backgrounds within our communities
Brown-field site	A term to describe land that has been previously developed.
Budgets	A financial plan and provision for the financial year. Budgets include estimates of income and expenditure for the year. Provision is set aside to cover the costs of each of the services we provide.
BVPI	Best Value Performance Indicator. A performance indicator which is reported to the Government.
C	
CAA	Comprehensive Area Assessment is an independent assessment by the Government of how well local public services are working together to improve the quality of life for local people.
CAB	Citizens Advice Bureau – voluntary agency which provides free advice on issues such as debt and welfare advice
Capacity Building	Drawing out, building on and developing skills and knowledge to empower people to achieve their full potential.
Capital Expenditure	Money spent on something, which can be expected to last a long time, or bring a long-term benefit.
Capital Receipts	Money received when something like land or property is sold. The Government controls how this money can be spent.
Capital Repairs (or Capital works)	Large scale replacement or modernisation work to all or most of an estate.
CBL	Choice Based Lettings. A system where customers get to make choices about where they live rather than be just allocated a property. Customers may choose to be considered for a vacant property on the internet or through the property shops.
CCA	The Call Centre Association is the professional body for the call and contact centre industry.
CCTV	Closed Circuit Television. Usually used as a crime prevention measure.
CE	Chief Executive – Ashley Crumbley
Child Support Agency (CSA)	The Child Support Agency makes sure that parents who live apart from their children contribute financially to their upkeep.

CIH or CIOH	Chartered Institute of Housing. The professional body for people who work in housing.
CLG	Communities and Local Government. The central government department concerned with housing.
CML	Council of Mortgage Lenders. The representative voice for the residential mortgage lending industry (banks, building societies and other mortgage lenders), and the central provider of economic, statistical, legal, research and other market information.
Community Care	This is the process of helping people live in their own homes and providing support to them there rather than in a hospital or other institution.
Community Development	Working alongside residents to develop their skills and knowledge, to define their priorities for the area where they live and ways of meeting them. It can also be about developing local organisations and to work with outside agencies to improve the quality of life on a housing estate.
Community Empowerment Fund	This is central government funding to enable community representatives to be equal players in Local Strategic Partnerships. This money can be used to provide support or training to groups, and encourage participation in the Local Strategic Partnership.
Community Involvement	Can mean anything from telling residents about decisions already taken to giving residents control over services and decisions. Most involvement will be somewhere between these two extremes.
Community Plan	The Council lead on the production of a Community Plan that covers the whole community. It concentrates on high level strategic objectives.
Companies House	Companies House is the government department responsible for collecting and storing information about limited companies. All limited companies are registered at Companies House and must file specific details to comply with company law.
Compulsory Purchase Order (CPO)	A Compulsory Purchase Order is a notice issued by the Government or local authority to acquire land or buildings for public interest purposes.
Contract	An agreement. A contract sets out who will do what, and how much they will get paid (or pay). A contract is legally binding.
Contractor	Any organisation that has agreed to do work according to a contract.
Convergence	The process by which rents in the local authority and Registered Social Landlord sectors are brought onto the same basis under rent restructuring.

COSHH	COSHH is the law that requires employers to manage the Control of Substances Hazardous to Health . WALH COSHH assesses all substances that may be used by employees in the course of their duties. If a substance is requested that has not been COSHH approved we can usually provide a substitute, approved product.
Council	The local authority for an area. There are different types, such as London Boroughs, Metropolitan and District Councils and unitary authorities.
Councillor	Councillors are responsible for making the decisions in a council. They are elected by local people, who they represent. Also known as Elected Members .
CPA	Comprehensive Performance Assessment . An overall assessment of all local councils and the services they provide. This has recently been replaced by Comprehensive Area Assessment .
CRB	The Criminal Records Bureau is a Government organisation set up to assist public, private and voluntary sectors by identifying candidates who may be unsuitable to work with children or other vulnerable members of society. CRB checks are carried out by Wigan and Leigh Housing on candidates for specific posts such as Scheme Managers or Housing Options Support Workers.
CRE	Council for Racial Equality . A publicly funded, non-governmental body set up under the Race Relations Act 1976 to tackle racial discrimination and promote racial equality
Credit Crunch	This term is used to describe a state in which there is a short supply of cash to lend to businesses and consumers and interest rates are high.
CTB	Council Tax Benefit . A means tested social security benefit that provides financial help to people on low incomes with low savings to pay their council tax bills.
Cyclical repair	A repair (or job) which is predictable and needs doing regularly. Painting external woodwork on Council housing is an example of a cyclical repair .
D	
DAG	Disability Action Group is a local group that works with and for local people with disabilities to ensure that they have equal access to services.
DAMD	Director of Asset Management & Development – Mike Sterlicchi
DCLG / CLG	Department of Communities & Local Government . The central government department concerned with housing.

Debt Relief Order (DRO)	Debt Relief Orders came into force on 6 th April 2009. They are a simplified, quicker and cheaper alternative to bankruptcy in the United Kingdom, suitable for debtors who have few or no assets (less than £300 and not homeowners) and little disposable income (less than £50 per month). It is possible to apply for a DRO without attending court and the fee is to be £90. The fee may be paid by installments prior to applying for the Debt Relief Order.
Decant	When someone is moved out of his or her home temporarily while a major repair is carried out the property they move into is called a decant . If it is known that major repairs are needed in an area, an empty property may be kept empty to use as a decant property.
Decent Homes	Decent Homes is a government target that all local authorities and housing associations are required to reach by 2010. A Decent Home is one that is warm, weatherproof and with reasonably modern facilities.
Delegated Powers	A Delegated Power is a responsibility conferred to designated officers by the Wigan and Leigh Housing Board so that the officers may make decisions on specified matters on behalf of the Board. The Wigan and Leigh Housing Board is delegated powers by Wigan Council to carry out certain functions on behalf of the Council.
DHM	Director of Housing Management – Mike Grimes
DHN	Director of Housing Needs – Elspeth Brighton
Dispersed Tenancy	A property within the Council housing stock used to accommodate homeless households on a temporary basis.
DLO	Direct Labour Organisation. A part of the council which has competed for, and won the contract to provide services. By law they must be treated as a separate organisation, and keep separate financial accounts. For example, in Wigan the Building DLO is responsible for the maintenance of some Council housing and is known as Leigh Building Services (LBS).
DOR	Director of Resources – Ken Lee
Drug and Alcohol Action Team (DAAT)	The Drug and Alcohol Action Team is a partnership of the police service, health service, probation service, prison services HM Customs & Excise and Wigan Council. It is responsible for delivering the National Drug Strategy and the National Alcohol Harm Reduction Strategy at a local level.
DSO	Direct Service Organisation. A part of the council which has competed for, and won the contract to provide services. By law they must be treated as a separate organisation, and keep separate financial accounts.
DSPP	Director of Strategy Policy & Projects – Janice Barton

DWP	Department for Work & Pensions. The Government department responsible for promoting opportunity and independence for all. Includes Jobcentre Plus, Pensions Service, Disability and Support Service and Child Support Agency .
E	
Eldercare	Eldercare is a 24-hour emergency monitoring service provided by Wigan Council. The service is particularly aimed at the elderly and infirm and people at risk from violence in the home.
Elected member	A Councillor.
EMB	Estate Management Board. A tenant led organisation that manages Council housing on an estate or in a particular area.
EMO	Estate Management Officer. An officer based at an Area Office who deals with rent arrears pursuance and estate management.
English Partnerships	The Government's national regeneration agency which aimed to increase the supply of land, create and sustain well-served mixed communities, improve quality of life and the environment. It has now been incorporated into the Homes and Communities Agency .
ERDF	European Regional Development Fund. This is funding targeted at specific areas throughout the European Union to encourage economic development, helping generate new businesses and employment. There are a number of ERDF initiatives in targeted areas of the Wigan Borough.
ESF	European Social Fund. This is European Union funding for projects aimed at assisting long term unemployed people. It is targeted at specific disadvantaged groups and can be used for skills training for unemployed people. Bids for funding can be made by the Council or voluntary sector.
ESLG	Equality Standard for Local Government. The Equality Standard for Local Government sets out a common framework for local authorities to mainstream and effectively audit equality across service areas and through which legal obligations to anti-discrimination laws can be met.
Exit Strategy	Arrangements made to continue the process of regeneration and development after funding from a special initiative stops. May also be called a Forward Strategy .
F	
FAQ	Frequently asked question.
Financial Market	A general term for financial institutions – Banks, Building Societies and Insurance companies – which may lend money for building homes or carrying out major repairs or repair work.

Financial Year	This can be any period of 12 months. In the UK this is almost always 1 st April, through to the following 31 st March. This is the financial year for the UK Government and local authorities. Also sometimes referred to as the fiscal year .
FMIS	Financial Management Information System. A computerised system that holds information about all of Wigan Council's accounts. It is used to plan, set and monitor budgets for each department and for the Council as a whole. Access to FMIS is restricted to authorised users. The Council's system is called Agresso.
Forward Strategy	See Exit Strategy
FQV	First Query View. A query written to extract management information from the HMIS computer system.
FTA	Former Tenant Arrears are amounts of rent and other service charges that remain outstanding on a Council property when a tenant has left that property.
G	
GIS	Geographical Information System. A computer package that can present information by area.
GMP	Greater Manchester Police
Green Belt	The Green Belt is a specially designated area of countryside protected from most forms of development in order to stop urban expansion, preserve the character of existing settlements and encourage development to locate within existing built-up areas.
Green-field Site	An area not previously used for built development.
GRF	General Revenue Fund. The account which deals with most of the Council's finances, other than those dealt with by the Housing Revenue Account .
H	
HB	Housing Benefit is a means tested social security benefit that provides financial help to people on low incomes with low savings to pay their rent.
HIA	Home Improvement Agency. Home Improvement Agencies are not for profit, locally based organisations that assist vulnerable homeowners or private sector tenants who are older, disabled or on low income to repair, improve, maintain or adapt their home.
HIP	Housing Investment Programme. An annual programme where local authorities submit bids for Government funding to address identified housing needs in their areas.

HIP	Housing Investment Programme. The system through which local authorities set out their housing strategies and bid for housing capital resources and through which the Government distributes those resources to individual authorities.
HMIS	Housing Management Information System. The integrated computer system which provides WALH staff with information on tenants, tenancies, rents, repairs and allocations.
HMO	House in multiple occupation. A property that is let to three or more tenants. Often houses converted into bedsits.
Homes and Communities Agency (HCA)	The Homes and Communities Agency brings together housing and regeneration in England into one national agency. It combines English Partnerships , the Housing Corporation investment programme, the former Academy for Sustainable Communities and regeneration programmes currently delivered by the Department of Communities and Local Government (DCLG) .
HCA Academy	The Homes and Communities Academy , formerly known as the Academy for Sustainable Communities , is a national centre of excellence set up by the Government to provide training and resources to give people the skills and knowledge needed to create strong, prosperous communities.
Housing Association	A Housing Association is a body set up outside the public sector to provide social housing, usually registered with the Homes and Communities Agency and also known as a Registered Social Landlord (RSL) .
Housing Corporation	The Housing Corporation was a non-departmental public body that registered, regulated and funded Registered Social Landlords such as Housing Associations . It has now been incorporated into the Homes and Communities Agency .
Housing Panel	The group of Wigan councillors who make decisions about how best to provide the housing service.
Housing Strategy Statement	The part of the Council's housing investment programme submission, which sets out the housing strategy for the next 3 years.
Housing Subsidy	Government grant towards the cost of managing and maintaining the Council housing stock, and housing benefit for Council tenants. Paid into the Housing Revenue Account .
HRA	Housing Revenue Account. The Council's account that deals with all the financial transactions to do with the Council's role as a landlord. The account is ring fenced . This means that by law, the money in it can only be spent on housing.
HSE	Health and Safety Executive. The organisation responsible for enforcing health and safety regulation in Great Britain.

I	
ICT or IT	Information & Communications Technology. The use of computers and technology to improve ways of working and efficiencies.
liP	Investors in People. This is a national award for organisations who which to improve their business by investing in developing their workforce. Candidates for the award are assessed against 12 indicators of good practice which cover things like planning, communication and training.
ILM	The Intermediate Labour Market. This gives unemployed people a route back into work by giving them an opportunity to receive both training and a wage, whilst working on socially useful contracts.
IMO	Income Management Officer. An officer who deals with rent arrears recovery and represents the Company in the County Courts.
In House	When something is done by any organisation itself, rather than the work being done by someone else.
Incremental budgeting	Working out the cost of providing a service in a new financial year , based on the costs of providing a service in the current financial year. See also zero based budgets .
IVA	An Individual Voluntary Arrangement is a legal contract between a person and their creditors through which they get the opportunity to freeze interest rates and make lower repayments.
J	
JAR	A Joint Area Review judges the contribution that the Council and its partners in the local area are making to improve outcomes for children and young people.
K	
KLOE	Key Lines of Enquiry. These are used by the Government to gather and assess evidence about how well councils are working and to determine whether they understand what local people want and whether they are achieving their ambitions and priorities.
KPI	Key Performance Indicator. Information that measures how well (or badly) an organisation is working. As it often only measures quantity, rather than quality, it does not easily show if a service is a good one.
L	
Leader's Forum	This is a group which brings together the Leader and Chief Officers of Wigan Council with representatives from the community and

	voluntary sectors, health, education police and local business. Their purpose is to provide leadership and strategic vision for partnership working. The Leader's Forum produces the Community Plan for the Wigan Borough.
Leaseholder	A leaseholder is a person who owns a property but not the land it stands on. People who buy Council flats are leaseholders.
Letting	Renting out a house.
Local Development Framework	A folder of local development documents that outlines how planning will be managed in the area.
Local Housing Company	A body set up outside the public sector (usually by a local authority) to receive council housing stock being transferred from the direct control of the local authority. The company's board will usually include tenant representatives and councillors.
Local Strategic Partnership (LSP)	It is a Government requirement for all areas to develop a single body bringing together the public, private, voluntary and community sectors. The purpose is to improve the effectiveness of local services through better partnership working. In Wigan the Local Strategic Partnership is called the Leader's Forum .
LSVT	Large Scale Voluntary Transfer. The transfer of most or all of a local authority's housing stock to another landlord, usually a housing association. This can only happen if a majority of tenants agree.
M	
Management Fee	The fee received by Wigan and Leigh Housing from the Council for providing housing services.
Memorandum of Association	The Memorandum of Association is a document that sets out the principal objectives of a company. The Memorandum and Articles of Association are required to be submitted to Companies House for the constitution of a company.
MERiT	Mears Estate Repair initiative Team. A quick response, appointment based repairs service for minor repairs operated by Mears in the Wigan Homes area.
Monitoring	Making sure something is done right. Commonly used when referring to contracts.
MOTD	Message of the Day displayed on the computer screen of staff after logging on. This is updated daily and is used to provide staff with important information and messages.
MRA	Major Repairs Allowance. MRA is ring fenced to the Housing Revenue Account and can only be used to fund expenditure on the Council's housing stock. It is to be used for renewing house components as they fail, eg kitchens or bathrooms.

MT	Management Team comprises of the officer directors of the Company and is led by the Chief Executive.
Mutual Exchange	Where one tenant swaps properties with another tenant. This can be between council or housing association properties. If tenants want to swap properties, they must first get agreement to do this from the Council (or housing association).
N	
NASBU	Neighbourhood Anti-Social Behaviour Unit. A specialist team that deals with serious cases of neighbour nuisance and anti-social behaviour connected with Council tenancies throughout the borough.
National Conversation	The National Conversation is a major Government consultation exercise with social housing tenants and landlords to help determine the future of social housing in England.
National Housing Federation	An umbrella body that represents independent non-profit housing associations. The Federation supports and promotes the work that housing associations do and campaigns for better housing and neighbourhoods.
NFA	National Federation of ALMOs. A national representative trade body for arm's-length management organisations (ALMOs). Its primary objective is to promote the ALMO option, and assist existing and prospective ALMOs to operate effectively. Membership is open to ALMOs and local authorities interested in exploring the ALMO option.
Non-Dependant	An adult who lives in a rented property and is neither the tenant, nor the partner of the tenant. When Housing or Council Tax Benefit is calculated, a sum of money will be deducted as it is assumed that the non-dependant will make a contribution to the household costs.
Northern Housing Consortium	Northern Housing Consortium is a non-profit making and non-political organisation representing housing organisations across the north of England.
NOSP or NSP	Notice of Seeking Possession. A legal notice served on secure tenants notifying them why the Council wants to end their tenancy and what they must do if they want to keep it.
Notional Housing Revenue Account	The Government's view of what a well managed Housing Revenue Account should look like. Used when calculating entitlement to subsidies.
NRF	Neighbourhood Renewal Fund. This is a special grant made available to the most deprived local authorities to enable them in collaboration with the Local Strategic Partnership to improve services and narrow the gap between deprived communities and the rest of the country.

NTQ	Notice to Quit. A legal notice served on non-secure tenancies (such as garages, squatters etc) giving 4 weeks notice to end the tenancy.
NVQ	National Vocational Qualification. A qualification that our Modern Apprentices carry out as part of their work placement.
O	
One Bill	This is the system the Council uses for journal transfer <i>ie</i> when one Council department wants to bill another department for a service. Instead of lots of individual pieces of paper flying around between departments, One Bill works like a credit card statement with each department receiving one monthly bill.
P	
Performance Plus (PPlus)	This is a piece of performance reporting software that is used to report information on Best Value Performance Indicators to the Council.
PFI	Private Finance Initiative. A system for providing capital assets for the provision of public services. Typically, the private sector designs, builds and maintains infrastructure and other capital assets and then operates those assets to sell services to the public sector.
PI	Performance Indicator. A measure of performance used to assess how well the organisation is doing and to identify opportunities for improvement.
Planned Maintenance	Programmed maintenance to Council properties eg painting of the exterior
PPD	Personal Performance and Development. The process we use for identifying and meeting individual training and development needs.
PQQ	Pre-Qualification Questionnaire. A questionnaire issued by the Homes and Communities Agency and completed by housing providers in order to qualify for investment partner status and potentially qualify for social housing grant to assist with building affordable housing.
Programmed Repair	This is used to describe repairs and maintenance, which can be planned and carried out as part of programme covering a group of properties or perhaps a whole estate. This includes things like rewiring, window replacement, painting, and servicing of gas appliances. Economies of scale mean that this approach is more cost effective than carrying out the same work on a responsive basis.
Programmed Works	Improvement works to Council properties eg upgrading or installation of central heating

Q	
R	
RDA	Regional Development Agency. There are 9 Government agencies set up to co-ordinate regional economic development and regeneration enabling English regions to improve their relative competitiveness and reduce the imbalances that exist within and between regions.
REC	Racial Equality Councils or RECs provide advice and support to people experiencing racial harassment and discrimination. They also work with local communities to prevent discrimination through awareness raising and training. The nearest Racial Equality Council to our area is based in Bolton.
Regeneration	Developing and putting into operation strategies to turn around areas with above average indicators of deprivation, or which are seen by residents and outside agencies as being in need of positive action to rebuild confidence in the area.
Rent Restructuring	The process whereby the Government are requiring local authorities to bring their rents in line with other social landlords. It is planned to take place over a 10-year period.
Responsive Repair	This term is used to describe repairs to individual properties which are carried out on a day to day basis in response to a report from a tenant or officer, eg to fix a leaking tap, repair a light switch or replace roof tiles blown off in a storm.
RIDDOR	The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 places a duty on employers to report work-related deaths, major injuries, work-related diseases and near miss accidents to the Government's Health and Safety Executive.
Right to Compensation for Improvements	At the end of a tenancy a secure tenant can claim a portion of the cost of any improvements they may have carried out during their tenancy. Only certain improvements qualify and the amount of money they can reclaim is subject to a formula depending on original cost and age of the improvement.
Right to Repair	A repair, which the Government says, should be carried out within a certain period of time. If not, there is a process where the tenant can arrange for the job to be done and send the bill to the landlord for payment.
Ring Fence	A block placed on the Council's finances to prevent the Housing Revenue Account being subsidised from other Council finance, and vice-versa. This is a legal requirement of the Local Government and Housing Act 1989.

RSL	Registered Social Landlord – Independent housing organisations such as Housing Associations that are registered with the Housing Corporation.
RTB	Right to Buy - Legislation, which allows secure tenants to apply to buy their home at a discounted price, as long as they meet certain criteria. Certain properties are exempt, such as specially adapted properties and sheltered accommodation.
S	
Safeguarding Adults	Safeguarding Adults relates to the systems and processes in place to protect vulnerable adults. A vulnerable adult is a person aged 18 or over “who is or may need community care services by reason of mental or other disability, age or illness and who is, or may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation.
Safeguarding Children	The Government has defined Safeguarding Children as “ The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.”
Scheme of Delegations	This outlines which officers have responsibility for the various functions we carry out in our services.
SDI	Sustainable Development Indicator. These are the UK Government's core set of indicators of sustainable development.
Secure Tenant	A secure tenant cannot be evicted without a court order. Secure tenants also have certain rights such as the right to repair, the right to buy, the right to claim compensation for improvements.
Shelter	Shelter is a charity that works to alleviate the stress caused by homelessness or bad housing.
SLA	Service Level Agreement. An agreement between 2 parties, one providing a service and one receiving it (usually Wigan Council and WALH). It itemises what the service is, how much it will cost, when and how it will be delivered and any monitoring. eg Central IT might fix our computer within 24 hours for £200, and WALH would make sure it will be done.
SMART	Specific, Measurable, Achievable, Relevant and Time-related – used to describe a goal or objective.
Social Exclusion	This term is used to describe what can happen when people or areas experience a combination of related problems like crime, low income, poor health, underachievement, and unemployment.

Social Inclusion	This term is used to describe strategies aimed at preventing and tackling social exclusion.
Special Needs Housing	Special Needs Housing is purpose-built or supported housing for the elderly or disabled people or those requiring care.
SRB	Single Regeneration Budget. The Single Regeneration Budget (SRB) programme, run through the Regional Development Agencies , provides resources to support regeneration initiatives in England carried out by local regeneration partnerships. Its priority is to enhance the quality of life of local people in areas of need, by reducing the gap between deprived and other areas, and between different groups.
Stakeholder	Anyone who has a legitimate interest in the service being delivered, or a particular issue, is a stakeholder.
Statement on Internal Control (SIC)	The Statement on Internal Control is produced by Internal Audit and is the end result of a risk management process which details the extent that the Company is carrying out its activities in accordance with proper practices.
Statutory Undertakers	A term to describe providers of essential services such as gas, electricity, water or telecommunications.
Stock transfer	The transfer of a local authority's housing stock to one or more Registered Social Landlords (RSL's) .
Subjective Indicator	An indicator based on people's perceptions of an issue. As an example, instead of measuring the number of reported crimes in an area, a survey might be done to ask if people feel safe going out at night.
Sub-prime Lending	A term that has become popular during the Credit Crunch that describes lending that serves borrowers who do not have a good credit history, where higher degrees of risk are taken by borrowers meaning that their loans are at a higher cost.
Sustainable Development	This is the term used to describe development which seeks to protect the environment, is prudent in the use of natural resources and seeks to maintain high and stable levels of economic growth and employment.
SX3	The Company that Wigan and Leigh Housing bought the HMIS system and design from, now owned by Northgate Informations Solutions PLC.
T	
TAG	Tenant Auditors' Group. A group of tenants who have carried out audits of certain aspects of Wigan and Leigh Housing service delivery.

Targeting	Identifying areas or groups in the population who need to be a priority for programmes or services.
TAROE	Tenants and Residents of England. A national organisation representing the interests of tenants. TAROE is made up of volunteers from tenants and residents associations across the country. They campaign and lobby government on a range of issues.
Tenant	The occupier of a property who is responsible for paying the rent. A tenant has rights and responsibilities, which are set out in the tenancy agreement.
Tenant Services Authority (TSA)	The Tenant Services Authority was created by the Housing and Regeneration Act 2008 to regulate social housing providers. Their powers include the explicit power to set standards for social housing provision, particularly around key areas such as tenancy terms, rents, tenant involvement, viability and contributions to sustainable communities.
Tenants' Compact	An agreement between the Council and its tenants which sets out how we will work with tenants to improve housing services and involve them in decisions about their homes and estates.
TMO	Tenant Management Organisation is a tenant-led organisation that manages the Council stock on behalf of the Council.
TP	Tenant Participation. The team with the purpose of engaging and involving customers in the shaping of the housing service.
TPAS	Tenant Participation Advisory Service. The leading national tenant participation organisation working to promote tenant empowerment.
U	
Urban Renewal	Same as regeneration.
V	
Vire	A financial term meaning to transfer money from one account to another.
Void	An empty property on which no rent is being paid. After one tenant moves out, and before another moves in, a property is said to be void. A high level of voids is a problem for landlords because there is no income from them.
W	
WALH	Acronym for Wigan and Leigh Housing which is Wigan Council's ALMO .

WAVE	Women Against Violence. Hostel for women, particularly those who suffer from domestic violence
Whizbang	A document (sent from the Contact Centre by e-mail) to request Area Office assistance in dealing with customer enquiries that cannot be addressed by Contact Centre Advisors.
WIAC	Wigan Independent Advice Centre. A voluntary agency which provides free advice on welfare benefits
Working Party	A group set up to work on a particular task. It may only have the power to make suggestions or recommendations to a committee, which makes decisions.
X	
Y	
Z	
Zero Based Budget	A budget built up from scratch for each financial year. This is based entirely on the anticipated needs for that year without regard to how the present organisation is resourced. See also Incremental budgeting.