



## Glossary Page

*We've compiled a glossary page for you to understand the website terminology on the Setting The Standard Authorities app*

### **Account**

A group component listed on the Side Menu which allows you to Logout or Change Password.

### **Actions**

A component on the Dashboard, with corresponding tiles which provides access to the Buildings page, where properties and units are uploaded onto the Setting The Standard system by a Provider user, which requires approval or rejection by an Authority user.

### **Activity**

A component on the Dashboard which refers to the Actions and Complaints page.

### **Approval**

A component on the Dashboard which refers to the Buildings page, where properties and units are uploaded onto the Setting The Standard system by a Provider user, which require approval or rejection by an Authority user.

### **Asset**

A component on the Dashboard which refers to Buildings and Units tiles.

### **Buildings**

Refers to the Buildings page, where properties and units are uploaded onto the Setting The Standard system by a Provider user, which require approval or rejection by an Authority user.

### **Change Password**

The action of invalidating your current password for an account on the Setting The Standard system and then creating a new one.

### **Complaints**

A concern regarding an inspection, of a property that can be raised by an Authority user. This concern can be flagged to a Provider user.

### **Dashboard**

The index page of the control panel for the Setting The Standard system.

### **Grade**

A grading system, set by the Setting The Standard team which allows Authorities to view the overall suitability of accommodation both in-borough and out of borough with confidence, without necessarily having to carry out their own physical inspection. This reduces the inspection burden on both Providers and Authorities.

### **Home Page**

The main page/start page of the Setting The Standard system when the application starts up. In this case, it is also known as the start page.

### **In Progress**

Refers to the Actions component and corresponding tiles, where authorities are waiting for documentation and certification to be uploaded onto the Setting The Standard system by a Provider user. This documentation needs to then be verified by an Authority user, then the inspection process is fully complete.

**Logout**

An action to exit from your account on the Setting The Standard System.

**People**

A component on the Dashboard which features access to the Provider's page.

**Providers**

A landlord, B&B, Hotel, or TA who has registered their property/unit on the Setting The Standard system.

**Raised**

Refers to the Complaints component and corresponding tiles. An Authority user can raise a complaint or concern regarding an inspection or outstanding documentation/certification to a Provider.

**Responded**

Refers to the Complaints component and corresponding tiles. An Authority user can view the response sent by a Provider, relating a to a complaint or concern raised by an Authority user about an inspection that was unsatisfactory, or outstanding documentation/certification.

**Resolved**

Refers to the Complaints component and corresponding tiles. An Authority user can view the response sent by a Provider, relating a to a complaint or concern raised by an inspection, and close the complaint, but still visit the Resolved page, to view documentation.

**Tile**

A tile-style design featuring stackable blocks. Each block contains a piece of content – images, text and links – and fits like a grid on the Setting The Standard Dashboard and Summary Page.

**Things To Do**

Actions on the Setting The Standard system that requires an Authorities urgent attention.

**Units**

It applies to accommodation secured by local authorities on a nightly-rate basis and includes Bed and Breakfast establishments, Bedsit-type accommodation, Hostels and self-contained studio units.

**Verification**

Refers to the Actions component and corresponding tiles, where documentation and certification that has been uploaded onto the Setting The Standard system by a Provider, and has been approved by an Authority user.

**Verified**

Refers to the Actions component and corresponding tiles, where documentation and certification that has been uploaded onto the Setting The Standard system by a Provider, and has been approved by an Authority user, and the inspection process is fully complete.