

Glossary of Terms

For the Home in Place New Zealand Website homeinplacenz.org

Updated July 2025

| Term | Definition |
|--------------------------------------|---|
| 123 | CentreLink Authority 123 Form |
| ACAP | Aged Care Assessment Program |
| ACAT | Aged Care Assessment Team |
| Actual Conflict of Interest | Where there is a real conflict between a staff member's duties or powers and existing private interests. |
| ADSSI | ADSSI - Home Living |
| Advisory Group | An advisory group created by resolution of and reporting to the Parent Board in accordance with Home in Place Constitution Clause 6 (specifically 6.1, 6.6 & 6.7) |
| Advisory Group Member | An advisory group created by resolution of and reporting to the Parent Board in accordance with Home in Place Constitution |
| AGM | Annual General Meeting |
| Agreement or Contract | A document having the effect, when signed or approved, of committing Home in Place to legally binding obligations. This includes a Home in Place purchase or work order or signed quote or any other document committing Home in Place to legally binding obligations. |
| AI | Artificial Intelligence |
| AMF | Asset Management Framework |
| AMO | Allocated Maintenance Officer |
| Annual Review of Income Related Rent | A process to confirm tenants' circumstances, to check their income-related rent is correct. |
| Anti-Social Behaviour | Anti-social behaviour is behaviour that lacks consideration for others and may cause damage to the society, whether intentionally or through negligence. It can encompass a range of activities or actions such as intoxication, loitering and general nuisance behaviour that interferes with other people/person. |
| AO | Ability Options |
| AOK | Acknowledgement of Key |
| API | Application Programming Interface |
| Appeals | <p>An appeal is defined as 'any expression of dissatisfaction with a decision made by a social housing provider to provide or not provide a service (such as housing, transfer or priority on the housing register) or, a decision relating to a tenant or service user's dissatisfaction of a decision made by the organisation. An application for a decision to be reversed or overturned.</p> <p>Includes but is not limited to:</p> <ul style="list-style-type: none">• Allocation decisions• Level of rent or rent subsidy |

| | |
|----------------------------------|---|
| | <ul style="list-style-type: none"> • Eligibility for a housing transfer • Permission to undertake modifications • Permission to keep pets • Calculation of water charges |
| Arrears | Arrears are created when tenants who for a range of reasons fall behind with their rent payments. Length of arrears are generally reported as being less than two weeks, at least two weeks but less than four weeks, at least four weeks but less than eight weeks, at least eight weeks but less than 12 weeks or more than 12 weeks. Arrears over one week require action. |
| ASD | Autism Spectrum Disorder |
| Assessable income | Income that must be used to determine the rate of income-related rent, for example net benefit rates and employment earnings. |
| Assessment | Assessment of eligibility to determine housing need, priority and housing requirements. |
| Assurance | Any activity, internal or external, which evaluates performance of internal control activities and identifies deficiencies in control effectiveness. Assurance could be provided through Internal Audit, Management self- assessment, or any audit or review by an external party. |
| ATA | Authority to Act |
| ATF | Authority to Transfer Funds |
| ATRO | Assistant Tenancy Relations Officer |
| Authorised bank signatories | Individuals authorised to sign and open cheques, authorise debits to Home in Place NZ bank accounts and enter into agreements with Home in Place NZ banks. |
| Band | A generic term to describe all those positions which may, but not always, be given the same delegated authority. Employee positions have been assigned to bands based on delegation levels. Where an employee within a band is delegated different authority to other positions within a band, this is stated in the Schedule of Delegations of Authority. |
| BAU | Business as usual |
| BCP | Business Continuity Plan |
| BER | Beyond Economical Repair |
| BH | Broken Hill. City in New South Wales, Australia |
| Board | The governing body of a Company, the group of people who are given the authority to govern the Company in the pursuit of its mission. That is, the Board becomes ultimately accountable for all aspects of the Company's life. Other terms for Board include Management Committee or Board of Management (BoM). |
| Boarders | Additional occupants who contribute towards household costs by paying board. |
| BS | Bank Statement |
| BTF | Balance Transfer Form |
| Business Compliance Requirements | Compliance obligations that are considered desirable but that are not legislated or regulated. These might include internal policies and procedures, industry codes and standards, and some quality management certifications. |
| CA | Common Area |
| CAH | Centre for Affordable Housing |
| CALD | Culturally and linguistically diverse people |

| | |
|---------------------------------------|---|
| Campus | A generic term for department / branch cost centre in Home in Place. |
| CB | Call Back |
| CC | Central Coast |
| CCTC | Closed Circuit Television |
| CEI | Consent to Exchange Information |
| CEO AUS | Chief Executive Officer Australia |
| CEONZ | Chief Executive Officer NZ |
| CHA | Community Housing Aotearoa (Peak Body) |
| Change in circumstance | Change to a person's financial or family situation that may affect their place on the register or the rate of income-related rent. |
| Child welfare and protection agencies | <p>The group of organisations, and therefore their employees, or volunteers covered by the information sharing provisions including:</p> <ul style="list-style-type: none"> • Any social, family and community service that provides services under section 396 of the Oranga Tamariki Act • Any person, body or organisation that provides regulated services under schedule 1 of the Children's Act 2014. • Housing New Zealand Corporation • Ministry of Education and schools and early childhood services • Ministry of Health and District Health Boards, and health providers (e.g. Well Child Tamariki) • Ministry of Justice and Department of Corrections • Ministry of Social Development • Oranga Tamariki • Ministry for Children • New Zealand Police |
| CHLP | Community Housing Lease Program |
| CHP | Community Housing Provider |
| CHRA | Community Housing Regulatory Authority |
| CHSCNZL | Compass Housing Services Co. (NZ) Ltd |
| CIS | Centrelink Income Statement |
| Client | An Applicant, Tenant, Resident, Participant or any other person attending an activity or using services provided by Home in Place. |
| CMSU | Community Managed Studio Units |
| COA | Confirmation of Aboriginality |
| COAT | Compass Outcomes Assessment Tool |
| COC | Change of Circumstances |
| Committee | <p>The corporate structure that includes Home in Place (as the parent company) and the boards of Subsidiary Companies, Governance Committees and Advisory Groups as created from time to time. Currently these are:</p> <ul style="list-style-type: none"> • Home in Place (New Zealand) Limited subsidiary board, • Home in Place (Queensland) subsidiary board, • the Finance, Risk and Audit Committee (FRAC) • the Governance, Remuneration and Nominations (GRN) Committee, |

| | |
|---------------------------------|---|
| | <ul style="list-style-type: none"> • the Australian Operations Committee, • the Internal Review Committee, • the International Expansion Committee, and • the Community Tenancy Involvement Panel (an Advisory Group) |
| Community housing provider | Provider of affordable and social housing, which may be for people with specific needs. |
| Complainant | Person with a Complaint ongoing with Home in Place. |
| Complaint | An expression of dissatisfaction related to Home in Place’s service delivery, staff, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.” |
| Complaints | <p>An expression of dissatisfaction with an aspect of the services provided by Home in Place NZ, where the complainant is unhappy with the standard or type of service.</p> <p>Types of Complaint include:</p> <ul style="list-style-type: none"> • Where Home in Place NZ have failed to provide or there has been a delay or problem in providing a service; • Where Home in Place NZ have failed to follow or have been unfair or inconsistent in applying our policies or procedures. • Where Home in Place NZ have failed to keep Tenants informed, through lack of or insufficient information • Where there has been inappropriate behaviour or attitude from a Home in Place NZ worker or independent contractor. |
| Compliance | Adhering to the obligations of laws, industry and organisational standards and codes, principles of good governance and accepted community and ethical standards. |
| Compliance Management | A series of activities that when combined are intended to achieve compliance. |
| Compliance Management Framework | The policies, processes, tools, templates, registers, and systems that define and support compliance management activities. This includes Home in Place NZ’s Compliance Management Software, Folio Systems. |
| Compliance Policy | Articulates roles and responsibilities for managing compliance, and the related obligations for compliance management within the organisation. |
| Compliance Requirement | A law (legislated or common law), regulation, government directive, standard, contract or internal policy/procedure that has been adopted by the organisation. |
| Compliment | An expression of praise, commendation, respect, or regard related to Home in Place’s services or the delivery of services by an employee of Home in Place. |
| Conflict of interest | A situation in which a person has a private or personal interest sufficient to appear to influence the objective exercise of his or her official duties. |
| Consequence | The outcome of an event and has an effect on objectives. |
| Control | A control is any measure or action that modifies risk. Controls include any policy, procedure, practice, process, technology, technique, method, or device that modifies or manages risk. Risk treatments become controls or modify existing controls once they have been implemented. |
| COO | Chief Operating Officer |
| Coordinator | Many positions within Home in Place hold the title Coordinator. Coordinators should refer to the Home in Place Organisational Chart in Terms of Levels of Delegated Authority for confirmation of the band of authority they hold. Supervisors are required to confirm the delegated authority of a manager. Any variation to the approved delegations within bands should be documented in a Campus schedule and approved at the appropriate level. |
| Corporate card holder | A Home in Place representative issued with a Home in Place corporate credit card |

| | |
|-----------------------|---|
| CPA | Car Parking Application |
| CPO | Community Participation Officer |
| CPU | Customer Participation unit |
| CRS | Community Rental Scheme |
| CSA | Customer Service Agent |
| CSO | Customer Service Officer |
| CSU | Company Secretary Unit |
| CTA | Credit Transfer Authority |
| CTE | Consent to Exchange Information |
| Customer Satisfaction | A Customer's perception of the degree to which the customer's requirements have been fulfilled |
| DADHC | Depart of Ageing and HomeCare |
| Delegate | An employee, director, member or committee or any other person or entity to whom or to which a delegation has been made by the Parent Board. |
| Director | <p>Director means a person who is appointed or elected as a director (of the entity) in accordance with the Constitution of the relevant entity.</p> <ul style="list-style-type: none"> • The HIP NZ Constitution: Director means a current Director of Home in Place NZ who is appointed or elected as either the GMD, a director of Home in Place or a NED in accordance with the Constitution. • NED means a non-executive director of Home in Place who is not an employee of Home in Place and whose position is concerned with the governance of Home in Place and, to the extent permissible at law, is not concerned with the day-to-day management of Home in Place. |
| Disputes | Relate to wide neighbourhood issues, such as difficulties with neighbours or accusations of antisocial behaviour. Often, these are areas that Home in Place NZ does not have direct control over, which is why it is covered under Dealing with Anti-Social Behaviour Procedure |
| Doorways | Elandra Women's and Children's Service |
| DRC | Diligent Resource Centre |
| DSP | Disability Support Pension |
| EA | Executive Assistant |
| EAP | Employment Assistance Program (Access EAP) |
| EFT | Electronic Fund Transfer |
| ELC | External Legal Counsel |
| EM | East Maitland. A city in City in New South Wales, Australia |
| Employee | A person engaged under an employment agreement or award by any company in the Home in Place Group. |
| EMSDA | Executive Manager Specialist Disability Accommodation |

| | |
|---|---|
| Enquirer (also referred to as inquirer) | An enquirer is a person who seeks information by asking a question; |
| Enquiry | An enquiry refers to a client's request for information related to the services or the request for assistance of services which Home in Place NZ provides. An enquiry can be received by phone, postal mail, fax, or other electronic transmission. |
| Enterprise Risk Management | The management of uncertainty to objectives across the enterprise to help ensure a greater consistency of informed management decision making and the subsequent alignment of management and operational resources |
| EOT | End of Tenancy Form |
| ERA | Employment Related Accommodation program |
| ES | Executive Support |
| Event | An event could be one occurrence, several occurrences, or even a non-occurrence (when something doesn't happen that was supposed to happen). |
| ExecM | Executive Manager |
| Executive Manager | Many positions within Home in Place include the title Executive Manager. Regardless of whether an Executive Manager heads a Business Unit, the delegated authority of each Executive Manager depends on the functions and reporting relationship of the Business Unit for which the Executive Manager is responsible. Executive Managers should refer to the document Home in Place Organisational Chart in Terms of Levels of Delegated Authority for confirmation of the band of authority they hold. |
| FAHCSIA | Dept of Families, Housing, Community services and Indigenous Affairs |
| FBT | Fringe Benefits Tax |
| Feedback | Feedback refers to general comments or opinions from customers or stakeholders related to opportunities to continually improve our service and/or processes. |
| FFS | Fee for Service |
| FSR | Field Service Request |
| FU | Follow Up |
| GAP | General Assembly of Partners |
| GAS | Grow a Star |
| GCFO | Group Chief Financial Officer |
| GCTO | Group Chief Technology Officer |
| GEM | Group Executive Managers |
| GEMGOV | Group Executive Manager Governance |
| GES | Group Services |
| GM | General Manager |
| GM MPPM | General Manager My Place Property Maintenance |
| GMD | Group Managing Director |

| | |
|-----------------------------|--|
| Governance | Corporate governance generally refers to the process by which organisations are directed, controlled and held to account for overall control and direction of the Company. This covers accountability, strategic direction and control exercised by the Company. |
| GRN | Governance, Remuneration & Nominations |
| GROW | Green, Responsible Opportunity and Welfare |
| GSC | Group Strategic Counsel |
| GT | Greentree |
| H&W | Hall & Wilcox Lawyers |
| HAC | Housing Appeal Committee |
| HACC | Home and Community Care |
| HASI | Housing and Support Initiative |
| HiP | Home in Place |
| HNSW | Housing New South Wales |
| HNZC | Housing New Zealand Corporation |
| Home in Place (New Zealand) | HOME IN PLACE (NEW ZEALAND) LIMITED (formerly Compass Housing Services (NZ) Co Ltd) is registered in New Zealand under the Companies Act and as a charity registered with Charities NZ under the Charities Act |
| Home in Place Group | The corporate structure that includes Home in Place (as the Parent Company) and the boards of Subsidiary Companies, Governance Committees and advisory groups as created from time to time. |
| Household type | Defines household composition for the purpose of calculating income-related rent. |
| Housing register | List of clients assessed as eligible for social housing, waiting to be matched with a suitable property. |
| HR | Human Resources |
| HSC | Housing Service Centre |
| HUB | Refers to the 123 Community Hub in Broken Hill NSW Australia or The Meeting Place at Tumbi Umbi NSW Australia |
| HUD | NZ Housing and Urban Development Authority |
| HUNTER | A region in New South Wales, Australia |
| HWS | Hot water system |
| IEC | International Expansion Committee |
| ILSA | Independent Living Skills Assessment |
| Income threshold | The level of income a client can have before it affects their eligibility for social housing or the percentage of income they contribute to their income-related rent. |
| Income-related Rent | Subsidised rent based on financial and family circumstances. |
| Income-related rent subsidy | Payment to providers to cover the difference between the income-related rent and the market rent. |
| Independent contractor | A party engaged directly by Home in Place pursuant to a contract for services. In the context of workforce engagements, this includes sole traders, companies, |

| | |
|---------------------|---|
| | or partnerships with whom Home in Place enters into an agreement for the provision of specified individuals to supply specific skills, services, or consultancy arrangements. It does not include individuals engaged through labour hire agencies. Independent contractors are not employees of Home in Place. |
| INGO | International Non-Government Organisation |
| IPROWD | Indigenous Police Recruiting Our Way |
| IRC | Internal Review Committee |
| IRRS | International Regulations Retrieval System |
| KM | Knowledge Manager (inactive) |
| KPI | Key Performance Indicators |
| Labour hire agency | A recruitment agency or labour engagement specialist contracted by Home in Place to provide temporary labour resourcing services. |
| LALC | Local Aboriginal Land Council |
| LCCH | Logan City Community Housing |
| Level of risk | The level of risk is its magnitude. It is estimated by considering and combining consequences and likelihoods. |
| LGA | Local Government Area |
| LHS | Left Hand Side |
| Likelihood | Is the chance that something might happen. |
| LSU | Lease Sign Up |
| LVM | Left Voice Mail |
| MAF | Medical Assessment Form |
| Major capital works | means a capital works for which the total approved budget is greater than \$30,000. |
| Market rent | Rent that could be charged for a property if it was in the private market. |
| MBIE | Ministry of Business, Innovation and Employment |
| MC | Maintenance Coordinator |
| Medical Certificate | A legally qualified medical practitioner or specialist qualified to treat a medical and/or psychological condition(s) and who is certified to conduct a medical assessment. |
| MFA | Multi Factor Authentication |
| MO | Money Order |
| Mobile application | A computer program which runs on a mobile electronic device such as a smart phone or tablet computer. |
| Monitoring | To monitor means to supervise and to continually check and critically observe. It means to determine the current status and to assess whether or not required or expected performance levels are actually being achieved. |
| MOU | Memorandum of Understanding |
| MPP | My Place Property |

| | |
|--------------------|--|
| MPPM | MyPlace Property Maintenance |
| MSD | Ministry of Social Development assesses eligibility for social housing provided by Housing New Zealand and registered community housing providers. MSD also calculates income-related rent for social housing, and conducts tenancy reviews. |
| MSD | Ministry of Social Development (NZ) |
| MSLA | Management Service Level Agreement |
| MSP | Managed Service Provider |
| NC | Newcastle. A city in New South Wales, Australia |
| NDS | National Disability Service |
| NFP | Non For Profit |
| NGO | Non-Government Organisation |
| NHFIC | National Housing Finance and Investment Corporation |
| NIST | National Institute of Standards and Technology |
| NOH | Notice of Hearing |
| NOK | Next of Kin |
| Non-financial gift | means a gift of real or personal property other than a gift of cash or its equivalent. |
| NOT | Notice of Termination |
| NPE | Notice Prohibiting Entry |
| NPR | Non Payment of Rent |
| NRS | National Relay Service |
| NRV | Non-Rent Variance |
| NUA | New Urban Agenda |
| NZ | New Zealand |
| NZRSCH | New Zealand Regulatory System for Community Housing |
| Obligations | Specific actions that the organisation must undertake in order to comply with the corresponding compliance requirement. |
| OC | Offer Checklist |
| Officer | Has the same meaning as defined in the Companies Act 1992 Part 1 Section 2 Interpretation in New Zealand |
| OGMD | Office of the Group Managing Director |
| ORF | Offer Response Form |
| OT | Occupational Therapist |
| Overlapping duties | When two or more businesses operate together, for example at the same location or in a contracting arrangement, they must work together to fulfil their primary duties of care. A business cannot contract out its duties. However, reasonable arrangements can be made with the |

| | |
|--------------------------------|---|
| | other businesses to fulfil its duty, considering the level of influence or control each has over the overlapping work. |
| P5 | People, Place, Planet, Partnership and Performance. |
| PAF | Permission to Allocate Funds |
| Parent Board | The current directors of Home in Place. |
| Parent Company | Home in Place (Australia) Limited |
| PAS | Property Assessment Survey |
| PBPC | Post Bill Payment Card |
| PCBU | Person Conducting Business or Undertaking |
| PCG | Partner Constituent Groups |
| PCR | Property Condition Report - Ingoing or Outgoing |
| PD | Position Description |
| Perceived Conflict of Interest | Where a third party could reasonably form the view that a staff member's material personal interests could conflict with their duties or powers as worker of Home in Place NZ, whether or not this is in fact the case. |
| Personal Leave | Is paid time off work if an employee, their spouse, partner, dependent child, or other person who depends on them is sick or injured. |
| PM | Planned Maintenance |
| PO | Purchase Order |
| POC | Point of Contact |
| POPR | Proof of Payment Receipt |
| Position profile | A delegate may hold standard authorities within a band and may also hold specific delegated authorities relevant to the responsibilities of the position. Other positions in the same band may or may not hold the same specific authorities. |
| Potential Conflict of Interest | Where a worker has material personal interests that could reasonably be perceived to conflict with their duties or powers as worker of Home in Place NZ. |
| PP | Payment Plan |
| PPM | Property Portfolio Management |
| PPP | People Place Performance |
| PPS | Parenting Payment |
| PRA | Richmond PRA |
| Priority | A status established in order of importance or urgency; |
| PRR | Private Rental Reference |
| PwC | Price Waterhouse Coopers |
| QA | Quality Assurance |
| QMS | Quality Management System |

| | |
|--|---|
| QSC [NDIS] | Quality and Safeguards Commission - National Disability Insurance Scheme |
| RAO | Request for Additional Occupant |
| RAP | Recoverable Assistance Payment |
| RAP | Reconciliation Action Plan |
| RBB | Rental Bond Board |
| RCP | Representative concentration pathways |
| Redundancy | Redundancy is when an employer either doesn't need an employee's job to be done by anyone, or the organisation becomes insolvent or bankrupt. |
| Registration (as a community housing provider) | <p>Registration is used by the Government so community housing providers can demonstrate their compliance against the requirements set out in the Performance Standards of the Community Housing Regulatory Authority.</p> <p>Registration is designed to promote a viable and well-governed social housing sector through the introduction of a systematic approach to measuring and reporting performance. Registration is a legislative requirement, and the registration details of each community housing provider (CHP) will be recorded on a public register.</p> <p>To obtain registration, a provider needs to demonstrate that it has achieved outcomes in performance areas.</p> |
| Regulatory Compliance Requirements | Legislation, Regulation, Government Directives, Contract or Standards linked to Government Directives, Licences, Permits or Accreditations. |
| Residential tenancy agreement | A legal agreement between landlord and tenant, in respect of a tenancy. |
| Residual risk | Residual risk is the risk left over after you've implemented a risk treatment option. |
| Review | A review is an activity. Review activities are carried out in order to determine whether something is a suitable, adequate, and effective way of achieving established objectives. |
| Review | A review is an activity. Review activities are carried out in order to determine whether something is a suitable, adequate, and effective way of achieving established objectives. |
| RFP | Request for Pet Application |
| RHS | Right Hand Side |
| RIKI | Rent It Keep It |
| Risk | Is the "effect of uncertainty on objectives". An effect is a positive or negative deviation from what is expected. |
| Risk analysis | Is a process that is used to understand the nature, sources and causes of the risks that you have identified and to estimate the level of risk. It is also used to study impacts and consequences and to examine the controls that currently exist. |
| Risk Appetite | the maximum amount of risk an organisation is willing to accept in order to achieve its strategic objective |
| Risk assessment | Is a process that is, in turn, made up of three processes: risk identification, risk analysis, and risk evaluation. |
| Risk attitude | Defines the organisation's general approach to risk. An organisation's risk attitude (and its risk criteria), influence how risks are risks are assessed and addressed. |
| Risk evaluation | Is a process that is used to compare risk analysis results with risk criteria in order to determine whether or not a specified level of risk is acceptable or tolerable. |

| | |
|-------------------------------------|---|
| Risk identification | Is a process that is used to find, recognize, and describe the risks that could affect the achievement of objectives. |
| Risk management | Refers to a coordinated set of activities and methods that is used to direct the company and to control the many risks that can affect its ability to achieve objectives. According to the Introduction to ISO 31000 2009, the term risk management also refers to the architecture that is used to manage risk. This architecture includes risk management principles, a risk management framework, and a risk management process. |
| Risk management framework | Is a set of components that support and sustain risk management throughout an organisation. |
| Risk owner | Is a person or entity that has been given the authority to manage a particular risk and is accountable for doing so. |
| Risk profile | A risk profile is a written description of a set of risks. |
| Risk source | Is where a risk originates. |
| Risk treatment | Is a risk modification process. It involves selecting and implementing one or more treatment options. Once a treatment has been implemented, it becomes a control, or it modifies existing controls. |
| RM | Responsive Maintenance |
| ROD | Receipt of Documents |
| ROI | Registration for Expression of Interest |
| ROU | Record of Understanding |
| RTA | Residential Tenancy Agreement |
| SAAP | Supported Accommodation Assistance Program |
| SAIF | Supported Accommodation Innovation Fund |
| SDG | Sustainability Development Goals |
| Service Request (SR) | A key component of an actionable service catalogue, a service request management is the underlying workflow and processes that enables a service request to be reliably submitted, routed, approved, monitored, and delivered. |
| Service Request Management (SRM) | Is the process of managing a service request through its lifecycle from submission through delivery and follow-up. As set up in Greentree a user calls a help desk to request a service and help desk personnel create a service ticket to route the service request. These systems also typically enable users to track the status of their service requests, and management to monitor service delivery levels for quality control purposes. |
| Shortlist | A list of suitable applicants requested by a provider or generated when a vacancy is listed. The shortlist is automatically generated by Business Online Services. |
| SHS | Social Housing Service |
| SIEM | Security Information and Event Management |
| So far as is reasonably practicable | Many duties under HSWA apply 'so far as is reasonably practicable'. It is an important concept that involves doing what is reasonably able to be done to ensure people's health and safety under the given circumstances. Something is 'practicable' if it is possible or capable of being done. 'Reasonably' does not mean doing everything humanly possible to manage a risk. It means doing what other businesses would reasonably do in the same situation. Different businesses have different risks – it all depends on the type of work you do. What every business needs to understand is: |

| | |
|--|---|
| | <ul style="list-style-type: none"> • what its work-related health and safety risks are – particularly those that have the potential to cause workers and others serious injury or illness • the likelihood of those risks occurring • the degree of harm that could result from those risks • the options to eliminate the risks • the options to minimise the risks (where they cannot be eliminated) • the associated costs. <p>Consideration of cost should only take precedence over safety when it is grossly disproportionate to the risk</p> |
| Social allocation system (SAS) | Criteria that determine clients' social housing need and requirements, and their priority rating. |
| Social housing provider | Housing New Zealand and approved community housing providers. |
| Social Housing Reform (Housing Restructuring and Tenancy Matters Amendment) Act 2013 | This is the legislation that allows the Income-Related Rent Subsidy to be paid to register community housing providers. |
| SOR | Schedule of Rates |
| SOT | Succession of Tenancy |
| SOW | Scope of Works |
| SPAT | Strategic Planning Assessment Tool |
| SPO | Specific Performance Order |
| SR | Service Request |
| Stakeholder | A person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity, may also be called 'interested party'. |
| Subsidiary Boards | The appointed board of directors of a Subsidiary Company. |
| Subsidiary Company | A company in which Home in Place owns all or at least a majority of the shares. |
| TA | Temporary Accommodation |
| TAG | Trustee and Guardian |
| TDT | The Disability Trust |
| Tenancy | Occupancy of a property by a tenant and the duration of that occupancy. |
| Tenancy reviews | A review of a social housing tenancy by the Ministry of Social Development. |
| Tenant | The person who has the right to occupy residential premises under a Residential Tenancy Agreement. |
| Tenant file | Computer or paper-based records of all aspects of a person's tenancy. |
| TEO | Tenant Engagement Officer |
| Termination of Employment | Is when the employment relationship between an employee and an organisation is terminated |
| TIS | Tenant Incentive Scheme |

| | |
|------------------------------------|--|
| TN | Termination notice |
| TO | Technical Officer |
| ToR | Terms of Reference |
| TRO | Tenancy Relations Officer |
| TROL | Tenancy Relations Officer Leasing |
| TROP | Tenancy Relations Officer Property |
| TROR | Tenancy Relations Officer Rent |
| TS | Tenant Statement |
| TSF | Transfer Supplement Form |
| TSM | Tenant Specialist Model |
| TWH | This Way Home in Mayfield - New South Wales, Australia |
| UH | Upper Hunter. A region in New South Wales, Australia |
| UN | United Nations |
| Uncertainty (or lack of certainty) | Is a state of being that involves a deficiency of information and leads to inadequate or incomplete knowledge or understanding. In the context of risk management, uncertainty exists whenever the knowledge or understanding of an event, consequence, or likelihood is inadequate or incomplete. |
| UNH | United Nations Habitat agency |
| US | United States |
| User | any person or entity that use Home in Place Information or ICT Assets. |
| VM | Voice Mail |
| VSOW | Vacant Scope of Works |
| VT | Vacant Tenatable |
| VUT | Vacant Un-Tenatable |
| WHO | World Health Organisation |
| WINZ | Work and Income New Zealand |
| WOP | Warrant of Possession |
| Worker (New Zealand) | <p>Home in Place NZ have adopted the New Zealand Health and Safety Act (2015) Section 19's definition of a 'worker' where the term is used in policy. The definition of a 'worker' includes an individual who carries out work in any capacity for a PCBU, including work as:</p> <ul style="list-style-type: none"> • an employee; or • a contractor or subcontractor; or • an employee of a contractor or subcontractor; or • an employee of a labour hire company who has been assigned to work in the business or undertaking; or • an outworker (including a homeworker); or • an apprentice or a trainee; or • a person gaining work experience or undertaking a work trial; or • a volunteer worker; or a person of a prescribed class. |

WUC

World Urban Campaign