

Phrase	Definition
<b>Abandonment</b>	A property that has been that is or suspected to be unoccupied by the tenant and appears to have been abandoned
<b>Action Plan</b>	A "To do list" in order to achieve an aim or objective within an agreed timescale
<b>Adaptations Team</b>	Liaises with tenants, Occupational Therapists and Contractors in the delivery of adaptations to a property e.g. installation of level access showers, grab rails etc.
<b>Adapted Housing</b>	Housing that has been adapted to make it more suitable to the tenants needs
<b>Affordable Housing</b>	Housing that can be bought or rented below market level
<b>Agenda</b>	A list of proposals, issues, or items to be delivered or discussed at a meeting.
<b>Allocation</b>	The process used by landlords to select a tenant for a vacant property. Social Housing Landlords are required to follow the Common Selection Scheme when making decisions on allocations.
<b>Anti-Social Behaviour</b>	Antisocial behaviour covers a wide range of unacceptable activity that causes harm, distress, alarm, nuisance, or annoyance to an individual, to their community or to their environment. This could be an action by someone else that leaves another person feeling alarmed, harassed, or distressed. It also includes fear of crime or concern for public safety, public disorder, or public nuisance. A number of Acts of Parliament have set out specific remedies open to Registered Social Landlords to deal with antisocial behaviour by tenants/members of their households, or their visitors.
<b>Business Plan</b>	<p>This is a formal statement of an organisation's business goals, reasons they are achievable and plans for reaching them. It may include a set of forecasts of the money likely to be required to operate over many years.</p> <p>It is a forward planning tool, and one, which shows financial viability, capacity to repay borrowing and capacity to deliver services. Written business plans are usually required to obtain funding, bank loans, or other financing. For a landlord, it also shows the organisation's capacity to reach and maintain suitable standards of housing and housing services, and build new housing.</p>
<b>CAT 1</b>	Self-contained accommodation for Over 55s, which may include an element of Scheme Coordinator support and/or additional communal facilities.
<b>Chartered Institute of Housing</b>	Resepentative body for all Housing Professionals
<b>Common Selection Scheme</b>	This is a set of rules that applies to local social housing landlords. These rules decide if an applicant is eligible for social housing.
<b>Contact Centre</b>	Handles phone calls and emails to report a repair and answer general enquiries.
<b>Contractor</b>	Procured by the Housing Association to carry out a service to the tenants
<b>Decant</b>	Where a tenant and their household is temporarily or permanently relocated to facilitate major works, refurbishment or modernisation of their home.
<b>Direct Exchange</b>	When two social housing tenants (NIHE & HA) have approval to swap homes with one another in line with the Common Selection Scheme
<b>Early Tenancy Visits</b>	A visit to a new tenants home 6 weeks after they move in.
<b>Estate Walkabout</b>	A member from the Housing Team and Assets Team meet with tenants at their estate to discuss their community and raise any communal issues

Phrase	Definition
<b>General Needs</b>	General family houses for singles and couples with no additional needs
<b>Handover</b>	When the Development Team hands over new homes to the Communities Department for allocation and management
<b>Hard to Let</b>	Properties are deemed hard to let when: - They are empty for a longer than expected period of time; - Demand for the property is low, or there is no demand; - Offers of the property made to applicants are refused (more often than other properties). This can be due to the property's type, size, condition or its location.
<b>Housing Association</b>	A not-for-profit social landlord that is registered with the Northern Ireland Federation of Housing Associations. Housing Associations work alongside the Northern Ireland Housing Executive Common Selection Scheme to provide social housing.
<b>Independent Living Schemes or CAT 2</b>	Scheme Coordinator supported self-contained accommodation for the less active people, which includes the full range of communal facilities
<b>Northern Ireland Federation of Housing Associations</b>	Representative body for Housing Associations in Northern Ireland.
<b>Northern Ireland Housing Executive</b>	Social Housing Landlord provided by local government who assist the general public in accessing affordable housing and our task is to work with communities and other organisations to meet the housing needs of existing and future generations.
<b>Notice Seeking Possession</b>	The Social landlord will give a notice setting out its intention to seek possession. The notice will specify a date after which possession proceedings may be commenced.
<b>Planned Maintenance Team</b>	Plans ahead to maintain good quality homes for our tenants e.g. replacement kitchens & bathrooms, communal redecoration, heating upgrades etc.
<b>Private Rented Homes</b>	Property owned by a landlord that is leased to a tenant
<b>Relet</b>	The process of preparing an existing house for letting, ensuring it meets the lettable standard and finding a tenant for that house.
<b>Response Repairs</b>	Repairs carried out by a landlord at the request of an individual tenant or tenants.
<b>Risk Assessment</b>	The process of identifying hazards and evaluating any associated risks, then implementing reasonable control measures to remove or reduce them.
<b>Safeguarding</b>	To protect "vulnerable" people from harm, abuse or neglect.
<b>Service Charge</b>	A landlord sometimes offers a specific service to some of its tenants and levies a separate charge on top of their rents to cover the cost – this is called a service charge. For example, tenants living in a block of flats may be charged a service charge to cover cleaning of the common areas.
<b>Servicing Team</b>	Manages the servicing and compliance of the components in our homes e.g. servicing lifts, gas boilers, grounds maintenance etc.
<b>Signposting</b>	Being referred to an organisation or agency that is best suited for your needs
<b>Sign-Up</b>	The day in which a tenant signs the tenancy paperwork for their new home and receives their keys.
<b>Social Housing</b>	A home provided by a Housing Association or Northern Ireland Housing Executive at affordable rent.

# Radius Key Words (continued)

Phrase	Definition
<b>Stakeholder</b>	A person, business or organisation who has an interest in what the landlord is doing. This applies to tenants, residents, and staff amongst others.
<b>Succession</b>	When a household member applies to take over a tenancy following the death of the tenant.
<b>Supported Living Scheme</b>	Accommodation for those with more complex needs. This property is linked to support staff (either present in the building or via a call system) who provide support to the tenant to help them to manage their home.
<b>Sustainable Housing</b>	Housing built to be long lasting and energy efficient
<b>Tenancy Fraud</b>	Is when a tenant obtains housing by deception, unlawfully sublets, succeeds a tenancy without permission or abandons the property.
<b>Tenant Participation</b>	A process providing ongoing opportunities for tenants to influence the decisions taken by their landlords before those decisions are made.

Phrase	Definition
<b>Tender</b>	An offer made by a contractor setting out their proposed costs for carrying out work on behalf of a landlord.
<b>Tenure</b>	The relationship between who owns a property and who lives in it. The most common tenure types are: rental from a registered social landlord; rental from a private landlord and owner occupation.
<b>Terminations</b>	When a tenancy is ended by the tenant or Radius.
<b>Terms of Reference</b>	Defines the purpose of a project or meeting, and ensures everyone understands their role within
<b>Transfers</b>	The process of tenants joining the CSS to move to a more suitable property/location based on their needs.
<b>Void</b>	An empty home



# Glossary & Jargon Buster

Acronym	Definition
<b>AGM</b>	Annual General Meeting
<b>AHM</b>	Area Housing Management
<b>AO</b>	Assets Officer
<b>AP</b>	Area Panel
<b>ASB</b>	Anti-Social Behaviour
<b>BAME</b>	Black Asian and Minority Ethnic
<b>C24</b>	Connect 24
<b>CAT 1</b>	Over 55 Accommodation with no SCO
<b>CAT 2</b>	Over 55 Accommodation with SCO
<b>CC</b>	Community Chest
<b>CIH</b>	Chartered Institute of Housing
<b>COB</b>	Close of Business
<b>COMMS</b>	Communications
<b>COT</b>	Commencement of Tenancy
<b>CSS</b>	Common Selection Scheme
<b>DFC</b>	Department of Communities
<b>EPC</b>	Energy Performance Certificate
<b>ESG</b>	Environment, Business and Governance
<b>FS</b>	Floating Support
<b>GDPR</b>	General Data Protection Regulation
<b>GN</b>	General Needs
<b>HB</b>	Housing Benefit
<b>HMT</b>	Housing Management Team
<b>HO</b>	Housing Officer
<b>KPI</b>	Key Performance Indicator

Acronym	Definition
<b>MTC</b>	Measured Term Contract
<b>NIFHA</b>	Northern Ireland Federation of Housing
<b>NIHE</b>	Northern Ireland Housing Executive
<b>NIMBY</b>	Not in my backyard
<b>NSP</b>	Notice Seeking Possession
<b>OT</b>	Occupational Therapist
<b>PSCO</b>	Peripatetic Scheme Co-ordinator
<b>RO</b>	Repair Order
<b>RR</b>	Rates Relief
<b>RTL</b>	Ready to Let
<b>SCO</b>	Scheme Coordinator
<b>SH</b>	Sheltered Housing
<b>SHO</b>	Senior Housing Officer
<b>SIG</b>	Service Improvement Group
<b>SMT</b>	Senior Management Team
<b>SP</b>	Supporting People
<b>TA</b>	Tenancy Agreement
<b>TBUC</b>	Together Building United Communities
<b>TEC</b>	Tenant Executive Committee
<b>TOT</b>	Termination of Tenancy
<b>TP</b>	Tenant Participation
<b>TSS</b>	Tenant Satisfaction Survey
<b>UC</b>	Universal Credit
<b>VPC</b>	Property Void Check