

Appendix 3 – Glossary of abbreviations and acronyms

AMP	Asset Management Panel
BME	Black & Minority Ethnic
BP's	Business Plans
DD	Direct Debit
DDA	Disability Discrimination Act
DHP's	Discretionary Housing Payments
EIA's	Equality Impact Assessments
FTA's	Former Tenant Arrears
FT Arrears	Former Tenant Arrears
GMT	Group Management Team
HB	Housing Benefit
HI team	Housing Income Team
HIM	Housing Income Management
HIMT	Housing Income Management Team
HMCC	Housing Management Consultative Committee
HRABP	Housing Revenue Account Business Plan
ICT	Information & Communication Technology
IMWG	Income Management Working Group
IT	Information Technology
OHMS	Open Housing Management System (computer software system)
PI's	Performance Indicators
RI	Resident Involvement
SIP	Service Improvement Plan
SMART	S pecific, M easurable, A chievable, R ealistic, T ime
TCMG	Tenant Compact Monitoring Group
TP Compact	Tenant Participation Compact
TRA's	Tenant & Resident Associations
VfM	Value for Money
WG's	Working Groups

