



NAME
CEO
Sent via e-mail only to:

26 April 2018

Dear XXXX

Request for information

As Regulator of Social Housing we take a co-regulatory approach with the providers on our register. This means that we set outcome focussed standards and expect boards to be open and transparent with the regulator about issues that could affect their compliance with the standards. This is set out in more detail in our publication [Regulating the Standards](#) and [supporting documentation](#) which can be found on our website.

We have been undertaking some work to review the annual accounts of providers with fewer than 1,000 units. In addition, in light of the recent issues at First Priority Housing Association, as reported in our recent Regulatory Notice, the regulator has decided to carry out a tailored piece of work with a cross-section of providers who we believe operate a similar model.

We are seeking to broaden our understanding of providers operating this model so that, in line with our fundamental objectives, we can seek assurance that registered providers are financially viable and properly managed. We recognise that the rapid growth in this area brings new challenges to providers and we are seeking to understand how boards are managing emerging risks. To date, we have had limited engagement with your organisation so in order to gain a better understanding of your business please send us the following pieces of information and answer the questions below by 11 May 2018.

Information requested

1. A copy of the latest budget, cash flow actuals and forecasts and detail of the assumptions that underpin it.
2. A copy of the latest KPI or other information the board receives to monitor the performance of the portfolio.
3. A copy of a 'typical' lease and any nominations agreements.
4. A summary of any potential or actual conflicts of interest which have been identified.

The regulation of social housing is the responsibility of the Regulation Committee, a statutory committee of the Homes and Communities Agency (HCA). The organisation refers to itself as the Regulator of Social Housing in undertaking the functions of the Regulation Committee. References in any enactment or instrument to the Regulator of Social Housing are references to the HCA acting through the Regulation Committee. Homes England is the trading name of the HCA's non-regulation functions.

The address for service of any legal documents on the HCA is: Arpley House, 110 Birchwood Boulevard, Birchwood, Warrington WA3 7QH. VAT no: 941 6200 50.

Questions to be answered

1. What due diligence and other information does the board receive before it makes the decision to enter into a new lease or nomination agreement?
2. How does the board satisfy itself that the accommodation it provides is social housing?
3. How are statutory health and safety requirements monitored and compliance maintained?
4. What information does the board receive to give them assurance key risks are managed?
5. How does the board identify and manage any actual or potential conflicts of interest?

Please upload the documents listed to [NROSH+](#) by **11 May 2018**. When you upload a regulatory document (as per the NROSH+ System User Guide 2018, section 19) there is an option to select the category of 'other documents' from the drop-down menu within the 'Manage Regulatory Documents' section. The maximum allowable size of either a single document or zipped file is 50mb, but you can upload multiple files of this size.

We may seek further clarity on the information which you send to us. If you anticipate any difficulties meeting the deadline above or require clarification please get in touch using the contact details in this letter.

Yours sincerely



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