

# Glossary

<b>Document title</b>	Glossary
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A	
Abandoned Goods	Personal items that have been left by a tenant when they have vacated or abandoned a property.
Abandoned Premises	A premises left by a tenant without notification to the Chief Executive Officer (Housing).
Acceptable Behaviour Agreement (ABA)	A written undertaking entered into by a tenant of public housing premises about not engaging in antisocial behaviour on those premises and any place within 50 metres of those premises.
Advocate	A person, who represents the interests of their client in the best manner possible.
Aged Pensioner Complex	A complex that has been designed exclusively for those tenants who are designated as an Aged Pensioner.
Affordable Housing	Affordable housing is able to be purchased or rented so tenants are not paying more than 30 per cent of their income.
Agreement to Pay	An agreement where a tenant commits to repay a debt by regular payments to the Chief Executive Officer (Housing).
Allocation	Process of placing an applicant into a Department of Territory Families, Housing and Communities premises.
Amenity	Feature that a Department of Territory Families, Housing and Communities premises has that is additional to standard facilities.
Ancillary Property	In relation to premises to which a tenancy agreement relates or is to relate, means: <ul style="list-style-type: none"> <li>(a) ancillary real property, including a garden, not forming part of the premises;</li> <li>(b) fixtures; and</li> <li>(c) chattels, including but not limited to furniture, other household effects and a garden watering system,</li> </ul> provided, or to be provided, by the landlord, either under the tenancy agreement or independently of the agreement for use by the tenant but does not include common property within the meaning of the <i>Unit Titles Act 1975</i> or <i>Unit Title Schemes Act 2009</i> .
Antisocial Behaviour	Behaviour is antisocial behaviour if it: <ul style="list-style-type: none"> <li>(a) involves abusive or violent behaviour directed to a person; or</li> <li>(b) creates alarm or fear in, or annoyance to, neighbours or others in the vicinity; or</li> <li>(c) involves graffiti, littering or vandalism. Source: <i>Housing Act 1982</i> section 28A.</li> </ul>
Applicant	A person who has applied for public housing (including transfer applicants) or for private rental bond assistance.
Assessable Income	Assessable income is determined by calculating the weekly gross earning (pre-tax) of all household members 18 years and over, and includes any income that is regular, ongoing, and utilised for general living expenses. This amount is compared to a weekly limit and is used to assess eligibility and rent for public housing, as well as eligibility for private rental bond assistance.

Asset Limits	Point at which an applicant's or tenant's household assets determines whether they are eligible for housing services/ Department services. A different asset limit is applicable for tenants aged 55 years and over.
Assistance Animal	An accredited animal trained to assist a person with a disability to alleviate the effect of the disability as defined under the <i>Disability Discrimination Act 1992 (Cth)</i> .
Assumed Minimum Income	Assumed minimum income is equivalent to the Centrelink payment appropriate to age and family circumstances
<b>B</b>	
Bond (security deposit)	A bond is an amount of money held by the landlord as a guarantee on the property. If at the end of the tenancy, there is outstanding rent, or the landlord incurs costs due to the tenant leaving the property in a damaged or an unreasonably unclean condition the landlord may withhold these amounts from the bond.  The landlord is only able to withhold monies from the bond if it is done in accordance with the <b><i>Residential Tenancies Act 1999</i></b> .
Bond Assistance (Private Rental Bond Assistance)	A repayable, interest free loan provided to clients by the Chief Executive Officer (Housing) to enable them to access private rental housing, including permanent caravan sites. It enables clients to access the private rental market whilst awaiting allocation of a public housing premises, although it is also funded to clients who may not eventually end up in public housing.
<b>C</b>	
Caretaker	Person brought into a tenancy for the sole purpose of looking after the premises while the tenant is away . Tenant remains responsible for payment of rent and premises condition whilst caretaker is in place.
Centrelink Income Statement	A document which shows the information Centrelink has about your financial circumstances.
Chief Executive Officer (CEO) Housing	The Chief Executive Officer (Housing) is a body corporate created under the <i>Housing Act 1982</i> for the purpose of entering into public housing tenancy agreements.
Client	A person who receives a service from the Department of Territory Families, Housing and Communities.
Co-Client (CC)	A signatory of the tenancy agreement responsible for meeting payments and tenant responsibilities. Primary Clients and Co-Clients are liable should debt arise.
Condition Report	A report about the condition of residential premises that is made entirely in writing; or partly in writing and partly by using images. A condition report specifies the condition of the internal and external walls, floors and ceilings in each room of the premises and ancillary property and any fixtures, fittings or other prescribed information.
Commissioner of Tenancies	The Commissioner of Tenancies Office is empowered under the <i>Residential Tenancies Act 1999</i> to resolve disputes in relation the provisions of the Act.
Community Living Area	Community Living Areas (CLAs) are small Aboriginal living areas excised from pastoral leases.
<b>D</b>	

Deferral of Allocation	The ability to defer allocation of public housing premises. Maximum time of deferral is six (6) months.
Delegate	A position listed in the Delegation Schedule as the person that can act on the behalf of the Chief Executive Officer (Housing).
Designated Complex	A group of dwellings designed for a particular client group.
Divestment	The sale, gifting, granting, demolition, removal, lease excision, or other disposal of property owned or leased by the Chief Executive Officer (Housing).
Dwelling	A house, apartment, townhouse or unit.
<b>E</b>	
Eligibility	A client is eligible if they meet set criteria for Department services. Eligibility criteria targets assistance to clients most in need.
Employment Incentive Scheme	An initiative to reduce the financial disincentive for tenants who return to work or increase workforce participation t by gradually increasing rent to the correct level over six (6) months to offset any disincentive.
Excess Water	For individually metered premises, excess water is where consumption exceeds 500 kilolitres per year. The period being from 1 October in the following year to 30 September. In the case of any broken period, a pro rata amount will be calculated or determined in accordance with that period.
Excess Water Charge	A high water usage invoice/advice received by Power Water Corporation (PWC) for a premises which exceeds the 500kl per year. A charge that may be payable by the tenant as per the terms of their Tenancy Agreement.
Excess Water Dispute	A dispute by the tenant for an excess water charge they have been issued. The tenant is to apply in writing if they wish to dispute the charge by completing an Excess Water Dispute form (SF93).
Exempt Income	Type of income that is not included in the calculation of eligibility for public housing, <b>rental</b> rebate, safety net or Private rental bond assistance.
External Inspection	Process of looking at the exterior of a Public Housing premises.
<b>F</b>	
Financial Delegations	The instrument of delegation that sets out the level of authority that enables employees to exercise powers on behalf of the Chief Executive Officer (Housing) under the <i>Financial Management Act 1995</i> .
Fixed Term Tenancies	<b>A fixed term tenancy agreement offered to new tenants, which may be extended for existing tenants with a history of antisocial behaviour and focuses on providing tenancy management and support to tenants to comply with their obligations; failure to meet these obligations may result in termination of the tenancy agreement.</b>
Full Rent	Rent payable for a premises as determined by the Minister under the <i>Housing Act 1982</i> , section 23. This is the maximum rent charged for a premises prior to any rebate or subsidy being applied.
<b>G</b>	

Giftng	Refers to giving a Chief Executive Officer (Housing) premises to an individual or organisation for no charge.
Grantng	Refers to transferring a Chief Executive Officer (Housing) premises to an individual or organisation and receiving goods or services of agreed value in return.
<b>H</b>	
Head tenants or 'House Bosses' (Primary Client or Co-Client)	Head tenants is a nominated representative of the household responsible for arranging of the payment of rent and determining how other members of the household contribute.
Household	All persons who reside permanently under the same roof.
Household Income	Total amount of income, from all sources, received by tenants who have signed the tenancy agreement, plus income received by all recognised occupiers aged 18 years and over. Income received by recognised occupiers aged less than 18 years old (unless they have signed the tenancy agreement) is excluded from household income.
Housing Act 1982	The <i>Housing Act 1982</i> provides the overarching legislative framework that governs the provision of housing assistance and other accommodation by the Chief Executive Officer (Housing). Under Part 16(4) of the Housing Act, (the <i>Housing Act 1982</i> ) the Minister may authorise the Chief Executive Officer (CEO) (Housing) to sell, lease or otherwise dispose of properties of the CEO (Housing) to an approved third party. This includes the disposal and leasing of housing assets that are owned by the CEO (Housing).
Housing Delegations	The Housing delegations apply to employees within Territory Families, Housing and Communities. These delegations are drafted to comply with the <b><i>Housing Act 1982</i></b> and where related, to residential tenancy agreements. They also apply to residential <b>tenancies formed under the <i>Residential Tenancies Act 1999</i></b> . In accordance with Section 14(2) of the <b><i>Housing Act 1982</i></b> , the <b>Chief Executive Officer (Housing) may delegate, under common seal, any of its powers and functions under the <i>Housing Act 1982</i>, or any other Act other than the power of delegation. This authority is delegated by means of the Instrument of Delegation.</b>
Housing Entitlement	Size of premises that an applicant is eligible for; based on the number of people in household.
Housing Management Agreement	Agreement between the Australian and Northern Territory governments for the tenancy and property management services on the town camps.
Housing Reference Group	A voluntary group which will provide direct advice and recommendations to the Department. This advice will cover remote and town camp housing issues and social, cultural and local political issues that need to be considered in respect to the allocation of housing in these areas.

I	
Improvised Dwellings	Are not considered as public housing. An improvised dwelling is one which does not have the full range of amenities available or is a structure never intended to be a house, e.g. a shed, car body, humpy or iron/tin structures.
Income Limits	Point at which a tenants household income determines whether they are eligible for public housing or a rental rebate.
Income Management	Income Management is a scheme to help Centrelink clients to manage their money. Income Management means that part of client Centrelink payments will be set aside by Centrelink to help them pay for family needs. Income Management changes the way a client receives their payments.
Individually Metered	A premises connected to the mains water supply, which has an individual meter providing a water usage reading.
Intentional Damage	Refers to damage to a premises caused deliberately or maliciously by a tenant or their guests.
Intensive Tenancy Support Program	Program provided by NGO service providers to tenants and their families when entering a formal Tenancy Agreement with the Department. Currently delivered in some remote communities.
Inspection	Refers to an inspection of the premises previously arranged with the tenant in line with section 70 of the <i>Residential Tenancies Act 1999</i> . The purpose of an inspection is to assess the condition of the premises before, during and after a tenancy.
J	
K	
L	
Lease	A lease is a legally binding contract which defines a relationship between a tenant and a landlord and outlines the rights and responsibilities of each party.
Legacy Dwelling	A town camp or remote community property which pre-existed on 1 July 2009. This was the date of transfer of the leasehold interest on the living area by the Australian Government to the Northern Territory Government.
Liability	The state of being legally responsible for something.
M	
Maintenance Levy	A payment made by a tenant of a legacy dwelling to receive regular repairs and maintenance to the dwelling, tenants on occupancy agreement are required.
Market Rent	Reflect what rent could be charged if premises was in private market.
Minimum Adult Weekly Wage	See NT Weekly Minimum Adult Wage.

N	
Natural Justice	The process where a person directly affected by an adverse decision is provided the opportunity to submit his or her case and rebuttal to the opposing information.
Negligent Damage	The process where a person directly affected by an adverse decision is provided the opportunity to submit his or her case and rebuttal to the opposing information.
Northern Territory Civil and Administration Tribunal (NTCAT)	An independent organisation who can review government decisions where the legislation allows a review, ensure human rights are respected and resolve small scale legal disputes.
Notice of Direction	A written notice issued to any person on public housing premises (including a tenant, recognised occupant, visitor or any other person) directing that person not engage in specific conduct, or to cease the conduct, which the officer reasonably believes to be a prescribe offence or antisocial behaviour.
Notice of intention to Terminate	A written notice of intention to terminate a tenancy under the <i>Residential Tenancies Act 1999</i> .
Notice to Quit	Issued to tenant whose lease started prior to March 2000, for failing to pay rent, maintain premises or causing noise & nuisance.
Notice to Remedy Breach	Legal notification given to a tenant who has ignored previous warnings about breaches of the Tenancy Agreement. The notice gives the tenant a certain time frame to remedy the breach and if they fail to do so, a Notice of Termination will be issued.
Notice to Remedy Unpaid Rent	Legal notice issued to tenant who has failed to clear rent arrears despite numerous warnings. Gives tenant certain time frame to comply. Can sometimes be issued prior to a Notice of Termination but not always the case.
O	
Occupier	Recognised occupier/s listed on the tenancy agreement, or who have otherwise been agreed as occupier/s of the premises by the tenants and the CEO (Housing), and whose principal place of residence is the premises.
Other Household Members	Persons that have moved into a premises that were not on original application. Normally occurs after allocation of premises. Income of these new members is used to calculate rent and eligibility.
Outstanding Debt	Monies owed to the Chief Executive Officer (Housing) by a former tenant or current applicant.
P	
Periodic Lease	Lease that has no end date i.e. it is ongoing. Periodic leases mainly apply to tenants who have been in public housing prior to 25 January 1999 or live in remote communities and town camps.
Permanent Basis	A household member will be deemed to be living on a permanent basis if, whilst in the premises, they are earning an income that is generated in the NT. If member is underage of 16 then they will be deemed permanent if parent/guardian is receiving any form of financial support e.g. maintenance or Family Tax Benefit.



Post Housing 2003	Tenants who have entered public housing, or whose circumstances have altered, since 25 January 1999.
Pre Housing 2003	Tenants who were public housing tenants prior to 25 January 1999.
Premises	Means a house and includes the land upon which a house is built.
Pre-Tenancy Interview	An interview conducted prior to an applicant being allocated a premises. Used to determine if any changes have occurred since application has been lodged.
Pre-Vacation Inspection	An outgoing inspection of the premises prior to a tenant vacating. Used to identify maintenance that could be charged to a tenant.
Previous Tenancy Debt	A debt that relates to a public housing tenancy that has ended. Both current and former tenants may have a debt from a previous public housing tenancy.
Primary Client (PC)	The signatory of the tenancy agreement responsible for meeting payments and meeting tenant responsibilities. Primary Clients and Co-Clients are liable should debt arise.
Priority Date	The Priority Date is the date that an application for public housing or transfer is lodged complete with all required information. This date is used to calculate wait times.
Priority Housing	Policy allowing people under extreme conditions to be housed ahead of those already on a wait list.
Probationary Lease	Short-term lease granted to applicant who cannot demonstrate previous tenancy management experience, or whose references are unsatisfactory.
Proof of Income	Written documentation confirming income received by tenant/applicant/other household member.
Property Condition Report	A document that lists the physical condition of the property at the commencement and vacation of a tenancy.
Public Housing	A physical asset either owned or managed by the CEO (Housing) and leased under the <i>Residential Tenancies Act 1999</i> to a public housing tenant.
Public Housing Premises or Property	A house, and includes the land upon a house is built, and all real property owned or leased by the Chief Executive Officer (Housing), for the purpose of providing residential accommodation.
<b>Q</b>	
<b>R</b>	
Rebated Rent	Rent charged that is less than the full rent for the premises.
Rebuilt (or Rebuild)	Classification of premises that has been rebuilt under SIHIP to restore functionality to a house to return to its original level of amenity. In some circumstances rebuild may add amenity to a house i.e. another room or wet area.
Recognised Occupier	All person(s) (including children) that the tenant has notified the Department in writing, is or will be occupying the premises and the CEO (Housing) has made a notation in the lease about the occupancy ( <i>Housing Act 1982</i> , section 5).

Re-instated Tenant	Ex-tenant who has given up their previous home – and under certain circumstances will be housed before those on the general wait list.
Rejection of Offer	A tenant rejects a premises offered to them at allocation by the Department. Tenants have the ability to reject an offer (only) once and must give valid reasons for doing so.
Remote Community	Community living areas, outside of the urban centres.
Remote Rent	The rent payable for tenants located in remote communities, and Tennant Creek community living areas as set out in the Rent policy.
Renovation, Replacement or Demolition	Works that include one or more of the following: a) the partial or total demolition of a premises; b) the renovation of all or part of a premises, including the addition of extra bedrooms or living spaces; or c) the refurbishment of all or part of a premises to improve the amenity of the premises, during which the premises would be unfit for habitation.
Rent	An amount payable under a tenancy agreement for the occupancy of premises for a period of the tenancy.
Rental Rebate	A rental subsidy provided to an eligible client that is the difference between the full rent for a premises and the rebated rent charged.
Rental Rebate Review Period	The rental rebate review period allocated to a household based on the income of the household.
Residential Tenancies Act 1999	An Act to regulate the relationship of landlord (Chief Executive Officer Housing (Housing)) and tenant under residential tenancy agreements and for related purposes.
<b>S</b>	
Safety Net	A temporary rent subsidy provided to a tenancy which is calculated at 25 per cent of total household income.
Security Deposit	An amount of money a tenant is required to pay at the start of a tenancy as a provision of the tenancy agreement.
Seniors Village	Particular style of housing designed for clients aged 55 years and over. The purpose of these complexes is to encourage people of similar age and stage of life to create their own community. All residents must be over the age of 55 and no longer working.
Strategic Portfolio Asset Plan	Refers to the strategic planning activities undertaken by the Chief Executive Officer (Housing) and partner agencies to ensure that its assets meet current and future needs.
Subletting	A tenant may apply to the CEO (Housing) to sublet the premises for up to 6 months. Longer periods are at the discretion of the Delegate and cannot be longer than the period remaining on the tenancy agreement.
Subtenant	Takes possession of the premises in its present condition, and takes on all responsibilities for the premises, including maintenance and payment of rent.

T	
Tenancy Agreement	An agreement under which a person grants to another person for valuable consideration a right (which may be, but need not be, an exclusive right) to occupy premises for the purpose of residency. Source: <i>Residential Tenancies Act 1999</i> .
Tenancy Reference	Written confirmation that an applicant has successfully conducted a tenancy outside of the public housing system.
Tenancy related charges	Charges that a tenant is required to pay to the Chief Executive Officer (Housing) under the tenancy agreement. These charges include rent, security deposit (bond), excess water usage, maintenance debt, court ordered legal costs and/or compensation costs ordered by the Northern Territory Civil and Administrative Tribunal.
Tenant	The persons specified in the tenancy agreement for the public housing premises as the signatory to the tenancy agreement.
Tenant Responsible Maintenance (T/R)	Damage/repairs that are identified upon inspection and are attributed to the tenant and whose responsibility it is to fix.
Town Camp	Also known as community living areas, Crown land perpetually leased to Aboriginal Housing Associations, leased back to the Australian Government and managed by the Northern Territory Government under Housing Management Agreements.
Transfer	The process of moving from one public housing premises to another. A number of different types of transfers are available.
Transfer to Purchase	Process of relocating a public housing tenant for the specific purpose of allowing that tenant to purchase that property.
Transitional Accommodation	An alternative and temporary place for tenants to live while the public housing premises they usually reside in is upgraded or replaced.
Transitional Accommodation Agreement	An agreement between the CEO (Housing) and a tenant for the purposes of Transitional Accommodation. The Agreement is not bound by the <i>Residential Tenancies Act 1999</i> as rent is not payable in return for the granting of a right to occupy premises for the purpose of residence.
U	
Under-occupied	Properties are under-occupied when occupied by fewer people than its entitlement on an ongoing basis.
Under-utilised	When a property is not continuously occupied by a tenant during their lease.
Undertaking to enter into a new Tenancy Agreement	A legally enforceable commitment from the CEO (Housing) to enter into a new tenancy agreement.
V	
Valid ingoing Property Condition Report	Please refer to the Condition Reports FAQ (FAQ10) for details on what constitutes a valid ingoing property condition report.
Vicarious Liability	The situation where someone is held responsible for the actions of another person, such as a tenant and their guest.

Visitor	Someone who stays in a tenanted premises for up to 2 weeks but is not included in the household for calculation of rent or eligibility. A visitor is someone who has their primary residence elsewhere.
<b>W</b>	
Wait List	A list of all applicants waiting for a particular sized premises.
Waiver	CEO (Housing) legally forgoes its right to collect the debt. Adjustments are made in both Government Accounting System (GAS) and Tenancy Management System (TMS) to reflect a waiver. Only the Treasurer can waive a debt under the <i>Financial Management Act 1995</i> .
Withdrawal of Offer	Allocation of home is withdrawn due to inappropriateness of premises based on circumstances previously unknown to the Department.
Write Back	A credit to the tenants' account recognising that an amount charged was incorrect (refer to Financial Delegations F2.7 for Delegation).
Write Off	An accounting process. The Department writes off the value in the GAS but is not forgoing the legal right to collect the debt. Therefore, no adjustments are made in TMS against the tenants' accounts (refer to Financial Delegations F11.1 and 11.2 for Delegation).
<b>X</b>	
<b>Y</b>	
<b>Z</b>	