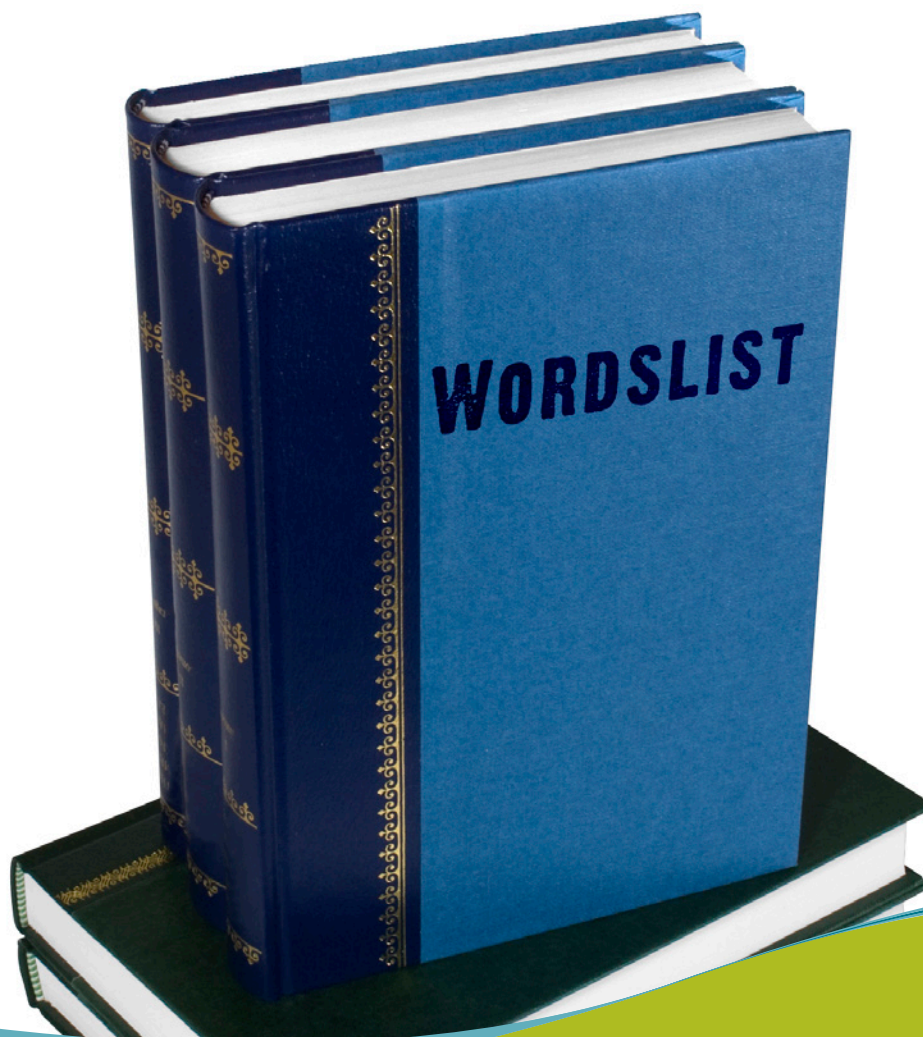




# Words list

## Your housing



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- Glossary

## Words list

### Your housing

#### 1. Tenant

A tenant is someone who lives in housing owned by another person or organisation.

#### 2. Landlord

A person or organisation who own housing that people live in.

#### 3. Tenancy agreement

A tenancy agreement is an agreement between a tenant and a landlord. It says what the tenant and landlord have to do and what they are not allowed to do while he or she lives there. If a tenant breaks their tenancy agreement, they may have to leave.

#### 4. Self-contained flat

A self-contained flat normally has its own front door, a bedroom, a bathroom, a living room and a kitchen. Some service users live in self-contained flats.

#### 5. Shared accommodation

Shared accommodation is where people have their own bedroom. Other rooms are shared with other people, such as bathrooms, living rooms and kitchens.

#### 6. Utilities

Utilities are things like gas, electricity and water in your home. 'Utility bills' are normally where people have to pay for the gas, electricity and water that they get in their homes.

#### 7. Insurance

Insurance is where someone pays an organisation to give them money back if a problem happens.

#### 8. Contents insurance

This is where someone pays an organisation to give them money back if their belongings are damaged or stolen. For example, someone might pay money to an organisation. If that person's belongings are stolen from their flat, the organisation will give them money to replace the things that were taken.

#### 9. Direct payments

Direct payments are where money is taken out of one bank account and put into another. This is done electronically on a computer, which means a person does not have to go to a bank and take out money. Direct payments can be set up so that money is paid out on a regular basis (for example, once a month). You can set up direct payments to pay for things like bills.

#### 10. Rent arrears

This is rent that a tenant owes to their landlord.

#### 11. Community Care Grant

This is money the government gives to some people to help them buy things like furniture. People have to apply to get this money. The government looks at the situation the person is in and decides whether or not the person can have the money.

#### 12. Thermostat

This sets the heating and water temperature (how cold or hot it is) in a home.

#### 13. Fob

This is a type of key.

