



VALE HOMES |

JARGON BUSTER AND ACRONYM DE-CODER



This document can be made available in other formats
(large print, audio, British Sign Language and Braille as appropriate) and
different languages upon request.





INTRODUCTION

Welcome to your jargon buster and acronym de-coder!

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

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.

- Jargon** - Words or expressions used by a profession or group that are difficult for others to understand.
- Abbreviations** - A short form of word or phrase
- Acronym** - An abbreviation consisting of the first letters of each word.

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 will not be alone!

Any abbreviations used by housing staff are also included along with their description.



A

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. Reducing the need for major adaptations.

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 Social Housing.

Asset

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

Assignment

In the following limited circumstances, a secure tenancy may be assigned 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

Gives the tenant the right to occupy a property for a fixed period, if they keep to the terms of their Tenancy Agreement.

At the end of the fixed period (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 if both parties agree to it.

Assured Tenancy

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

Benchmarking

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

Budget

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

Business Plan

A document that sets out the organisation's financial projections (income and outgoings) for the future.

BAME

Black, Asian, and Minority Ethnic. (Some refer to themselves as people of colour)





“CREATING A CULTURE WHERE WE DEVELOP AND MAXIMISE THE OPPORTUNITIES FOR TENANTS AND LEASEHOLDERS”



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.

Capital Expenditure

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

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.

This can work in line with a constitution.

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 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.



Compensation

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

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 to receive funding.

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.

Councilor

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

D

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.

Disregards

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



E

Emergency Accommodation

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

Equal Opportunities

Treating people equally, and not being prejudiced or discriminated against because of their age, disability, gender reassignment, marriage/civil partnership, pregnancy and maternity, race/religion, sex(gender) sexual orientation.

Equal Opportunities Policy

A formal commitment to Equal Opportunities which states what someone can do if they feel they have been directly, or indirectly discriminated against.

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.



F

Floating Support

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

General Needs Housing

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

General Data Protection Regulation (GDPR)

The Data Protection Act 2018 brought the EU's General Data Protection Regulation (GDPR) into UK law. It governs your personal data rights, including the way companies handle your data and the compensation you can claim for misuse of your data.

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 to balance its notional Housing Revenue account, whilst providing a standard level of service.

G





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.

Homeless / Homelessness

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

Homes4U

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

Homes4U (valeofglamorgan.gov.uk)

Home-Swapper

Homes4U has joined the online mutual exchange service Home-Swapper.

Home-Swapper is the UK's largest online service helping people swap homes.

If you live in a rented Council or Housing Association house, you can swap your home.

Hostel

Hostels provide temporary accommodation for homeless individuals and families

Housing Benefit

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



Injunction

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



J

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 Worker

A term used by Government to define people who do jobs that are essential to the community, such as Firefighters, Nurses, Teachers etc.

L

Landlord

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

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

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 License, then once the person reaches 18 it converts to an Introductory Tenancy, then on to a Secure Tenancy as per the tenancy conditions.



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.

M

Major Repairs

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

Mediation

A method of resolving disputes between two parties using a third impartial 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

Mutual Exchange

Scheme set up to allow Social Housing tenants to exchange properties with another Social Housing Tenant

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.

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.

Nuisance

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

N



Owner Occupier

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



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).

Policy

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

Possession Order

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

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)

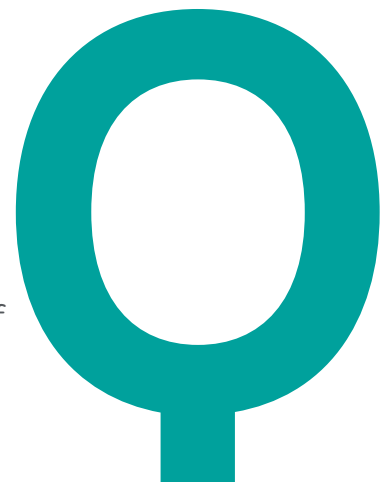
Brings together the jurisdictions of various offices it replaced, the Local Government Ombudsman for Wales, the Health Service Ombudsman for Wales, the Welsh Administration Ombudsman and the Social Housing Ombudsman for Wales. It investigates complaints by members of the public concerning maladministration, 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

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.



R

Recoverable / Rechargeable Order

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.

Regulations

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

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 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.

Disrepair Order

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



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)

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.

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

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

Scheme Manager

Someone employed by the landlord to support tenants in small estates of flats or houses/bungalows that form part of a Sheltered Accommodation Scheme. This is 24 hour cover, but outside office hours by emergency alarm.

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 Councilor's who are not on the Cabinet. These Committees can 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 if 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 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

Vale of Glamorgan – Inspire to Own

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.

Stakeholder

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

Stock Condition Survey

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

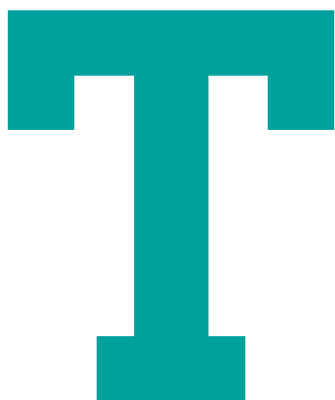


Supported Housing

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

Is a national framework for planning, delivering and monitoring housing related support services.



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

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 Consultation

Arrangements for involving tenants in decisions on housing policy and practice that goes beyond information before it takes a decision.

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.



Tenants Working Group

Tenants do not 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.

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.

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 are able to downsize to a smaller property if they wish to.




Vale Homes

The housing department of the Vale of Glamorgan Council. Vale Homes (valeofglamorgan.gov.uk)

Voids

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

White Paper

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




ACRONYMS

DE-CODER

A

AGM

Annual General Meeting

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

ASB

Anti-social behaviour

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

ASBI

Anti-Social Behaviour Injunction

An anti-social behaviour injunction is a type of court order that can prevent you from doing certain things or going to certain places. They can also require you to do something.

AW

Audit Wales

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. Covers the services it delivers, what its priorities are and the way it organises itself to keep improving

B

BAME

Black, Asian, and Minority Ethnic. (Some refer to themselves as people of colour)

C

CAB

Citizens Advice Bureau

Give free advice and information to local people, in person or by telephone. They advise on problems like benefits, debt and consumer rights.



CHC**Community Housing Cymru**

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.

**CIH & CIH
Cymru****Chartered Institute of Housing / Cymru**

Is an organisation that awards professional qualifications to people who work in housing.

It is also the representative body for housing professionals.

CTax**Council Tax****CU****Credit Unions**

Locally based savings schemes that provide low cost loans. Cardiff Credit Union website

CWI**Cavity Wall Insulation -**

This is usually pumped between the cavity of the internal and external walls of properties.

D**DLO****Direct Labour Organisation**

Used to describe services such as repairs and building maintenance that is delivered by a business unit of a Local Authority or Housing Association.

DWP**Department for Work and Pensions**

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.

E**EPC****Energy Performance Certificate**

See SAP - Rating.

EWI**External Wall Insulation**

This is External foam insulation boards, which are then rendered.



F

FOI

Freedom of Information Act

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

Gives the right to access recorded information held by public sector organisations.

G

GDPR

The Data Protection Act 2018 brought the EU's General Data Protection Regulation (GDPR) into UK law. It governs your personal data rights, including the way companies handle your data and the compensation you can claim for misuse of your data.

H

HA

Housing Association

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 (RSL)).

HB

Housing Benefit – administered via a Local Authority

HIS

Housing Inspector Supervisor

This is a Vale Homes Building Services employee.

HMO's

Houses in Multiple Occupation

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.

HRA

Housing Revenue Account

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.

HRS

Housing Related Support

Housing-related support is provided 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".



HSG**Housing Support Grant**

The HSG is an early intervention grant programme to support activity, which prevents people from becoming homeless, stabilises their housing situation, or helps potentially homeless people to find and keep accommodation. The HSG does not fund the statutory duty on local authorities to prevent homelessness, instead HSG funded services augment, complement and support the statutory service to ensure that the overall offer authorities provide helps people into the right homes with the right support to succeed. It supports vulnerable people to address the, sometimes multiple, problems they face, such as debt, employment, tenancy management etc.

I**ICT****Information Computer Technology**

Refers to all communication technologies, including the internet, wireless networks, cell phones, computers, software, middleware, video-conferencing, social networking, and other media applications and services enabling users to access, retrieve, store, transmit, and manipulate information in a digital form.

IT**Introductory Tenancies**

Councils 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.

ITT**Invitation to Tender**

The first step in competitive tendering, in which suppliers and contractors are invited to provide offers for supply or service contracts, the ITT is one process for procurement.

IWI**Internal Wall Insulation**

This is fitted inside the property

**J
K****KPI's****Key Performance Indicators**

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



L.A. Local Authority

A local authority is an organization that is officially responsible for all the public services and facilities in a particular area.

LHMA Local Housing Market Assessment

The LHMA is intended to help the local authority assess the housing need and demand in their area 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

**M
N**

NIMBY “Not in my Backyard”

(eg. people who want “Green” energy, but don’t want a wind farm built near their home).

NOPP Notice of Possession Proceedings

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.

NOSP Notice of Seeking Possession

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.

**O
P**

PCSO Police Community Support Officer

Have different roles in different forces, but they usually patrol an area and interact with the public, while also aiding police officers at crime scenes and major events



PSB	Public Service Board
	Where the leaders of local public and third sector organisations come together to take collective action to ensure public services are effective and citizen focused.

Q

QDF	Quality Design Forum
	Comprises of 6 tenants (this forum is tenant led) staff attend for information gathering. Attend interviews, visit voids properties, scrutinise internal and external contractors via paperwork supplied or in person.

R

RA	Residents' Association
	See TRA's
RLO	Residents Liaison Officer
	This is the Contractors Liaison Officer.
RSL's	Registered Social Landlords
	Is a not-for-profit independent Housing Association.

S

SAP - Rating	Standard Assessment Procedure Rating
	The calculation that is required to produce a Predicted Energy Assessment and a Construction Energy Performance Certificate. Building Regulations require that a SAP calculation and a Predicted EPC is submitted for new dwellings prior to the commencement of work.
SHG	Social Housing Grant
	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.
SP	Supporting People
	Is a framework for delivering housing related support services to vulnerable people.
SQA	Service Quality Assessor
	Volunteers help to scrutinise the services Vale Homes deliver in detail, providing constructive challenge on Why and How services are delivered the way they are



SRS

Shared Regulatory Services

The Shared Regulatory Services is a partnership between Bridgend Council, Cardiff Council and the Vale of Glamorgan Council.

The partnership is governed by a Joint Committee, which is equally represented by Cabinet Members and Public Protection Committee Chairs from each Council.

This partnership will deliver more efficient, cost-effective services, increasing the resilience of:

- Trading Standards
- Environmental Health
- Licensing
- Private Sector Housing

T

TESS

Tenant Support Service via Supporting People

TLO's

Tenant Liaison Officers

These are officers of the Council who work and liaise with tenants when major works or WHQS works are being completed on their properties or within their communities.

TP

Tenant Participation

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

TPAS Cymru

Tenant Participation Advisory Service

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.

TRA's

Tenants and Residents Association's

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. 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.



U

UC

Universal Credit

A benefit that is offered by the Department of Works and Pensions

V

VFM

Value For Money

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.

VOGC

Vale of Glamorgan Council

W

WG

Welsh Government

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.

WHQS

Phase 1 & 2

Welsh Housing Quality Standard

A standard to which the physical condition of existing social housing must be maintained and improved to.

The Standard is intended to help social landlords assess their housing stock. The Standard will ensure that dwellings are of good quality and suitable for the needs of existing and future residents.

WHQS

Compliance

Welsh Housing Quality Standard Compliance

This is the terminology used to ensure that ALL properties owned by the council are kept up to date (compliant) (within the rules)

WHQS

Maintenance

Welsh Housing Quality Standard Maintenance

This terminology refers to the maintenance program.



Vale Homes
Safe in our hands



Cartrefi'r Fro
Diogel yn ein dwylo

VALE of GLAMORGAN



BRO MORGANNWG

