

Audit Commission - Glossary for inspection reports

Acceptable Behaviour Contracts (ABCs) are voluntary contracts drawn up between the Council and children or the parents of children causing nuisance. They set out what behaviour is expected of the children and what action the Council will take if the child or children continue to cause the nuisance.

Accredited landlord scheme (ALS) is an initiative which encourages landlords to meet quality standards in order to participate in rent deposit and other schemes.

Arms Length Management Organisation (ALMO) is a company set up to manage and improve council housing stock. It is owned by the local authority but operates under a management agreement between it and the local authority.

Anti-Social Behaviour Orders (ASBOs) are legal measures to protect the public against ASB. Breach of the order by an individual or group is a criminal offence

BICS is a qualification provided by the British Institute of Cleaning Science

Browsealoud: an internet-based facility which reads web pages for people with visual impairments.

Capital receipts are moneys received from the sale of capital assets, such as council homes.

Charter Mark: The Charter Mark scheme aims to help public sector organisations make improvements in the delivery of services, from the point of view of service users.

The Comprehensive Area Assessment (CAA) provides an independent assessment of the prospects for local areas and the quality of life for people living there. It will assess and report how well public money is spent and will ensure that local public bodies are accountable for their quality and impact

CORE (Continuous Recording of Lettings and Sales). This is the collection of data about the characteristics of new social housing tenants and the properties they occupy.

CP12s are gas appliance safety certificates. All tenants should have their gas appliances serviced every 12 months, and are provided with a CP12 certificate to confirm this.

CPA: The Comprehensive Performance Assessment is an assessment for councils used to provide an overall score for the quality of services and the council's ambitions, forward planning, etc. This is being replaced by CAA in 2009.

The Disability Discrimination Acts (DDA) 1995 and 2005 aim to end discrimination against disabled people and require that public buildings should be made accessible for people with disabilities

The Disability Facilities Grant (DFG) is a statutory grant made available to help people with a disability adapt their home to meet their needs.

The Decent Homes Standard (DHS) is the government's published standards for all social housing. This means that they are wind and water tight, and have reasonable thermal efficiency and modern facilities.

Dilapidations refers to payments made to private landlords for damages to their properties at the end of the lease, over and above normal wear and tear.

Empty Dwelling Management Orders (EDMOs). This is a discretionary power for local authorities to take over the management of long-term privately owned empty homes.

Energy performance certificates (EPCs) give homeowners, tenants and buyers information on the energy efficiency of their properties

Equality Impact Assessments (EIAs) assess the impact of policies and practice on different community groups.

Housing Association Leasing Scheme. This is a scheme under which housing associations lease properties from private sector owners and relet them to people in housing need (e.g. homeless people). The housing association has a contract with both the private sector landlord and the tenant.

Housing Associations as Managing Agent (HAMA)). This scheme encourages private sector landlords to allow housing associations to manage their property, often on a short term basis. The association then let the properties to people in housing need.. However, the association only has a contract with the landlord.

The Housing Revenue Account (HRA) is a separate account used only for council housing.

The Housing Health and Safety Rating System (HHSRS) is a risk assessment tool used to assess potential risks to the health and safety of residents in their homes.

Investors in People (IiP) is a national standard for the training and development of people in the workplace.

The Local Government Equality Standard (LGES) is a tool for local authorities to ensure that their equality and diversity work is mainstreamed at all levels. The equality strands are age, ethnicity, gender, sexuality, faith and disability.

A Large Scale Voluntary Transfer (LSVT) is created when all or part of a council's properties are transferred to another organisation, usually a registered social landlord.

Leasehold Valuation Tribunals (LVTs) have jurisdiction where leaseholders experience management problems and service charge disputes.

Local Strategic Partnerships (LSPs) are a mechanism for joining up public services at an authority wide level. Their purpose is to bring together public, private, voluntary and community sectors in a single framework.

Nominations agreements: Councils are required to have a nominations agreement with Housing Associations in their areas. The agreement outlines for example the proportion of vacant properties the association must offer to the council

Notice of Seeking Possession (NOSP) is a legal document served on residents who have breached their tenancy conditions.

A 'partnering' contract is a contract where contractor and the Council agree to work together to share ideas and improve services.

In a Private Finance Initiative (PFI) transaction, a private sector service provider is given responsibility for designing, building financing and operating assets, from which a public service is delivered.

Possession claims on line (PSOL). This is a way of landlords making or responding to certain types of possession claim on the internet.

Private Sector Leasing (PSL) is a scheme whereby a council rents properties from the private sector and uses them to house homeless households

Respect Standard for Housing Management. The Respect Standard outlines the core components essential to delivering an effective response to anti-social behaviour and building stronger communities

RTB 2: this notice must be served by councils when they receive a Right to Buy (RTB) request from a tenant. There are national deadlines which govern how quickly councils must serve the RTB2.

Rent restructuring is a system to calculate rents introduced by the government. The objective is to secure broadly comparable rents for local authorities and housing associations in different local authority areas by 2012.

Standard Assessment Procedure (SAP) is a measure of the energy efficiency of homes.

Section 125 notices: these advise new leaseholders of council properties (following the right to buy) what major works will be carried out within the first five years of their lease. If accurate information is not contained in the notice, the landlord is unable to recharge leaseholders the full amount for these works.

Section 20 notices are served on leaseholders to consult them about the costs of works. Incorrect or non-service of these notices means that the landlord cannot recover all costs of the works.

Section 193 properties refer to low demand council properties used as temporary accommodation for homeless households

Secure by design involves the layout of areas and the use of products that make it harder for crimes to be committed.

Service Level Agreement (SLAS) are agreements between two organisations/departments covering the services provided by one to the other.

SMART: specific, measurable, agreed, realistic and time-bound

STATUS surveys are standardised resident surveys based on guidance from the National Housing Federation.

Supporting People is a programme which funds services that help vulnerable people live independently in their accommodation.

Tenant Compacts are locally negotiated agreements between councils and their tenants setting out how they can get involved in decisions that affect them.

Tenant Management Organisations (TMOs) are formally constituted organisations, made up of tenants who take on responsibility for day-to-day management of their housing from their landlords.

A transfer chain refers to an offer of accommodation which sets up a chain of moves. For example, a tenant moving to a three bedroom property will vacate a two bedroom property. The person moving to this two bedroom property will release a one bedroom property.