

1 st Schedule	The 1 st schedule of the CCA lists the houses leased to the Co-operative and details of each property.
3 rd Schedule	The 3 rd schedule of the CCA lists the structural and high level maintenance items as expenses that are the responsibility of CEHL (rather than the Co-operative).
5 th Schedule	The 5 th schedule of the CCA addresses Policy Management.
Active Membership	A requirement under the Cooperatives Act that all members participate in their Co-operative.
AHURI	The Australian Housing and Urban Research Institute - a national independent research network with a professional not-for-profit research management company at its centre. AHURI conduct, synthesise and disseminate high-quality research on housing, homelessness and related urban issues, including research specific to Indigenous Australians.
AMA	An Active Membership Agreement which is a document that describes what activities a member will undertake within the Co-operative, usually signed by the member and Co-op each year immediately after the AGM.
BCCM	Business Council of Co-operatives and Mutuals. BCCM is a powerful new voice in the business community representing the co-operative and mutual models of enterprise. It is the only organisation that unites the entire, diverse range of member-owned businesses in Australia.
Between Two Bays	A voluntary group of Co-ops based in the Mornington Peninsula.
CCA	The Co-operative/CEHL Agreement is a contract defining the relationship between the Co-operative and CEHL and lists each party's responsibilities and lists the houses leased or assigned to the Co-operative.
CEHL	<p>Common Equity Housing Limited (CEHL), is the managing body of the program and (in most cases) holds the title of the properties.</p> <p>CEHL is a not for profit company established for the purpose of providing housing, resources and support to volunteer rental housing Co-operatives across Victoria. Sometimes referred to as "the Company", "Melbourne" or "Head Office."</p>
CEHL Administration Team	A Team of CEHL which provides administrative support to all CEHL teams and the Board of CEHL. The Administration Team also provide support to external stakeholders (directing callers to the appropriate services, providing lists of prospective members to Co-operatives with vacancies, progressing property transactions).

CEHL Glossary

CEHL AGM	The Annual General Meeting of CEHL, where the Annual Report is received and shareholders elect their Directors – it is usually held the last Saturday in November.
CEHL Asset Management Team	A Team of CEHL which maintains oversight of properties and major renovations; coordinates stock management; and trains Co-op volunteers in maintenance.
CEHL Board	The 11 member governing Board of CEHL – five of whom are elected by the Co-ops at the company’s AGM, five are Technical Directors, plus the Managing Director of CEHL.
CEHL Co-op Support & Development Team	A team within CEHL responsible for oversight and management of CEHL’s financial functions including accounts payable and receivable, treasury management, budget preparation and financial accounts reporting.
CEHL Corporate Finance Team	A team within CEHL tasked with responsibility for all financial matters related to the successful operation of CEHL.
CEHL Financial Services Team	A team within CEHL supporting Co-ops with their finance and compliance responsibilities by providing financial services including bookkeeping, rent calculation, NRAS eligibility, the Annual Rent Review and preparation of annual accounts for audit.
CEHL Executive Team	Managing Director, Corporate Director and Program Director of CEHL.
CEHL Housing Services Team	A Team of CEHL which provides full tenancy management and property services to Community Managed Co-ops; to CERC's experiencing times of crisis and while they undergo restructuring or re-training; or for individual properties where the changes to a tenant's circumstances make it impossible for them to contribute within a Co-operative structure.
CEHL Property Development & Acquisition Team	A Team of CEHL responsible for the acquisition, financial viability, and delivery of new property developments that support CEHL’s strategic objective of expanding and growing Co-operative housing.
CEHL Program	A general term for the program which supports the operations of tenant-managed rental housing Co-operatives.
CEHL Staff	CEHL employs a number of staff – every Co-operative is assigned two field staff: a Property Officer and a Community Support Coordinator.
CEHL Teams	CEHL comprises seven Teams – Administration, Asset Management, Co-operative Support and Development, Housing Services, Property Development, Finance, and Human Resources & Compliance... These Teams operate under the leadership of two Directorates – Program Development and Corporate Services

CERC	Common Equity Rental Housing Cooperative Ltd., a Co-operative formed by its members for the purpose of managing rental housing properties. The Co-operative performs the role of landlord of the property each Co-operative member resides in. Pronounced “SERC” or “Kirk” equally.
CERC Member	Anyone listed on a Register of Members held by a Common Equity Rental Housing Cooperative Ltd that has entered into a CCA with CEHL (whether it is a CERC or a CMC).
CHFV	The Community Housing Federation of Victoria – the peak body of all community housing organizations in Victoria. Generally pronounced “Choof-Off”.
CMCs	Community Managed Co-operatives (as opposed to CERCs), Housing Co-ops where CEHL retains the responsibility of the landlord. The model includes Co-operative members in functions such as prioritizing maintenance and tenant selection. CMCs have a different rent structure which reflects the differing workload.
CoHSG	Co-op Housing Sector Group – an interest group within CHFV, meets monthly to discuss issues affecting housing Co-ops in Victoria. Comprises of representatives from CEHL and the 8 Rental Housing Co-ops (RHCs).
Co-op	Generic term including both CERCs and CMCs.
Co-operative/CEHL Agreement	A document defining the relationship between the CERC and CEHL and lists the houses leased to the CERC, referred to as the CCA.
“Co-operatively Speaking”	A regular newsletter sent to all households in the Program, overseen by NAG, with news, views and articles of interest to members (formerly named “CERCUS”).
CRA	Commonwealth Rent Assistance – a payment made by Centrelink to eligible tenants to assist with rent payment.
Critical Incident	An incident which caused or had the likelihood to cause, death or injury (including minor to major, physical and mental injuries and ‘near misses’ that could have caused injury); cause significant expenditure or insurance claim for loss or damage of property or equipment; and or, involves criminal injury and/or criminal damage.
DCCI	Opportunity for applicant to update their details to ensure their continued listing on the database. Process is referred to Details Confirmation Continuing Interest and an Applicant Update form is provided).
DHS	Department of Human Services.

Director of Housing	A statutory appointment, within the Department of Human Services, charged with overseeing public housing in Victoria and the associated Community Housing sector.
DSS	Department of Social Services.
EUREKA	A voluntary group of Co-ops based in the Ballarat Region.
Fee for service	An optional Bookkeeping, Rent Calculation, or arrears management service offered by CEHL to CERCs for which a fee for the service provided is payable.
Goldfields	A voluntary group of Co-ops based in the Bendigo region.
Household Information Form	Income Statement form completed by all Co-op members when tenancy commences and annually thereafter (or when income or circumstances change). AKA – Purple Form, Orange Form, Pink Form.
Housing Association	A term under the Housing Agencies Act – denotes a larger Community Housing Agency. CEHL is one of 8 Registered Housing Associations. Smaller agencies are classified as Housing Providers. Registration is managed by the Housing Registrar (or HR).
HR	The Housing Registrar (or the Office of the Housing Registrar), a statutory appointee within the Department of Treasury & Finance, tasked with registering and monitoring housing agencies.
NAG	Newsletter Advisory Group, a representative body of Co-op members from the 8 regional associations, tasked with improving the quality and uptake of the “Co-operatively Speaking” newsletter. Meets regularly at CEHL.
Northern Skies	A voluntary group of Co-ops based in the Shepparton region.
Northwest Metro	A voluntary group of Co-ops based in the northwest suburbs of Melbourne.
NRAS	National Rental Affordability Scheme. A Federally sponsored rental Scheme.
OoH	The Office of Housing, former independent government department, now absorbed into the Department of Human Services.
PAC	Policy Advisory Committee – a Sub-Committee of the CEHL Board that draft policy recommendations for the CERC Program. The eight regional associations are entitled to nominate representatives.
PDAMC	Property Development and Asset Management Committee – a Committee of the CEHL Board responsible for overseeing and advising on matters related to property development and asset management.
Places Victoria	Places Victoria is the Victorian Government’s property development agency.

Referral List	CEHL managed central list of candidates (seeking membership of a Co-operative and subsequently allocation of housing in the program or a transfer within the program) generated from the Referral Database sent to a Co-op when a vacancy occurs. Co-ops must choose from this list.
Regional Association	Voluntary Associations of Co-ops based in a particular region. There are eight; each nominates a representative to PAC, TAC & NAG.
RHC's	Rental Housing Co-operatives - managed by CEHL for a management fee; have less onerous roles than a CERC; rent calculation structure differs from that of a CERC.
Shareholder	Each Co-operative holds a single share in CEHL and are therefore referred to as shareholders.
Southeast Metro	A voluntary association of Co-ops based in the southeast suburbs of Melbourne(South West Association of CERCs) a voluntary association of Co-ops based in the Geelong region
Stakeholders	A group or individual that has an interest in an enterprise or project.
SWAC	A voluntary association of Co-ops based in Geelong region (South Western Regional Association).
TAC	Training Advisory Group, a representative body of Co-op members from the eight regional associations, tasked with improving the quality and uptake of training by Co-ops. Meets regularly at CEHL.
Tenancy Agreement	The agreement between the landlord and the member/ tenant to lease their property.
Unhoused Members	Members of a Co-operative who are awaiting a house being available – they have equal rights and responsibilities as housed members.
Vic-Wide Housing	A section of CEHL that manages direct tenants (as opposed to members of a Co-operative).
VOICE of Gippsland	A voluntary association of Co-ops based in Gippsland.