

WOLVERHAMPTON FEDERATION OF TENANTS ASSOCIATIONS C.I.C

Jargon Buster

This document is to help you translate some of the terminology you may come across in the paperwork you regularly receive.

AGM	Annual General Meeting
ALMO	Arms Length Management Organisation – a company that manages the housing stock for a Local Authority.
ASB	Anti-social behaviour
ASBO	Anti-social Behaviour Order – an injunction taken out against individuals who are involved in ASB.
BME	Black and Minority Ethnic
CAB	Citizens Advice Bureau – an organisation that gives advice on issues such as debt, housing and welfare benefits.
CB	Child Benefit
CTB	Council Tax Benefit
CTC	Child Tax Credit
CBL	Choice Based Lettings – a system of allocating social homes that gives an element of choice to applicants.
CTC	Child Tax Credit
CIC	Community Interest Company – created for the benefit of the community and registered with Companies House.
DH	Decent Homes – a standard set by Government for social housing providers to meet.
DLA	Disability Living Allowance
DWP	Department of Work and Pensions
E&D	Equality and Diversity
EMB	Estate Management Board – tenants have taken over the management of social housing in a specific area in partnership the Local Authority.
ESA	Employment and Support Allowance
HA	Housing Association – A not-for-profit organisation which owns, lets and manages housing.
HB	Housing Benefit
HCA	Homes and Communities Agency – a non-departmental public body that funds new affordable housing in England.
HMRC	Her Majesty's Revenue and Customs
HRA	Housing Revenue Account – Council housing rents are paid into this account and the cost of repairs and management are paid from this account too.
IT	Information Technology
IS	Income Support
JSA	Job Seekers Allowance
LA	Local Authority
LNP	Local Neighbourhood Partnership – provides the means for local communities and businesses to work with service providers to shape the design, planning and delivery of public services.

RSL	Registered Social Landlord – not-for-profit organisations that provide social housing i.e. Housing Associations.
RTB	Right to Buy – a legislation which gives council housing tenants the right to buy the home they live in.
PACT	Partners and Communities Together – meetings organised for residents to meet police officers and LNP staff with an aim to tackle crime locally.
PIP	Personal Independent Payment – a new benefit introduced in 2013 to gradually replace DLA by 2017.
SGM	Special General Meeting
SLA	Service Level Agreement – a negotiated agreement between two parties where it records a common understanding about services, priorities and responsibilities.
TAROE	Tenants and Residents of England – recognised organisation representing social tenants across England.
TMC	Tenant Management Co-operative – tenants have taken over the management of social housing in a specific area in partnership the Local Authority.
TMO	Tenant Management Organisation – tenants have taken over the management of social housing in a specific area in partnership the Local Authority.
TPAS	Tenant Participation Advisory Service – a national tenant organisation who promotes tenant empowerment.
TP	Tenant Participation
TRA	Tenant and Resident Association
UC	Universal Credit – a new benefit introduced in 2013 to gradually replace JSA, ESA, IS, CTC, WTC and HB by 2017 into one single payment paid monthly in arrears.
WCC	Wolverhampton City Council
WFTA	Wolverhampton Federation of Tenants' Associations
WH	Wolverhampton Homes
WTC	Working Tax Credit