

## **Glossary of housing terms used by councils**

The terms below are often used by councils and in councillor's meetings. You may come across these terms so we have provided clear definitions below.

### **Accessible housing**

This is housing designed or converted according to the Housing Corporation's "Scheme Development Standards" . It is designed to provide access for user groups and visitors with limited mobility. Main features include the following:

- a. level or gently ramped access to the dwelling;
- b. dwelling entrance has flush (maximum 15mm up-stand) threshold;
- c. dwelling entrance provides 750 mm minimum clear opening;
- d. passageway widths provide wheelchair access at entrance level;
- e. staircase is suitable for future stair-lift provision.

### **Affordable Housing**

This includes two sub-categories: social housing, where rent levels are set in line with the Government's rent restructuring regime and intermediate housing which includes a mix of low cost home ownership and other reduced cost rental housing

### **ALMO: Arms Length Management Organisation**

A not for profit company set up and owned by a local authority to deal with the day to day management of the housing stock and tenancies. The ownership of the housing stock stays with the Council and it remains as the legal landlord. The ALMO is controlled by a Board of Management - made up of an equal number of Councillors, Residents and expert advisers.

### **Beneficial Transfer Scheme**

Scheme within the borough where the council offers tenants help to move to a smaller home

### **BGOV: Better Government**

Formerly better Government for Older People; is a way of working that involves older people and disabled people in making sure that services meet their needs.

### **BV: Best Value**

A duty on local authorities to review the services they provide for local people and improve them by the best means available ensuring service quality and cost-

effectiveness. This must be done in consultation with people who use the services and the wider community.

### **Care homes**

The Commission for Social Care Inspection defines care homes under service categories.

The majority are homes providing personal care (which are included in the definition of social housing or those providing nursing care (which are defined as non-social housing)).

'Care homes providing personal care' fall within the definition of social housing and are either purpose designed supported housing or housing for older people (all special design features).

'Care homes providing nursing care' are excluded from the definition of social housing and are therefore non-social housing, as they do not fall within the definitions of supported housing and housing for older people.

The local Commission for Social Care Inspection office ([www.csci.org.uk](http://www.csci.org.uk)) can advise on categories.

### **Choice-Based Letting (CBL)**

Schemes designed to give tenants (or prospective tenants) more choice about where they live. Advertisements might be displayed in a housing office, property shop, on a website, or through targeted direct mail. Households registered with the scheme are able to bid for specific properties that match their assessed requirements.

### **Community Strategy**

Under the Local Government Act 2000, all local authorities are required to work in partnership with the community, businesses, the voluntary sector and other public sector partners to develop a long-term strategy to promote the social, economic and environmental well being of their local communities. In Hammersmith and Fulham the strategy sets out a 10-year vision for the borough

### **Conversions**

If a property has been converted from previous residential or non-residential property to residential use or flats, or if there has been remodelling of an existing residential property resulting in a change in the number of units (e.g. division of a house into flats or merger of bedsits to provide flats). (Amended in 2006 CORE)

## **COntinuous REcording of lettings ( CORE )**

CORE collects and provides information on the household and dwelling characteristics of new tenants and purchasers of housing association housing.

The CORE website provides a comprehensive guide to a range of related activities, publications, training and support services, as well as access to the log forms and instructions.

## **Decants**

Units that are being held vacant to accommodate tenants from other schemes, whose current properties are due for improvement, repair or other work. Once it is occupied with a tenant from another property, it is no longer vacant.

## **Decent Homes Standard**

A national standard set to ensure social housing is fit, has modern facilities, and is structurally sound and energy efficient.

## **Dwelling**

The 2001 census defines a dwelling as a self-contained unit of accommodation. It is self-contained where all the rooms (in particular the basic facilities such as kitchen and bathroom) are behind a door that only the household can use. A dwelling can consist of one household space (self-contained) or more than one household space (shared).

## **EDI: Empty Dwelling Initiative**

Empty Dwelling Initiative - schemes aimed at bringing back into use long term empty private sector homes

## **EDMO**

Empty Dwelling Management Order. There are two types of EDMO. An interim EDMO is an order made to enable a local housing authority with consent of the relevant proprietor to take steps to secure and ensure a dwelling continues to be occupied. A final EDMO is an order made in succession to an interim EDMO for the purposes of ensuring a dwelling continues to be occupied.

## **Empty Homes Agency (EHA)**

A charitable organisation that advises local authorities, housing associations and property interests on bringing empty homes into use

### **General needs social housing**

General needs housing covers the bulk of housing stock for rent. It includes both self-contained and hostel/shared housing units and bed spaces. This is stock that is not designated for specific client groups requiring support or does not have the special design features that are specific to housing for older people and supported housing. These special design features are over and above lifetime homes adaptations to general needs properties.

If no special designation or design features exist the property should be included as general needs, even if floating support services or other support services are provided to residents under the Supporting People framework. Even though some stock covered by the definition of general needs may be targeted at specific client groups such as older people, in the absence of a designated support purpose or special design features these remain general needs dwellings for the purposes of the RSR and PIs. (This does not mean that in policy terms they cannot be viewed as part of the wider range of housing options provided to this client group.)

### **Getting London Moving (GLM)**

Getting London Moving (GLM) was a pilot choice-based letting scheme bringing a partnership of 11 landlords together to offer a scheme to existing council and housing association tenants in London. The partners were Hackney, Hammersmith and Fulham, Haringey, Islington and Lambeth Councils and Family, Metropolitan Housing Trust, New Islington and Hackney; Notting Hill Housing Trust and Shepherds Bush Housing Associations

### **HAFFTRA**

Hammersmith and Fulham Federation of Tenants and Residents Associations support the work of all the Tenants and Residents Associations in the borough.

### **HAFNEP**

The Hammersmith and Fulham Non-Estate Properties TRA provides a residents association for people that are not based on council estates

### **HMO: Houses in Multiple Occupation**

Houses in Multiple Occupation - Properties with more than one household living there and sometimes using communal space, always sharing halls and staircases

## **Homebuy**

Low cost home ownership schemes. Homebuy is a term used to describe the choice of housing products and is made up of several different types of scheme, including:

- Mychoice HomeBuy
- OwnHome
- Social Homebuy – a scheme for housing association rented residents to buy a share in their home on a shared ownership basis.

## **Household**

A household comprises one person living alone, or a group of people (not necessarily related) living at the same address who share living accommodation (that is a living or sitting room).

## **Housing Association**

Also known as Registered Social Landlord(RSL). A not-for-profit organisation providing social housing and run by a voluntary committee registered with the Housing Corporation. They improve properties and build new homes mainly for rent. Any surplus is ploughed back into the organisation to maintain existing homes and to help finance new ones. They exist to provide affordable housing including providing access to affordable or low cost home ownership schemes.

## **HouseProud**

A scheme that is promoted jointly by London boroughs and the GLA to release equity in owner occupied homes for improving the quality of life in the home.

## **Housing Needs Survey**

The Housing Department collates the results of all surveys relevant to identifying the housing needs within the borough into one document on an annual basis. This includes population and household information such as census data as well as specific surveys commissioned by the Housing department such as the Housing Needs Assessment carried out by Fordham Research Consultancy.

## **HRA: Housing Revenue Account**

Housing Revenue Account - a ring fenced account for managing and maintaining local authority council homes.

## **Intermediate housing**

A collective term for all forms of both LCHO (e.g. shared ownership) and submarket rented housing (primarily for key workers), but excluding social rented housing. Prices will be above social rents, but substantially below open market levels

### **Intermediate housing market**

The term used to describe demand from households who have a reasonable income, but cannot afford to be owner-occupiers in the borough. H&F are losing a large proportion of these households as people are forced to move away to find decent housing at a price they can afford.

### **Key worker**

Certain public sector occupations have been defined by the government as being 'key worker' posts and these workers are able to apply for home ownership schemes and intermediate renting. Intermediate renting is where rent levels are set somewhere between that charged by social and private landlords.

Definitions of key workers vary from borough to borough. Occupations may include some or all of the following:-

- Education staff such as qualified teachers and support staff in schools and colleges, children's social workers and qualified nursery nurses in LEA schools
- Police officers and community support officers including those working for the British Transport Police. This could also include some front line civilian police roles.
- Prison and probation service
- Local authority employed clinical staff, such as adult social workers, occupational therapists, educational psychologists, speech and language therapists
- Fire Fighters
- Clinical and non-clinical staff employed by the NHS

### **Leasehold**

Where a dwelling or building is let to a tenant and where the tenants is able to sell the lease. The interest sold is called the leasehold. In all leasehold cases a ground rent will be paid to the freeholder. This generally applies to flats or other

forms of construction where there are common areas and facilities. The freeholder retains the responsibility for maintaining these common areas and services, the financial costs of which can be transferred to leaseholders in line with the terms of the original lease.

### **Lifetime Homes Standard**

The standard is designed to accommodate the changing needs of occupants of housing throughout their lives. There are 16 standards promoted in the Rowntree Foundation report 'Meeting Part M and Designing Lifetimes Homes' such as wider doorways, wheelchair access, downstairs toilet and provision for a future stair lift.

### **LOCATA**

LOCATA is a not-for-profit organisation, set up by a group of West London boroughs, helping LBHF to deliver Choice Based Lettings

### **London Housing**

A part of the Association of London Government. It provides research, analysis and information on housing and associated issues on behalf of its member boroughs.

### **Managed dwellings**

Property is managed by you if you are responsible for the day to day management of the tenancy. At its most basic level this includes the letting and termination of tenancies and the collection of rents. For example, if an association is responsible for the maintenance of the property, or the provision of care, but not the tenancies, it is not the managing organisation.

### **Management costs**

This term was associated with financial PI data published prior to 2004, which no longer appears on the website. Where used, the term included the costs of:

- policy and management;
- managing tenancies;
- rent collection and accounting; and
- overheads

### **Market rented housing**

Properties let on assured shorthold tenancies, where the rent is comparable to privately rented properties in the location, and there is no subsidy. from the

housing association or any other party. There is no restriction on allocation except on a household's ability to pay rent.

## **moveUK**

The on-line homes and jobs mobility service, bringing together information on access to social housing, job vacancies and a range of information on areas people want to move to across the country. Schemes such as HOMES and LAWN were transferred to this new national scheme which was launched in 2005.

## **Move-on or floating support**

A floating support service is defined as 'a support service that is administered to residents living in general needs accommodation'. This may include support services provided under specific programmes such as the Rough Sleepers initiative.

There must be an expectation that the support for some or all of the residents will 'float off' and move to other properties as those residents cease to require the support. Even if a resident living in general needs stock receives 'floating' or 'move-on' support or support paid for by Supporting People grant, their home continues to be designated as general needs housing. (Prior to 2004, the homes where floating support was delivered were categorised as supported housing dwellings.)

## **Moving Out of London Scheme**

A scheme that tenants could sign up to if they wanted to move out of London. We had arrangements with some northern councils to encourage tenants to move if they wish to do so. This as with other mobility schemes has been replaced by Move UK intended as a single point of contact for those wishing to move outside the borough they currently live in.

## **Non self-contained housing**

General needs or supported housing accommodation where there is more than one occupant with their own separate tenancy or licence (excluding joint tenancies). The building or scheme contains single or shared rooms that lack exclusive use of bath/shower, toilet or cooking facilities.

The number of non-self-contained bed spaces will be the number of occupants with their own occupancy agreements. Therefore a family sharing a room in a women's refuge would count as one bed space, whereas two unconnected people sharing a room designed for sharing in a drug rehabilitation project would count as two bed spaces.



## **Non-social housing**

Stock to which the definition of social housing does not apply. This includes housing developed without public subsidy that is not intended to provide social housing: housing provided for workers in key public services (keyworkers) where the association does not have power to control the letting, management and termination of tenancies; 'care homes providing nursing care' and 'care homes not providing medicines or medical treatment'; market rented homes; student accommodation except where provided with public subsidy; and asylum seeker Home Office contracted accommodation. This also includes unsubsidised leased housing for outright sale and shared ownership.

## **Planned repairs**

Planned repairs include: planned and cyclical repairs and improvements to maintain the current standard and value of the accommodation, for example repainting, patching roofs, replacing windows. All expenditure is included, whether it is accounted for within the association's revenue account or as capital expenditure.

## **Rent due**

Rent roll - or rent and service charges due. Total amount of potential rent (including service charges) which could have been collected for the financial year to 31 March, for all General Needs dwellings in ownership, as if they had been occupied at all times. (Rent roll is not the same as the annualised rent debit.)

## **Repairs Hub**

Repairs hubs are centres through which tenants can order repairs either in person or over the telephone. There are two repairs hubs, one in the north of the borough and one in the south

## **Self-contained**

A dwelling designed to allow a household exclusive use of a shower or bath, inside toilet and kitchen facilities. Some self-contained units, especially flats, may benefit from common services such as a central boiler for heating and/or hot water. It may be difficult, in some sheltered or supported housing, to draw the line between self-contained and non-self-contained accommodation. In these circumstances, it is necessary to take a view on the primary purpose behind the design. For example, if only rudimentary cooking facilities such as a hotplate are provided – on the assumption that residents' meals will be prepared elsewhere – then this is probably a non-self-contained bed space rather than a self-contained unit.

## **Service charges**

Charges made to tenants, additional to the rent and including leaseholders, for the provision of services associated with occupancy of their dwelling, for example, warden facilities, caretaking, cleaning, repairs and maintenance of communal areas..

## **Shared ownership**

A programme whereby people who cannot get full mortgages share the cost of purchasing a property with an association.

This is achieved by the landlord transferring rights over the property to the applicant by lease. The applicant (lessee) and the social landlord each pay a part of the purchase price, the lessee making mortgage payments to a bank or building society on the share purchased and paying an affordable rent to the social landlord on the social landlord's remaining share.

The term 'shared ownership' applies to any scheme where a proportion of ownership may be purchased. Conventionally, lessees have the option to 'staircase' their stake of ownership in a property by purchasing further shares from the social landlord..

## **Sheltered housing**

Dwellings are sheltered where they are intended for older people and have an alarm system and (visiting if not residential) warden support. Most sheltered accommodation is classified as general needs.

## **Social housing**

'Homes for letting or low-cost home ownership and associated amenities and services, for people whose personal circumstances make it difficult for them to meet their housing needs in the open market.'

If a unit has received any form of subsidy in the past then it is social housing regardless of the purpose of that unit. Unsubsidised housing may, however, also be categorised as social housing where it is let or sold in the same way and at the same rent levels or cost as subsidised social housing.

## **Staircasing**

In the context of shared ownership, an option available to lessees whereby the stake of ownership is increased by acquiring further shares, e.g. if the initial

share was 25%, they may buy another 25% from the social landlord to bring their joint share of the equity up to 50%.

### **Stock transfer**

Associations established to take transfers of stock from a local authority.

You can use this criterion to select (or exclude) associations for a report on this website. Unless you exclude stock transfers, you can also narrow your choice to those stock transfers registered with the Housing Corporation less than (or more than) six full years at 31 March.

### **Structural repairs**

Major repair works that are essential to maintain the basic functions of stability and weather resistance in the main structural elements of a dwelling, i.e. in floors, walls and roofs. It also includes work to secondary elements of the structural envelope (for example, balconies, parapets and gutters). Major works to these elements will involve replacement or substantial reconstruction of the component or element.

### **Supported housing for older people**

Sheltered supported housing is generally designed for older people with high support and care needs, and where the association has taken formal responsibility for the provision of intensive housing management, care services and support as appropriate. There will generally be a range of communal facilities and additional specialist facilities such as special bathrooms.

### **Supported housing**

Supported housing applies where an association's tenant also has an undertaking from the association for it to provide support over and above that which would normally be provided in general needs housing. The support can include intensive or supportive housing management.

This definition changed in 2005. From 2005, the term 'supported housing' applies to purpose designed supported housing or designated supported housing. The delivery of support under the Supporting People framework does not necessarily result in the categorisation of housing as supported if the property is not purpose designed or designated for a particular client group. In the absence of either of these two conditions, housing is general needs.

These two categories of supported housing are likely to be those where residents will attract Supporting People Grant although this is not a defining requirement. In the case of schemes or buildings that have some units or part of the building that

is covered by this definition, associations will only record the actual number of units owned or managed that are covered.

### **Tenancy start date**

The date of the start of a tenancy agreement which is shown on the tenancy agreement signed by the tenant(s). It may not be the date that the tenant moved into the property, or the date at which the tenant's rent account becomes active, or the date on which the lettings interview was carried out.

### **Tenant**

A tenant is someone who lives in a property belonging to the landlord or freeholder and holds a tenancy, lease or licence.

### **View**

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