**Appendix 2 - Glossary**

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| ATRP | Active Tenant & Resident Panel | The ATRP is a panel of residents who help the Council by giving their views on a range of topics. The Council uses the feedback from these residents to help us make changes and improvements to the way we do things.  |
|  | Cabinet | The Cabinet is a group of councillors who take most of the decisions about how the Council works. The Cabinet meets eight times a year and is made up of the Leader of the Council and nine other councillors, called Cabinet Members, who each have a specific area of responsibility. |
|  | Cabinet Member for Housing | The Cabinet member who is responsible for making decisions on how the Council’s policies and services are delivered within Housing. The current Cabinet Member for housing is Councillor Julian Fulbrook |
| CASP | Camden Association of Street Properties | A borough wide organisation that looks after the needs and interests of Camden Council tenants and leaseholders that live in street properties |
| CFTRA | Camden Federation of Tenant and Resident Associations | A partner organisation to Camden Council that we contract to provide support to tenants and leaseholders who wish to get involved with tenant participation. The body is overseen by a committee of Camden Council tenants and leaseholders |
| CLF | Camden Leaseholders Forum | The Camden Leaseholders Forum is a group of 20 Camden leaseholders, elected by all Camden leaseholders. The group meets monthly to discuss issues and advise Camden on its leasehold management. The forum also holds periodic open meetings where Camden leaseholders can raise issues with forum members and with Council officers |
|  | Co-Regulation | This means that residents will set the standards by which we monitor how well we are doing. Residents then take a key role in scrutinising our performance against these standards |
| DMC | District Management Committee | District Management Committees (DMCs) are formal groups made up of representatives from the recognised tenant’ groups, Councillors and heads of Housing Services. They meet four times a year to discuss local issues and various reports on Council activities. |
| HASC | Housing and Adult Social Care | The department of the Council which has responsibility for the looking after the Council’s social housing. |
|  | HASC Scrutiny Committee | A body which investigates and assesses the performance of the HASC department of the Council. It is made up of Councillors, but will often ask for residents to contribute evidence and give their views on specific topics |
|  | Housing Office | Camden’s local offices which act as drop-in points for our residents. There is one in each of the five districts of the borough |
| JMG | Joint Monitoring Group | The Joint Monitoring Group is a body of Camden residents, selected from the various residents’ representative groups across the borough. The group looks at Camden performance across a range of services (for example repairs) and give their feedback, influencing how the Council can make improvements |
|  | Leasehold | Type of tenure in which the homeowner does not own the freehold, but instead has a long-term lease. |
|  | Partnering Contractors | Camden has two long-term partner contractors (Lakehouse & Apollo) who will carry out the majority of the repairs and maintenance on the Council’s Housing Stock |
| RSL | Registered Social Landlord | A government funded organisation which provide affordable social housing for people and is registered with the TSA |
| RTA | Registered Tenants Associations | A formal group that can be established by leaseholders within a block. A formally recognised RTA has certain rights that an individual leaseholder does not have. |
| RTB | Right To Buy | The right of a Council tenant to buy the leasehold of their home, at a discounted rate. |
| TMO | Tenant Management Organisation | A means by which council or housing association tenants and leaseholders can collectively take on responsibility for managing the homes they live in. The TMO is paid annual management and maintenance allowances in order to carry out the management duties that are delegated to them. |
| TP | Tenant Participation | All-encompassing term which includes a range of different ways in which residents can engage with the Council and have their say. Includes TRAs, the ATRP, DMCs etc |
| TRA | Tenants & Residents Association | TRAs are formal groups made of residents from specific blocks or estates within the borough. A TRA can achieve things that an individual would find difficult to do on their own; it brings together more experiences, more skills, more viewpoints, more ideas and shares the workload. |
|  | Ward-Based Housing Staff | This is any member of Camden Housing staff who may be out on estates during the course of their duties. E.g. Estate Officers or caretakers. |