

SECTION K

GLOSSARY OF TERMS

Adaptations - Alterations carried out by the Council to make a property more suitable for a disabled tenant. Social Services recommend to the Council what needs to be done.

Anti-social Behaviour - Behaviour that is generally unacceptable to a society or whole community, such behaviour is often a criminal offence. Examples are:-

- violence;
- vandalism;
- drug taking;
- prostitution.

Area Panels— Meetings held between housing and property staff and tenants to discuss local issues organised by the Neighbourhood Housing Offices.

Assignment of Tenancy - An assignment takes place when a tenancy is passed to another person, either:-

- by doing a swap (mutual exchange); or
- by giving the tenancy to someone who would eventually have the right to become tenant (succeed to the tenancy). This would usually be a family member living at home.

Communal or shared areas – Areas which all tenants can use e.g. stairways, halls and gardens, shared drying areas and footpaths.

Conditions of Tenancy - A legal document which is part of the Tenancy Agreement and sets out the responsibilities (or obligations) of the Council and of the tenant.

CORGI - Council for Registered Gas Installers - an organisation which registers competent gas fitters.

Decent Homes Standard – Central Government target for all councils to attain by 2010 to ensure that all council homes are in reasonable condition,

Harassment - Is repeated, unwanted behaviour that might be offensive, objectionable, threatening and might be threatening or intimidatory to a person, family or group of people. Harassment may be carried out due to race, sex, age or religion or other reasons.

Home Energy Efficiency Scheme - A Government Scheme that gives grants to help certain tenants over pensionable age or on state benefits to reduce the amount of heat loss used in their home (by improving insulation, etc.).

Homebuy – a scheme to help people buy properties in the private sector, including current council tenants.

Housing Options – the Council section based at Victoria Park House dealing with

allocations, housing association nominations, transfers and the housing waiting list.

Housing waiting list- The waiting list of all people wanting Council housing. The waiting list has a points system which places people in a queue.

Introductory Tenant – A new tenant who during their initial trial period of 12 (or 18) months has fewer rights than other (secure) council tenants.

Lodger - Someone who lives with a tenant (or owner) who only has permission to stay and has no tenancy rights.

Mutual Exchange - A swap of Council homes (assignment by way of exchange).

Notice of Seeking Possession (NSP) - A legal form the Council will deliver to a tenant as the first step towards taking eviction proceedings in the County Court.

Nuisance - Is caused when an individual or group of people is upset or annoyed by the behaviour of neighbours (or others). This behaviour is generally not illegal, eg: excessive noise, do-it-yourself activities, car repairs, rubbish, and uncontrolled animals. (See also Anti-Social Behaviour).

Ombudsman - The Local Government Ombudsman is a Government Agency that people may complain to if they feel the Council has done something the wrong way, or failed to do something.

Planned Maintenance - Repairs, renewals or improvements which are planned in advance as part of the Council's programme of work. Planned Improvements may include central heating installation, new bathrooms and kitchens.

Qualifying Repairs - Small urgent repairs, which are included in the Tenants Right-to-Repair, which must be done within specified time limits.

Rent Assessment - A way of calculating a tenant's rent based on the size of the property, the age of the fittings and the location of the property.

Representative Tenants - Tenants who have volunteered to act as a voice for tenants and have regular contact with Councillors and Officers.

Right-to-Buy - Council tenants and some Housing Association tenants have the legal right-to-buy their home (if they have been tenants for more than two years).

Right-to-Manage - A Tenants' Organisation (eg. Tenants' Association), can apply to run some of the Council services in their area.

Right-to-Repair - The right of Council tenants to require the Council to appoint another Contractor if it fails to carry out certain small repairs which might affect the health, safety or security of a property.

Secure Tenant/Security of Tenure - Council tenants have the legal right to stay in their home unless they fail to uphold the obligations set out in the Tenancy Agreement (Conditions of Tenancy).

Service standards – Standards that tell you what level of service, including enquiry response times, you can expect from the Council.

Succession – A husband, wife, or person living with the tenant as a partner at the time of death can succeed to a tenancy. Other family members who have lived with the tenant for 12 months may also succeed to a tenancy.

Sheltered Accommodation - Accommodation for the elderly with a Warden service (see Warden below).

Tenant Compact – A written agreement between tenants and the Council saying how tenants can be involved in the management of their homes.

Warden - Wardens are Council Officers who act as a guide for tenants in sheltered accommodation. In case of an accident or other emergencies they will call the Doctor or Ambulance or other services.

