



Regulator of
Social Housing

Statistical Data Return 2019/20

Small provider guidance notes

Version 1.2

Please note: The deadline for the SDR has been extended until 31 October 2020.

For more information on 2020 data collection changes please see
<https://www.gov.uk/government/news/rsh-statement-on-coronavirus>



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Introduction

The Statistical Data Return (SDR) is an annual census conducted by the Regulator of Social Housing (the regulator) and completed by English private registered providers (providers) of social housing. Data for this return must be submitted electronically via the NROSH+ system (<https://nroshplus.regulatorofsocialhousing.org.uk/>).

Purpose of this return

The SDR is used by the regulator to collect a wide range of data on stock and rent levels from providers. This data forms a core part of the market intelligence gathered by the regulator and supports our economic regulation by providing both a sector and provider level view of social housing activity. The data collected via the SDR also allows the regulator to identify and monitor emerging trends within the sector.

Who should complete this return?

All private registered providers of social housing in England are required to complete the SDR.

The submission of late and incomplete or inaccurate regulatory data may be indicative of a weak control environment. Hence, failure to provide accurate and timely data may be reflected in our judgement of a provider's compliance with the regulatory standards. In particular, but not exclusively, it may provide evidence of a breach of the specific expectation in the Governance and Financial Viability Standard to communicate with the regulator in an accurate and timely manner, including through regulatory returns.

The regulator is committed to regulating in a proportionate and appropriate manner. In line with this commitment, smaller providers (those owning fewer than 1,000 units of social housing) are required to submit a smaller return consisting of three parts (referred to as 'small' providers). Providers who own 1,000 or more units of social housing (referred to as 'large' providers) complete a larger return consisting of seven parts.

Providers who have moved across the 1,000 unit threshold (in either direction) during the previous year should contact the Referrals & Regulatory Enquiries (RRE) team prior to completing their return. This will allow the correct size of return to be allocated. Completing the wrong size of return will lead to some data being lost when the reallocation is done.

Using the NROSH+ system

NROSH+ is the regulator's data collection website. Submission of the SDR return is made through this website only. The website is available at <https://nroshplus.regulatorofsocialhousing.org.uk>

There are three processes which must be completed by a provider when making a submission via NROSH+;

- Data entry
- Data validation
- Submission

Each process is explained in more detail in the NROSH+ System User Guide.

Additional requirements

Providers should review the regulatory data submission requirements for each year. These are available on the RSH and NROSH+ websites.

Help and support

The NROSH+ website contains guidance documents which are designed to take users through the process of submitting returns and using the system.

In addition, as we receive enquiries about the completion of the returns, FAQs will be added to the website as a reference tool for all users.

Providers can ask for more information about any process of data submission either by telephone or email. All questions are directed in the first instance to the Referrals and Regulatory Enquiries team. Their contact details and availability are:

Telephone: 0300 1245 225

Email : NROSHenquiries@rsh.gov.uk

Availability: Monday to Friday; 9am to 5pm (excluding bank holidays)

Please note: the RRE team have 'read only' access to data submission templates and to any data in the system. They will not have the facility to input or change data on user's behalf and the responsibility for completing the submission remains with the provider.

Query resolution

RSH aims to respond to all queries within five working days. Please note that queries made to RSH within five working days of a survey deadline may not receive a response until after the deadline has passed. This may result in submissions which do not meet the survey deadline. Extensions to the deadline will not be granted due to late queries.

Providers may be contacted by RSH where queries arise during the review and validation of submitted data. Subsequent to that, RSH may be in further contact with a minority of providers where there are any regulatory issues arising from analysis of the validated data.

Completing the Statistical Data Return

The NROSH+ System User Guide provides a comprehensive guide to using the NROSH+ system, including details of how to access the surveys, import data and submit completed returns. It is essential reading before attempting to use any of the surveys.

This guidance is intended to support the completion of the Statistical Data Return via the NROSH+ system. Whilst examples and definitions are provided, Registered Providers are reminded that it is their responsibility to correctly categorise and record stock accurately according to the latest applicable legislation.

The SDR return is comprised of eight parts, three of which should be completed by small providers. Every question in each part should be completed.

All data submitted should represent the position as at 31 March 2020 or, where specifically noted, cover the period 1 April 2019 to 31 March 2020. The exception to this is contact information which should reflect the most current position possible at the point of submission.

Please note: The deadline for the SDR has been extended until 31 October 2020.

For more information on 2020 data collection changes please see <https://www.gov.uk/government/news/rsh-statement-on-coronavirus>

The NROSH+ website will be offline from 18:00 Tuesday 26 March 2020 through to 08:00 Wednesday 1 April 2020. During this period, providers will not be able to access or modify any of their data.

Structure of the return and summary of changes

The following table sets out the structure of the shorter SDR completed by small providers and summarises the changes that have been made to each part since the previous return. These changes are being made to improve the quality of data collected and to better enable the regulator to carry out its statutory aims.

A table is provided at the start of each section giving an overview of the stock and ownership requirements of each question. Providers should refer to the detailed guidance for each question as these detail specific requirements and exclusions for component parts of questions.

Providers should complete all applicable questions for their stock, making reference to the table to determine which stock types are relevant to which questions. Each question also has an indicator to show whether (or not) to include stock held outside of England (location).

	Completed by:	Changes from 2019	Questions impacted
Entity level information	All providers	References to 2019 updated to 2020	Q9, Q10 and Q11
Administrative questions and organisational information about the registered provider.			
Affordable Rent housing	All providers	All optional questions introduced in 2019 are now mandatory and should be completed by all providers.	Q3 and Q4
Questions about Affordable Rent programme and rents.			
Stock and rent data	Small providers only	Section title has been changed to better reflect contents of section. Optional question introduced in 2019 is now mandatory and should be completed by all small providers.	Q1a
Statistical questions about the housing stock owned and managed by small registered providers.			

SDR data entry and import templates

The SDR can be completed through either manual entry of data into NROSH+ or by the importing templates populated with data. Data import templates for each section of the return are available from the Documents and Templates area of NROSH+. Note that it is only possible to upload templates which originated from NROSH+ and the spreadsheet templates are all protected to prevent the danger of corruption or data damage. Input is only possible into green cells and text boxes. Cells shaded purple will automatically calculate based on data entered in preceding fields.

Further information on using templates is available in the NROSH+ System User Guide but users should note the following:

- The Excel templates are provided in the Documents and Templates section of NROSH+, and these are the only documents which users can use to import data into the system.
- When copying data into these templates, users must use the Paste Special function (values only, no formatting) or users risk corrupting the template.
- The 'definitive data' is that which is saved on the NROSH+ system and visible to users on-screen.
- Before importing data always check on-screen for any pre-populated fields or fields which have already been completed as importing a template will overwrite any pre-existing data stored on NROSH+.

Validation checks before submission

In NROSH+, once data has been entered for a 'part', it will need to be validated. Any issue messages should be reviewed and changes made to the data where necessary. The process of validation is detailed within the NROSH+ System User Guide and the Understanding Validation Messages Guide both of which are available from the Documents and Templates area of NROSH+.

Where providers are unable to resolve soft validation issues they should upload a supporting document providing contextual information and comments which will assist the regulator in reviewing the return and which will minimise the amount of follow up work required. Providers are also encouraged to submit supporting documentation to explain large changes in stock numbers or rent values, or to clarify other areas they feel may need clarification. These supporting documents should be provided in a Word, Excel or PDF document and uploaded on to NROSH+ using the Upload Supporting Documents tool which can be found in the My NROSH+ options.

Entity level information

This part of the SDR captures basic organisational details and contact information for key staff and information on providers' membership of group structures and the code of governance they have adopted.

All information provided in this part should be recorded to show the position as at 31 March 2020 with the exception of contact information which should reflect the details as close to the point of submission as possible.

The glossary and definitions section provides additional guidance for defining stock categories (see entries for text highlighted like this). However, providers are reminded that it is their responsibility to correctly categorise and record stock accurately according to the latest applicable rules and legislation.

Question 1

Record the name and registered address for your organisation. This must be the address that is registered with the regulator even if this is not your head office or primary location.

These details will be pre-populated from the system but can be edited or overwritten by imports.

 **NOTE: If your organisation has changed its' name from what is pre-populated, please contact the RRE team (see Help and Support above).**

Question 2

Providers should indicate whether they are a for-profit or non-profit organisation. Responses to this question must match the designation recorded with the regulator.

Question 3

Record whether your organisation is an Almshouse, Co-operative housing association, Community Land Trust or Fully Mutual housing association as specified in the **Welfare Reform and Work Act (2016) (WRWA)** and regulations made under it.

Providers should answer No to this question if they do not fully meet any of the above definitions.

Question 4

Record the Code of Governance that your organisation has adopted (whether in part or in full). Providers who are not using one of the predefined options should use the free text entry to record their Code of Governance.

Question 5

Providers should select either 'Yes' or 'No' to indicate if their organisation **owned** 1,000 or more **units of social housing** as at 31 March 2020.

Providers owning fewer than 1,000 units of social housing (referred to as 'small' providers) are required to submit a smaller return consisting of three parts. Providers who own 1,000 or more units of social housing (referred to as 'large' providers) complete a larger return consisting of seven parts. Definitions of **social housing** and **ownership** can be found in the glossary and definitions section of this document.



NOTE: Providers who have moved across the 1,000 unit threshold (in either direction) during the previous year should contact the RRE team prior to completing their return. This will allow the correct size of return to be allocated. Completing the wrong size of return will lead to some data being lost when the reallocation is done.

Question 6

Record the name of the person responsible for the submission of the SDR. The person listed will be contacted initially should the regulator have any queries about the contents of the SDR submission.

Question 7 and 8

Provide a valid email address and telephone number of the person responsible for the submission of this return.

Questions 9 to 15b

These questions gather information about formally constituted **group structures** that providers may belong to. Providers should refer to the glossary section of this document for further clarification on terms. A flowchart detailing how to complete this section is provided below. Worked examples of different group structures and how the providers in them should complete this section are provided in Annex A.

Providers should note that changing their answer to Question 9 will erase all data entered in Questions 10 to 15b. If using the import template, leave questions blank which do not apply.

Question 9

Providers should select either 'Yes' or 'No' to indicate if their organisation was part of a formally constituted **group structure** as at 31 March 2020. If 'No' is selected, responses will not be required for questions 10 to 15b.

Question 10

Providers should select either 'Yes' or 'No' to indicate if their organisation was the **ultimate parent** of their **group structure** as at 31 March 2020.

Question 11

Providers who are not the ultimate parent of the **group** should select either 'Yes' or 'No' to indicate if their organisation was a **parent organisation** within their group structure as at 31 March 2020.

Question 12

Providers should record the details of all their **subsidiaries** registered with the regulator for whom they were the immediate **parent** as at 31 March 2020. Providers using the template should ensure that they record both the provider number and name of their registered subsidiaries prior to importing.

Providers that are parent organisations but who do not have any immediate subsidiaries registered with the regulator should leave this question blank.

Question 13

Providers should record the details of all their **unregistered subsidiaries** for whom they were the immediate **parent** as at 31 March 2020.

Providers that are parent organisations but who do not have any immediate subsidiaries that are not registered with the regulator should leave this question and question 14 blank.

Question 14

Providers with **unregistered** immediate **subsidiaries** should record the details of any unregistered subsidiaries that were controlled by the organisations listed in question 13 as at 31 March 2020.

Providers whose unregistered subsidiaries do not have unregistered subsidiaries of their own should leave this question blank.

Question 15

Providers who are part of a **group structure** but not the ultimate **parent** should select either 'Yes' or 'No' to indicate whether their immediate parent was a **registered provider** as at 31 March 2020.

Question 15a

Providers who answered 'Yes' to question 15 should record details of their immediate **registered parent organisation** as at 31 March 2020. Providers using the template should ensure that they record both the provider number and name of their registered parent prior to importing.

Question 15b

Providers who answered 'No' to question 15 should record details of their immediate **unregistered parent** organisation as at 31 March 2020.

Question 16 to 18

Record the name, telephone number and email address of the primary regulatory contact. The person listed will be the initial contact for general regulation queries and routine correspondence from the regulator.

Question 19

Record the correspondence address for your organisation. This will be the default address to which the regulator will send information.

Question 20 to 22

Record the name, telephone number and email address of the primary contact responsible for fees invoices. The person listed will be the primary contact for queries and correspondence relating to regulatory fees from the regulator.

Question 23

Record the fees invoice correspondence address for your organisation. This is the address to which the regulator will send fees invoices and information relating to regulatory fees to.

Questions 24 to 43

These questions are used to record the contact details for the key officers in the submitting organisation.

Contact details confirmation

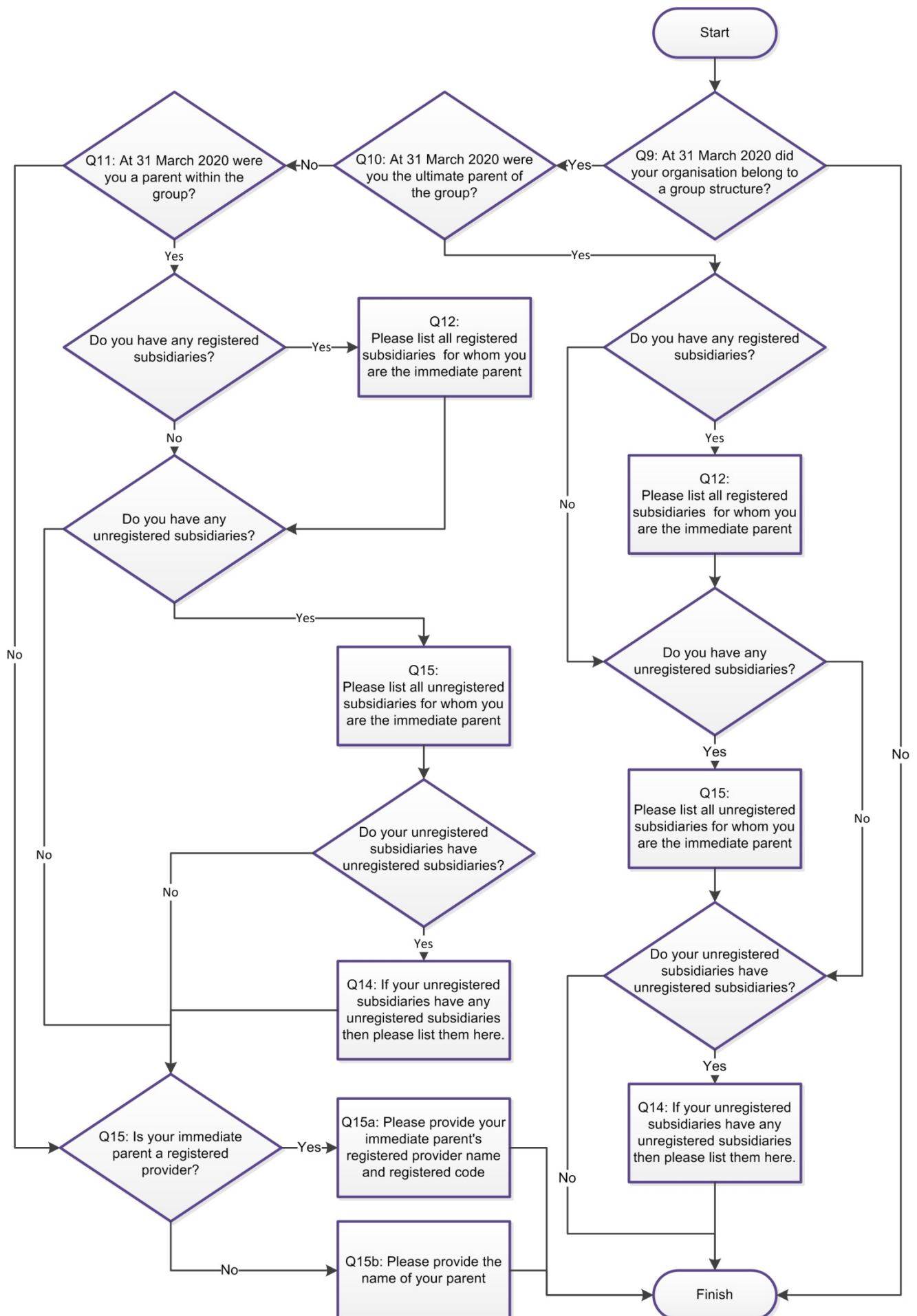
For providers **owning** 1,000 or more **units** of **social housing**, the regulator requires contact details for an organisation's Chief Executive, Chair, Finance Director, and Audit Committee Chair. If a provider does not have an Audit Committee Chair then the Vice Chair of the organisation should be recorded instead.

For providers owning fewer than 1,000 units of social housing, the regulator only requires contact details for an organisation's Fees Contact, Chief Executive and Chair. Contact details for the organisation's Finance Director, and Audit Committee Chair should be provided if those posts exist.

If your organisation does not have a Chief Executive, please provide the name and contact details of the equivalent post-holder.

In **group** arrangements, the **subsidiary** organisations may not have a Chief Executive or Finance Director, as these posts are provided by the **group parent**. In this situation, the subsidiary providers should either enter the details of the equivalent post-holders (for example the Managing Director and Finance Officer) or of those individuals who hold the post at Group level. This may depend on the governance arrangements existing within the group.

Users should ensure that contact details for key staff members are entered correctly as these details will be used by the regulator when contacting providers.



Stock and rent data

Question	Low cost rental stock						LCHO and other stock				Ownership and management			Location	
	General needs	Supported housing	Housing for older people	Care homes	Affordable Rent	Intermediate rent	Low cost home ownership	Social leased	Non-social leased	Non-social rental	Owned + managed by the provider	Owned by the provider, managed by others	Managed by the provider for others	English LAs	All LAs
1	✓	✓	✓	✓	✓	✓					✓	✓	✓	✓	✓
1a	✓	✓	✓	✓	✓	✓					✓	✓		✓	✓
2							✓			✓	✓	✓	✓	✓	✓
3										✓	✓	✓	✓	✓	✓
4								✓	✓		✓	✓	✓	✓	✓
5	✓	✓	✓		✓	✓					✓	✓		✓	✓
6	✓	✓	✓		✓	✓					✓	✓		✓	✓
7	✓	✓	✓								✓	✓		✓	
8	✓	✓	✓		✓	✓					✓	✓		✓	✓
9a	✓	✓	✓	✓	✓	✓					✓	✓		✓	✓
9b	✓	✓	✓	✓	✓	✓					✓	✓		✓	✓

In this part, the regulator wants to know from smaller providers about the units they own and manage, in total and for each local authority (LA) area in which the stock is located. The regulator also requires information on whether providers owned stock complies with the Decent Homes Standard (DHS).

The average rents and service charges for general needs and/ or supported housing/ housing for older people stock as at 31 March are also required, as an overall figure for all stock.

All information provided in this part should be recorded to show the position as at 31 March 2020. Where there are tables which ask for totals by LA, the table that needs to be completed is opened using the Edit Individual LA Data button. LAs are selected by name, and once selected, the name displays in the table along with the current ONS code as a cross-check. The running totals from each column of that table are displayed on the main page, along with the number of LAs in the list.

The glossary and definitions section provides additional guidance for defining stock categories (see entries for text highlighted like this). However, providers are reminded that it is their responsibility to correctly categorise and record stock accurately according to the latest applicable rules and legislation.

Question 1

Record the total number of all the **low cost rental (social housing for rent)** units **owned** and/ or **managed**, and how these break down by type. The allocation of units to categories must be determined by their classification as at 31 March 2020. Each unit should only be reported once.

Where the property does not have a current **tenant**, the classification of the **unit** should be determined by:

- How the property is being offered to those on the waiting list.
- If it is not currently being offered, the previous type of rent if the property has been previously let but is now **vacant**.
- If it is not currently being offered and has not been previously let, then the intended type of rent for which the property was developed.

Question 1 – Column guidance

Column A – Owned and directly managed

Record all relevant **units** that your organisation **owns** and directly **manages** by stock type.

Column B – Owned but managed by other organisations

Record all relevant **units** that your organisation **owns** but which are **managed** by other organisations by stock type. The registration status or group/ non-group member relationship of the managing agent to your organisation is not relevant to this question.

Column C – Managed by other organisations

Record all relevant units that your organisation **manages** on behalf of other organisations by stock type. The group/ non-group member relationship your organisation to the organisation you are managing stock for is not relevant to this question.

Question 1 – Line guidance

Line 1 – General needs

Record all **general needs** units that are not categorised as **Affordable Rent** or **intermediate rent**.

Line 2 – Intermediate rent

Record all **intermediate rent** units of any type.

Line 3 – Affordable Rent

Record all **Affordable Rent** units. Affordable Rent **general needs** and Affordable Rent **supported housing/ housing for older people** should be combined for this question.

Line 4 – Supported housing

Record all **supported housing** units that are not categorised as **Affordable Rent**.

Line 5 – Care homes

Record all **care home** bedspaces. Providers must record the number of individual care home **bedspaces** rather than the number of care home buildings.

Line 6 – Housing for older people

Record all **housing for older people** units that are not categorised as **Affordable Rent**.

Line 7 – Total

The NROSH+ system automatically calculates the values in this line.

Question 1a

 **NOTE: Completion of this question is now mandatory for all small providers.**

For the total stock owned in Question 1 (the total of columns A + B, line 7), record the number of units owned via the following ownership methods.

Providers should note that this question relates solely to your organisation's **ownership** of its units, not the tenants relationship to the unit. The division of units between those owned freehold and those owned under leases in the SDR should reflect the division of units reported in the Electronic Annual Accounts (FVA) for providers who submit the FVA.

When calculating the length of time remaining on leases, Providers should use the time until the contractual end date of the lease agreement irrespective of any break clauses or other conditions that may cause it to terminate earlier.

Providers must record the number of units when completing this question and not the number of freeholds/ leases e.g. if your organisation leased a building containing 10 flats under a single lease, you should record 10 units.

Question 1a – Line guidance

Line 1 – Freehold

Record the number of units that your organisation **owns** freehold.

Line 2 – Under a lease with fewer than 7 years remaining

Record the number of units that your organisation **owns** under a lease with fewer than 7 years remaining.

Line 3 – Under a lease 7 years or more remaining

Record the number of units that your organisation **owns** under a lease with 7 or more years remaining.

Line 4 – Total

The NROSH+ system automatically calculates the values in this line.

Question 2

Record the total number of all the **low cost home ownership** units owned and/ or managed, where the purchaser has not acquired 100% of the equity. You must include all low cost home ownership stock regardless of geographical location (whether inside or outside of England) and each unit should only be counted once.

Question 2 – Column guidance

Column A – Owned and directly managed

Record all **low cost home ownership** units where the purchaser has not acquired 100% of the equity that your organisation **owns** and directly **manages**.

Column B – Owned but managed by other organisations

Record all **low cost home ownership** units where the purchaser has not acquired 100% of the equity that your organisation **owns** but which are **managed** by other organisations. The registration status or group/ non-group member relationship of the managing agent to your organisation is not relevant to this question.

Column C – Managed by other organisations

Record all **low cost home ownership** units where the purchaser has not acquired 100% of the equity that your organisation **manages** on behalf of other organisations. The group/ non-group member relationship your organisation to the organisation you are managing stock for is not relevant to this question.

Question 3

Record the total number of all the **non-social** rental housing units **owned** and/ or **managed**. You must include all non-social housing units regardless of geographical location (whether inside or outside of England) and each unit should only be counted once.

Question 3 – Column guidance

Column A – Owned and directly managed

Record all **non-social** rental units that your organisation **owns** and directly **manages** by stock type.

Column B – Owned but managed by other organisations

Record all **non-social** rental units that your organisation **owns** but which are **managed** by other organisations by stock type. The registration status or group/ non-group member relationship of the managing agent to your organisation is not relevant to this question.

Column C – Managed by other organisations

Record all **non-social** rental units that your organisation **manages** on behalf of other organisations by stock type. The group/ non-group member relationship your organisation to the organisation you are managing stock for is not relevant to this question.

Question 4

Record the total number of all **social** and **non-social leasehold** housing units **owned** and/ or **managed**. You must include all leasehold housing units regardless of geographical location (whether inside or outside of England) and each unit should only be counted once.

Question 4 – Column guidance

Column A – Owned and directly managed

Record all relevant units that your organisation **owns** and directly **manages** by stock type.

Column B – Owned but managed by other organisations

Record all relevant units that your organisation **owns** but which are **managed** by other organisations by stock type. The registration status or group/ non-group member relationship of the managing agent to your organisation is not relevant to this question.

Column C – Managed by other organisations

Record all relevant units that your organisation **manages** on behalf of other organisations by stock type. The group/ non-group member relationship your organisation to the organisation you are managing stock for is not relevant to this question.

Question 4 – Line guidance

Line 1 – Social leasehold housing

Record units of **leasehold** housing that have been classified as **social** leasehold stock as per the Housing and Regeneration Act 2008.

Line 2 – Non-social leasehold housing

Record units of **leasehold** housing that have not been classified as **social** leasehold stock as per the Housing and Regeneration Act 2008.

Line 3 – Total leasehold housing

The NROSH+ system automatically calculates the values in this line.

! **NOTE: Providers are reminded that each unit of stock should be recorded only once. Questions 1 to 4 are separate categories of stock and units must be recorded in only one of these. If you report the same unit in multiple questions you will be inflating your total stock (i.e. if you own FOUR units and report these in Q1 (low cost rental) and Q2 (low cost home ownership) your total stock recorded in the SDR will be EIGHT units).**

Question 5

Record the total number of units owned to which the **Decent Homes Standard (DHS)** applies. In general, the regulator expects that most low cost rental stock owned by a provider will be covered by the DHS. This would typically be the total number of units recorded in columns 1 and 2 of Question 1 not including care homes and any units held outside of England.

Question 6

! **NOTE: All non-self-contained units are recorded in the SDR as bedspaces.**

For each local authority area in England, provide information about your **owned** (whether managed or not) low cost rental accommodation, where it is located, and its **DHS** compliance. Entries are not required for local authority areas where your organisation does not own low cost rental accommodation.

Question 6 – Column guidance

Column A – General needs self-contained units

Record the number of general needs units (including **Affordable Rent general needs** and all **intermediate rent**) **self-contained** units you **own**.

Column B – General needs bedspaces

Record the number of general needs units (including **Affordable Rent general needs** and all **intermediate rent**) **bedspaces** units you **own**.

Column C – Supported housing

Record the number of support housing units (including **Affordable Rent supported housing**) units you **own**. No separation based on self-contained/ bedspaces is required.

Column D – Housing for older people

Record the number of housing for older people units (including **Affordable Rent housing for older people**) units you **own**. No separation based on self-contained/ bedspaces is required.

Column E – The total number of all of these units which fail the DHS.

Record the number of units in column A to column D (inclusive) that **fail** the **Decent Homes Standard**. The total number of DHS failures should be less than or equal to the total stock covered in Question 5.

Question 7

Record rental information for all **general needs** and/ or **supported housing/ housing for older people** units **owned** (excluding all units let under **intermediate rent**, **Affordable Rent** or **HIST** arrangements). Report Affordable Rent units in the Affordable Rent part of the SDR.

Data must represent the position in place on the 31 March. Where the 31 March falls in a 'rent free' week please use the closest week preceding the 31 March where rent was payable.

This question covers all owned general needs or supported housing/ housing for older people units/ bedspaces regardless of their management status or whether they are vacant. Providers should source this data from their managing agents as required.

Question 7 – Column guidance

Column A – Total units

Record the number of relevant owned units excluding those let under **intermediate rent**, **Affordable Rent** or **HIST** arrangements.

Column B – Average weekly net rent (excluding service charges)

Record the average weekly NET rent for units your organisation owns excluding those let under **intermediate rent**, **Affordable Rent** or **HIST** arrangements.

All rent figures must be weighted averages and calculated on a **standardised 52 week basis**. If these are not collected on a 52 week basis or a number of 'rent-free weeks' are offered to tenants, the figures must be converted to average them over 52 weeks.

All providers should consult the glossary for further information related to recording figures on a standardised 52 week basis.

Where the 31 March falls in a 'rent free' week please use the closest week preceding the 31 March where rent was payable.

Column C – Average weekly gross rent (including service charges eligible for Housing Benefit)

Record the average weekly GROSS rent for units your organisation owns excluding those let under **intermediate rent**, **Affordable Rent** or **HIST** arrangements.

Gross rent should be calculated by adding the total rent collected and the total applicable service charges collected and then dividing by the total number of units. It should not be calculated by adding the average weekly net rent and the average applicable weekly service charge figures together.

All rent figures must be weighted averages and calculated on a **standardised 52 week basis**. If these are not collected on a 52 week basis or a number of 'rent-free weeks' are offered to tenants, the figures must be converted to average them over 52 weeks.

All providers should consult the glossary for further information related to recording figures on a standardised 52 week basis.

Where the 31 March falls in a 'rent free' week please use the closest week preceding the 31 March where rent was payable.

Where tenants have been transitioned to Universal Credit, the service charges covered by this should be included in lieu of those eligible for Housing Benefit.

Question 7 – Line guidance

Line 1 – General needs

Record details for all **general needs** units excluding those let under **intermediate rent**, **Affordable Rent** or **HIST** arrangements.

Line 2 – Supported housing/housing for older people

Record details for all **supported housing/ housing for older people** units excluding those let under **intermediate rent**, **Affordable Rent** or **HIST** arrangements.

Question 8

This question asks for information about the number of **vacant** units as at 31 March 2020 and whether the units were available (or not) for letting. Providers should include all vacant owned general needs, supported housing and housing for older people rental units as at 31 March 2020 (including those that are intermediate rent and Affordable Rent).

Providers should refer to the glossary and definitions section of this guidance for definitions of when a unit would be considered available for letting or not.

The total number of vacant units should be less than or equal to the total units owned as reported in the Question 1.

Question 8 – Line guidance

Line 1 – Vacant and available

Record the total number of units that are **vacant** and available for letting.

Line 2 – Vacant and unavailable

Record the total number of units that are **vacant** and unavailable for letting.

Line 3 – Total

The NROSH+ system automatically calculates the values in this line.

Question 9

These questions relate to statutory notifications of disposals, required under the Housing and Regeneration Act 2008. Providers should consult the guidance published by the regulator on what information is required when disposals of social housing are made. This is available at: <https://www.gov.uk/government/publications/notifications-about-disposals>

Question 9a

If you made any disposals in the year to 31 March 2020 which are required to be notified to the regulator then you should answer Yes to this question. You should then answer question 9b.

If you have not made any disposals in the year to 31 March 2020 which are required to be notified to the regulator then you should answer No to this question. No further responses will be required for this section.

Question 9b

If you answered Yes to question 9a, providers should indicate whether they have notified the regulator of all such disposals.

Affordable Rent

Question	Low cost rental stock						LCHO and other stock				Ownership and management			Location	
	General needs	Supported housing	Housing for older people	Care homes	Affordable Rent	Intermediate rent	Low cost home ownership	Social leased	Non-social leased	Non-social rental	Owned + managed by the provider	Owned by the provider, managed by others	Managed by the provider for others	English LAs	All LAs
1															
2					✓						✓	✓	✓	✓	✓
3					✓						✓	✓		✓	✓
4					✓						✓	✓		✓	✓
5					✓						✓	✓		✓	
6					✓						✓	✓		✓	
7					✓						✓	✓		✓	✓
8					✓						✓	✓		✓	✓
9					✓						✓	✓		✓	✓

This part of the SDR should be completed by providers who indicated in Question 2 of the low cost rental and rents part that they own Affordable Rent housing.

Include all units let under Homes England (formerly known as Homes and Communities Agency) and GLA's Affordable Homes programmes. Providers should also include all units delivered as Affordable Rent via short form agreements. See glossary and definitions section for more information.

It should be noted that the classification of units as Affordable Rent is not dependent on the rent level charged to the tenant. A unit will continue to be classed as Affordable Rent, regardless of the actual rent charged, until the provider converts it to another stock type.

The glossary and definitions section provides additional guidance for defining stock categories (see entries for text highlighted like this). However, providers are reminded that it is their responsibility to correctly categorise and record stock accurately according to the latest applicable rules and legislation.

Question 1

Providers who **own** any **Affordable Rent** units should answer 'Yes' to this question.

Providers who do not own any Affordable Rent units should answer 'No' to this question. No further responses will be required in this part if 'No' is selected.

Question 2

The number of **Affordable Rent** units **owned** and/ or **managed** will be pre-populated by the system once Question 2 of the low cost rental and rents part has been completed.

These fields are not editable. If you have made a mistake in reporting your Affordable Rent units, edit the figures supplied in Question 2 of the low cost rental and rents part.

Question 3

! **NOTE: Completion of this question is now mandatory for all providers.**

Record a breakdown of your owned **Affordable Rent** units by date of construction. For units where the construction date is not known, providers should estimate the date rather than omit the units from the figures. When recording the date of construction of units that have been remodelled or redeveloped, Providers should use the date the building was originally constructed.

Providers should note that the categories in this question use calendar years rather than financial years/ SDR reporting periods and it should be completed on that basis. All units constructed on or after January 1 2011 should be recorded in the Post 2010 category.

Question 4

! **NOTE: Completion of this question is now mandatory for all providers.**

Record a breakdown of your owned **Affordable Rent** units by property type. When recording flats, the number of storeys relates to the height of the block and not the location of the individual flats in the block. Properties that have been sub-divided or converted into individual units should be recorded as flats.

Question 5

! **NOTE: All non-self-contained units are recorded in the SDR as bedspaces.**

For each local authority area in England where you own **Affordable Rent general needs** units, record the number of units and average gross rents in place on the 31 March.

This question covers all **owned** Affordable Rent general needs units regardless of their management status. Providers should source this data from their managing agents as required.

Vacant units must be included in this question. The gross rent figures for these units should be either those charged under the previous tenancy or the intended future charges when the property is let/ re-let.

The total number of units reported in this question must be less than or equal to the total number of owned Affordable Rent units reported in Question 2.

Question 5 – Column guidance

Column A – Total units/ bedspaces (excluding units that are subject to HIST arrangements)

Record the number of **Affordable Rent general needs** (excluding units that are subject to **HIST** arrangements) units by bedsize.

Column B – Average weekly gross rent (excluding units that are subject to HIST arrangements)

Record the average weekly GROSS rent per dwelling by bedsize for **Affordable Rent general needs** (excluding units that are subject to **HIST** arrangements) units. Gross rent should be calculated by adding the total rent collected and the total applicable service

charges (both those eligible for and those not eligible for housing benefit) collected and then dividing by the total number of units. It should not be calculated by adding the average weekly net rent and the average applicable weekly service charge figures together.

All rent figures must be weighted averages and calculated on a **standardised 52 week basis**. If these are not collected on a 52 week basis or a number of 'rent-free weeks' are offered to tenants, the figures must be converted to average them over 52 weeks.

All providers should consult the glossary for further information related to recording figures on a standardised 52 week basis.

Where the 31 March falls in a 'rent free' week please use the closest week preceding the 31 March where rent was payable.

Column C – Total number of units/ bedspaces subject to HIST arrangements

Record the number of **Affordable Rent general needs** units by bedsize that are subject to **HIST** arrangements. For the purposes of this return, a unit is only considered to be subject to HIST arrangements where the provider has taken a decision not to apply the usual statutory or regulatory rules in relation to that unit as a result of the tenant's/ tenants' higher income status.

Column D – Average weekly rent of properties subject to HIST arrangements

Record the average weekly GROSS rent per dwelling by bedsize for **Affordable Rent general needs** units that are subject to **HIST** arrangements. Gross rent should be calculated by adding the total rent collected and the total applicable service charges collected (both those eligible for and those not eligible for housing benefit) and then dividing by the total number of units. It should not be calculated by adding the average weekly net rent and the average applicable weekly service charge figures together.

All rent figures must be weighted averages and calculated on a **standardised 52 week basis**. If these are not collected on a 52 week basis or a number of 'rent-free weeks' are offered to tenants, the figures must be converted to average them over 52 weeks.

All providers should consult the glossary for further information related to recording figures on a standardised 52 week basis.

Where the 31 March falls in a 'rent free' week please use the closest week preceding the 31 March where rent was payable.

Column E – Total units/ bedspaces

The NROSH+ system automatically calculates the values in this column.

Question 5 – Line guidance

Line 1 – Bedspaces

Record all **non-self-contained** units as **bedspaces**.

Line 2 – Bedsits

This should include all **self-contained** bedsit units. This should also include all studio flats. Exclude all **bedspaces**.

Lines 3-8 – One bedroom to six or more bedrooms

Record all owned dwelling units by the number of bedrooms contained. Exclude all bedsits and **bedspaces**.

Line 9 – Total self-contained/ weighted average

The NROSH+ system automatically calculates the values in this line.

Line 10 – Total Affordable Rent general needs/ weighted average

The NROSH+ system automatically calculates the values in this line.

Question 6

! NOTE: All non-self-contained units are recorded in the SDR as bedspaces.

For each local authority area in England where you own **Affordable Rent supported housing/ housing for older people** units, record the number of units and average gross rents in place on the 31 March.

This question covers all owned Affordable Rent supported housing (including housing for older people) units regardless of their management status. Providers should source this data from their managing agents as required.

Vacant units must be included in this question. The gross rent for these units should be either those charged under the previous tenancy or the intended future charges when the property is let/ re-let.

The total number of units reported in this question must be less than or equal to the total number of owned Affordable Rent units reported in Question 2.

Question 6 – Column guidance

Column A – Total units/ bedspaces (excluding units that are subject to HIST arrangements)

Record the number of **supported housing** (including **housing for older people**) **Affordable Rent** (excluding units that are subject to **HIST** arrangements) units by bedsize.

Column B – Average weekly gross rent (excluding units that are subject to HIST arrangements)

Record the average weekly GROSS rent per dwelling by bedsize for **supported housing** (including **housing for older people**) **Affordable Rent** (excluding units that are subject to **HIST** arrangements) units. Gross rent should be calculated by adding the total rent collected and the total applicable service charges collected (both those eligible for and those not eligible for housing benefit) and then dividing by the total number of units. It should not be calculated by adding the average weekly net rent and the average applicable weekly service charge figures together.

All rent figures must be weighted averages and calculated on a **standardised 52 week basis**. If these are not collected on a 52 week basis or a number of 'rent-free weeks' are offered to tenants, the figures must be converted to average them over 52 weeks.

All providers should consult the glossary for further information related to recording figures on a standardised 52 week basis.

Where the 31 March falls in a 'rent free' week please use the closest week preceding the 31 March where rent was payable.

Column C – Total number of units/ bedspaces subject to HIST arrangements

Record the number of for **supported housing** (including **housing for older people**) **Affordable Rent** units by bedsize that are subject to **HIST** arrangements. For the purposes of this return, a unit is only considered to be subject to HIST arrangements where the provider has taken a decision not to apply the usual statutory or regulatory rules in relation to that unit as a result of the tenant's/ tenants' higher income status.

Column D – Average weekly rent of properties subject to HIST arrangements

Record the average weekly GROSS rent per dwelling by bedsize for **supported housing** (including **housing for older people**) **Affordable Rent** units that are subject to **HIST** arrangements. Gross rent should be calculated by adding the total rent collected and the total applicable service charges collected (both those eligible for and those not eligible for housing benefit) and then dividing by the total number of units. It should not be calculated by adding the average weekly net rent and the average applicable weekly service charge figures together.

All rent figures must be weighted averages and calculated on a **standardised 52 week basis**. If these are not collected on a 52 week basis or a number of 'rent-free weeks' are offered to tenants, the figures must be converted to average them over 52 weeks.

All providers should consult the glossary for further information related to recording figures on a standardised 52 week basis.

Where the 31 March falls in a 'rent free' week please use the closest week preceding the 31 March where rent was payable.

Column E – Total units/ bedspaces

The NROSH+ system automatically calculates the values in this column.

Question 6 – Line guidance

Line 1 – Bedspaces

Record all **non-self-contained** units as **bedspaces**.

Line 2 – Bedsits

This should include all **self-contained** bedsit units. This should also include all studio flats. Exclude all **bedspaces**.

Lines 3-6 – One bedroom to four or more bedrooms

Record all owned dwelling units by the number of bedrooms contained. Exclude all bedsits and **bedspaces**.

Line 7 – Total self-contained/ weighted average

The NROSH+ system automatically calculates the values in this line.

Line 8 – Total Affordable Rent supported housing (including housing for older people)/ weighted average

The NROSH+ system automatically calculates the values in this line.

Question 7

Record the total number of owned units converted to or from an **Affordable Rent** tenure during the period 1 April 2019 to 31 March 2020. The management status of units is not considered in this question.

For each category, combine the total conversions for Affordable Rent general needs, supported housing and housing for older people units.

If a unit has been converted to and from Affordable Rent multiple times in the year, record each conversion rather than the final state.

Question 7 – Line guidance

Line 1 – Conversions of units from a social rental tenure to Affordable Rent

Record all conversions of units your organisation owns from a social rental tenure to **Affordable Rent**. Units should only be recorded on this line if the unit was a part of your organisation's stock before and after the conversion.

Line 2 – Conversions of units from any other form of rental tenure to Affordable Rent

Record all conversions of units your organisation owns from any other form of rental tenure to **Affordable Rent**. Units should only be recorded on this line if the unit was a part of your organisation's stock before and after the conversion.

Line 3 – Conversions of units from Affordable Rent to any other form of rental tenure

Record all conversions of units your organisation owns from **Affordable Rent** to any other form of rental tenure. Units should only be recorded on this line if the unit was a part of your organisation's stock before and after the conversion.

Question 8

Record the total number of **lettings** of **Affordable Rent** units made in the period 1 April 2019 to 31 March 2020. Combine the total lettings of Affordable Rent **general needs**, **supported housing** and **housing for older people** units into a single figure.

Question 9

Record the total number of sales of owned **Affordable Rent** units made in the period 1 April 2019 to 31 March 2020.

For each category, combine the total conversions for Affordable Rent **general needs**, **supported housing** and **housing for older people** units. Include sales at any price, even nil consideration. Record only sales that have been completed. Do not include cases where only exchange of contracts has taken place as these are still formally owned by the provider.

Question 9 – Line guidance

Line 1 – Sale to tenants

Record all sales of **Affordable Rent** units to tenants of your organisation.

Line 2 – Sales to other

Record all other sales of **Affordable Rent** units in this category.

Glossary and definitions

Affordable Rent

Units should only be recorded as Affordable Rent if they fully meet the definition of affordable rent housing specified in the WRWA (2016) and regulations made under it, but broadly speaking:

- Affordable Rent units are made available by providers to households that are eligible for social rented housing at a rent level of no more than 80% of local market rents.
- Affordable Rent units may include both newly built (with or without grant input) and conversions from existing social rented units to Affordable Rent units, but only where this forms part of a new supply agreement with the Homes and Communities Agency or the Greater London Authority.
- Affordable Rent units may be for general needs, supported housing or housing for older people and some parts of the return we expect them to be included in those categories when asked. In other cases we will ask providers to record Affordable Rent unit data separately and there is a discrete part which includes rental and lettings data only for these units.
- Units let on Affordable Rent terms fall within the definition of social housing.
- It should be noted that the classification of units as Affordable Rent is not dependent on the rent level charged to the tenant. A unit will continue to be classed as Affordable Rent, regardless of the actual rent charged, until the provider converts it to another stock type.

The rent setting rules contained in the WRWA (2016) and regulations made under it are complex, and providers should ensure that they fully understand how these rules apply to them, taking legal advice where necessary. The regulator cannot interpret legislation for providers.

Bedsits

A one-roomed unit of accommodation typically consisting of a combined bedroom and sitting room. Bedsits have private living space (within the single room), will usually have cooking facilities which are private to the unit (included within the single room) but may share bathroom facilities other units. For the purpose of the SDR studio flats which consist of a combined bedroom and sitting room with cooking facilities and a private bathroom should be recorded as bedsits.

Bedspaces

A bedspace is a single space for a person in a non-self-contained unit (such as a bed in a hostel or dormitory, a bed in a private room in a shared property or a bed in a shared bedroom used to house people on separate tenancies). Bedspaces are non-self-contained units as they require the sharing of living, cooking, bathroom or toilet amenities. When counting bedspaces, you should be counting the number of individually lettable areas and not the total number of occupants in the unit or the number of rooms within the unit.

Examples of how bedspaces should be counted are:

- Each single bed in a dormitory should be counted as a one bedspace.
- A double bedroom containing two single beds let individually should be counted as two bedspaces.
- A five bedroom house where each non-self-contained unit (bedroom) is let individually should be counted as five bedspaces.
- Two unconnected people sharing a room designed for sharing in a drug-rehabilitation project should be counted as two bedspaces.
- Five non-self-contained units (bedrooms) in a house each occupied by two individuals on separate tenancies should be reported as ten bedspaces.

However, where multiple beds exist within a single non-self-contained unit, but are not individually lettable then you should record them as a single bedspace. Examples of this are:

- Two beds in a single non-self-contained unit let to a single individual (not just temporarily) should be recorded as a one bedspace (and not two bedspaces)
- A double bedroom containing a double bed (which can hold two individuals) should be counted as one bedspace (not two bedspaces) as the bed does not represent two individually lettable bedspaces (*i.e.* it can only be let on one tenancy as the bed is not shared between tenancies).
- A family sharing a single non-self-contained unit (a room or suite of rooms) in a women's refuge should be counted as one bedspace.
- A 'suite' consisting of a bedroom, bathroom and living area that shares a kitchen with other tenants, but that is intended to be let on a single tenancy should be counted as one bedspace.

Typically, the number of bedspaces in a property will align with the number of tenancies (counting joint tenancies as one tenancy) that can be issued and the two are often interchangeable. When these temporarily do not align, you should always report the underlying number of lettable beds. For example, a double bedroom may contain two individually lettable single beds but, when considering tenant safeguarding, the provider may deem it inappropriate to place a second tenant in the room after the first bed is let. In this situation, the provider should continue to report this as two bedspaces as the second bedspace (and associated potential tenancy) is only temporarily unavailable. If the letting policy for this bedroom was permanently altered to this basis then it would instead be counted as one bedspace.

See also the definition of non-self-contained units.

Capped Rent

Capped Rent is a subcategory of Affordable Rent offered as part of the GLA's Affordable Rent programme. As such, units let as Capped Rent should be included in all sections covered by Affordable Rent.

Care homes

Units should be recorded as care homes in the SDR if they are social housing (see definition below) as well as meeting the definition of care home specified in the WRWA (2016) and regulations made under it. In general, this is likely to mean that only units in care homes providing personal care (rather than nursing care) should be reflected in this category. Other care homes units should be recorded as non-social housing. For care homes the number of bedspaces, rather than the number of care homes, should be recorded.

The rent setting rules contained in the WRWA (2016) and regulations made under it are complex, and providers should ensure that they fully understand how these rules apply to them, taking legal advice where necessary. The regulator cannot interpret legislation for providers.

Decent Home Standard (DHS)

The regulator's Home standard requires providers to ensure that units meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain units to at least this standard. The Guidance is set out in A Decent Home: Definition and Guidance for Implementation, published by the Ministry of housing, Communities and Local Government in June 2006, and any guidance issued by the department or its successors, in relation to that document. See <https://www.gov.uk/government/publications/a-decent-home-definition-and-guidance>.

The standard applies to almost all low cost rental social housing, but not to low cost leasehold and shared ownership properties. It therefore includes general needs, sheltered housing, non-self-contained and supported housing (the Standard does not apply to Care Homes). In summary, a decent home is one that meets the following four criteria:

- it meets the current statutory minimum standard for housing
- it is in a reasonable state of repair
- it has reasonably modern facilities and services
- it provides a reasonable degree of thermal comfort

Demoted tenancies

Under Section 6A of the Housing Act 1988, providers may apply to the court for a demotion order in respect of a secure tenancy. If the order is granted the secure tenancy is terminated and is temporarily replaced by a less secure form of tenancy.

The court may only make the order if the tenant or another resident or a visitor to the tenant's home has behaved, or threatened to behave, in an anti-social manner, or has threatened to, use the premises for unlawful purposes, as defined in section 153A of the Housing Act 1996.

The period of demotion will initially be for 12 months but may be extended if the landlord serves notice of proceedings for possession during this period.

Discounted Rent

Discounted Rent is a subcategory of Affordable Rent offered as part of the GLA's Affordable Rent programme. As such, units let as Discounted Rent should be included in all sections covered by Affordable Rent.

Evictions

An eviction is defined for these purposes as only a tenancy brought to an end by the execution of a warrant of possession by court bailiffs. Eviction does not include abandonment, even where a property is abandoned in the period between a warrant of possession and the execution of that warrant.

Providers should include all evictions from low cost rental dwellings owned by the provider - general needs, supported housing, housing for older people, intermediate rent and Affordable Rent. Include all evictions during the year, regardless of the year in which the possession order or warrant of possession itself was obtained, the type of tenancy to which it relates, or whether the original possession order was an outright, postponed or suspended possession order. Evictions from immediate licenses should also be included.

Providers should exclude evictions that have not been effected during the year, regardless of the date of the possession order or warrant of possession.

Exceptions (rents)

Providers are asked to record the number of relevant units that have an absolute exception ('absolute' is the terminology used in the definition, but these exceptions may also be described colloquially as full exceptions) from the statutory rent setting requirements set out in the WRWA (2016) and regulations made under it. Relevant units for the purposes of this SDR question do not include intermediate rent, affordable rent or HIST units (see other definitions).

Providers should only record units as having the benefit of an absolute exception if they have clearly established that such an exception applies, and providers should seek legal advice if they are unsure about this. Providers should note in particular that under the legislation (which is the definition we are using, as explained above) the following are not absolute exceptions:

- the one year exception provided during the first relevant year (as defined in the legislation) for supported housing which is not specialised supported accommodation,
- the exceptions for almshouse accommodation, and accommodation provided by a co-operative housing association, a fully mutual housing association or a community land trust.

The rent setting rules contained in the WRWA (2016) and regulations made under it are complex, and providers should ensure that they fully understand how these rules apply to them, taking legal advice where necessary. The regulator cannot interpret legislation for providers.

Exemptions

Providers should only record units as having the benefit of an exemption from the statutory requirements set out in the WRWA (2016) and regulations made under it if they

have applied for and been granted an exemption applicable to those units for the period in question by the regulator (with the Secretary of State's consent). The rent setting rules contained in the WRWA (2016) and regulations made under it are complex, and providers should ensure that they fully understand how these rules apply to them, taking legal advice where necessary. The regulator cannot interpret legislation for providers.

Floating support or move-on support

A floating support service is defined as 'a support service that is administered to residents living in general needs accommodation'. This may include support services provided under specific programmes such as the Rough Sleepers initiative. There must be an expectation that the support for some or all of the residents will 'float off' and move to other properties as those residents cease to require the support.

Even if a resident living in general needs stock receives 'floating' or 'move-on' support or support paid for by Supporting People grant, their home continues to be designated as general needs housing.

For-profit providers

A provider whose objects may not contain a reference to the provision of social housing; or whose constitution allows it to trade for a profit (this might be expressed as an ability to distribute dividends to shareholders, or pay out its surpluses to other organisations etc.); or whose objects allow it to carry out activities that are not linked to housing provision (or any combination of these). There are no standard regulatory requirements in relation to the constitutions of for-profit providers – although specific requirements may be necessary as assessed at the point of registration.

Formula rent

See the entry for social rent rate.

General needs

General needs housing covers the bulk of housing stock for rent. It includes both self-contained and non-self-contained hostel/ shared housing units and bedspaces. General needs housing is stock that is not designated for specific client groups.

Governing body

The term 'Governing body' refers to the trustees, board or committee of management.

Group

For the purpose of this return, providers are defined as being members of a group structure if they are subsidiaries and associates of one another within the meaning of those terms as set out in Section 271 of the Housing and Regeneration Act 2008.

A return should be completed by each provider within the group. However, where the provider is a parent body in a group structure, and it does not own or manage any housing stock, then it is only required to complete the Entity Level Information (Part 1). However, we do require these providers to maintain the organisational information on the NROSH+ website as a means of ensuring effective communication and the efficient operation of other returns which require completion.

High Income Social Tenants (HIST) properties

For the purposes of this return, a unit is only considered to be subject to HIST arrangements where the provider has taken a decision not to comply with the usual statutory or regulatory rules in relation to that unit as a result of the tenant's/ tenants' higher income status.

Housing for older people

Properties should be described as housing for older people only if they are made available exclusively to older people and fully meet the definition of supported housing specified in the WRWA (2016) and regulations made under it.

The rent setting rules contained in the WRWA (2016) and regulations made under it are complex, and providers should ensure that they fully understand how these rules apply to them, taking legal advice where necessary. The regulator cannot interpret legislation for providers.

Intermediate rent

Units should only be recorded as intermediate rent if they fully meet the definition of intermediate rent accommodation specified in the WRWA (2016) and regulations made under it. The rent setting rules contained in the WRWA (2016) and regulations made under it are complex, and providers should ensure that they fully understand how these rules apply to them, taking legal advice where necessary. The regulator cannot interpret legislation for providers.

Leasehold

Leasehold units are those that are occupied by a resident holding a leasehold interest in the property. For the purposes of this part of form, providers should report all leasehold units they own excluding any low cost home ownership units that are not fully staircased (which should be reported under the LCHO part).

Leasehold units owned by providers typically include Right to Buy or fully staircased shared ownership units where the provider has sold a leasehold interest to a residential occupier but retains an interest (freehold or leasehold) of its own. This often applies to blocks of flats and other forms of construction where there are common areas and facilities. This includes scenarios where the provider retains the responsibility for maintaining common areas and services, the financial costs of which can be transferred in line with the terms of a lease.

Leasehold units should be reported as either social leasehold or non-social leasehold based on the HRA (2008) definition of social housing. Whether leasehold units meet this legal definition relates to the precise timing of ownership and sale and tracking this may be difficult in certain cases. At a minimum, the division of leasehold units between social and non-social should be broadly aligned with the allocation for costs for such units between social and non-social reported in the financial statements and electronic accounts returns (FVA).

To clarify, the definition of a leasehold property is determined by whether a leasehold interest is owned by a residential occupier (not whether the landlord owns a leasehold interest). Providers should not report commercial non-residential leasehold properties, or properties where it has granted a lease other than to a residential occupier (e.g. where a provider lets a property to another social housing provider).

Letting

The guidance for defining the logs to be completed for CORE (COntinuous REcording) system in 2018-19 is available on-line from its website.

<https://core.communities.gov.uk/content/LearnAboutCORE.html>

The information requested in this Return includes lettings in CORE as well as other lettings and assignments.

Low cost home ownership (LCHO)

Low cost home ownership accommodation is defined in the Housing and Regeneration Act 2008 as being that occupied or made available for occupation in accordance with shared ownership arrangements, shared equity arrangements, or shared ownership trusts; and it is made available to people whose needs are not adequately served by the commercial housing market. LCHO figures should include all such accommodation that owned or managed by a provider.

LCHO figures should not include 'fully staircased' properties *i.e.* properties once occupied under relevant arrangements but where the occupier has for example acquired a 100% share of a shared ownership property or repaid an equity loan on a shared equity property in full. Fully staircased properties where the landlord has retained a freehold interest should be included under 'leasehold' properties.

The conditions under which LCHO properties are regarded as sold to occupiers (e.g. through being fully staircased) are more formally set out in HRA (2008).

Low cost rental accommodation

The Housing and Regeneration Act 2008 defines accommodation as low cost rental accommodation where it is:

- Made available for rent
- The rent is below the market rate
- It is made available to people whose needs are not adequately served by the commercial housing market

For the purposes of our data collection, we break down low cost rental accommodation into six categories. These are:

- General needs
- Intermediate rent
- Affordable rent
- Supported housing
- Care homes
- Housing for older people

Management

For the purposes of our data collection, a property is **managed** by the provider responsible for the day to day management of the tenancy or licence (e.g. issuing paperwork, collecting rent, etc.). If a provider **manages** the property under an agreement but does not **own** it (see definition of **ownership**), that organisation is not the landlord but it may report the unit as under **management**. (See also **ownership**.)

If an organisation is responsible for the provision of care to the tenant, but not for the kind of functions described as management above, it is not the managing organisation for these purposes.

Mortgage rescue scheme

This scheme has two options: Shared Equity, where the household remains as a homeowner (and the equity loan is usually the provider's only interest in the property) and Mortgage to Rent, where the household becomes a tenant of the provider.

For the purposes of this return, the shared equity units are excluded, and the latter is included as social housing.

Mortgage to Rent

A property is purchased by a provider and let to the household on an Assured Shorthold Tenancy with rent charged at 80% of market rent.

Mutual exchange

All dwellings let by the provider as a consequence of a mutual exchange should be recorded. Where a mutual exchange has occurred within the providers stock, it should be recorded as lettings of two dwellings. When a mutual exchange occurs between tenants of two different landlords, only record the letting of the dwelling owned by the provider for whom the form is being completed.

Non-self-contained housing

A non-self-contained unit will consist of an area in a hostel/ dormitory or other similar entity or a room or rooms (within a block of flats, sheltered scheme, house in multiple occupation or similar entity) which is/ are private to the tenant but which require sharing of some or all living, cooking, bathroom or toilet amenities. When counting non-self-contained units, you should be counting the number of areas for which an individual tenancy can be issued, not the number of occupants. All non-self-contained units are recorded in the SDR as bedspaces.

See also guidance notes on self-contained accommodation and bedspaces.

Non-social housing

Stock to which the definition of social housing (see below for definition of social housing) does not apply.

Ownership

For the purposes of this data collection, a provider **owns** property when it: (a) holds the freehold title or a leasehold interest in that property; and (b) is the body with a direct legal relationship with the occupants of the property (this body is often described as the **landlord**). All residential property owned in this sense should be reported as requested in

the SDR whether or not it is social housing, and whether or not it is currently occupied. No non-residential properties should be reported in the SDR.

In this context there is an important difference between **landlords** and **managing agents**. The **landlord** is the body with legal responsibility under the tenancy or licence and entitled to charge rent or a licence fee from occupants of the property. Landlords may (and usually do) directly manage the properties they own or they may have an agreement for another organisation for the management of lettings and rent collection. The form of any management agreement may vary, however the landlord retains overall control of the property and all occupiers of its properties are tenants (or in some cases licensees) of that provider. For the purposes of this data collection, when indicating the numbers of properties **owned** providers should report units which are owned and directly managed as well as units which are owned but not directly managed.

Properties should not be reported as being owned by more than one provider.

If the owner has a leasehold interest in the property, that lease can be of any duration, as the length of lease that the landlord holds does not determine whether it is owned or not. In earlier data collections, a minimum period of lease was stated as a condition for ownership. That is no longer a relevant consideration for the purposes of this data collection.

Parent body

For the purposes of this return, providers are defined as being parent bodies when they are a body of which another body or bodies is/ are (a) subsidiary(ies) within the meaning of Section 271 of the Housing and Regeneration Act 2008.

Registered Provider

An organisation that is registered with the Regulator of Social Housing.

Rent to Save

Rent to Save is a flexible home ownership product offered by the GLA that allows tenants to rent properties at a sub-market level whilst saving for a deposit on the unit. For the purposes of this return, units offered under this scheme should be classed as Intermediate Rent during the rental period and low cost home ownership once the purchase has been made.

Right to Buy

This refers to the statutory rights of secure tenants to purchase the property they occupy from their landlord (public sector). The main legal provisions are contained in Part 5 of the Housing Act 1985, as amended.

When a Local Authority transfers stock to a social landlord, its tenants who were eligible to purchase their home under the Right to Buy scheme continue to retain this right with their new landlord, subject to certain conditions. This is called the Preserved Right to Buy (although under some circumstances tenants retain the full Right to Buy).

Right to Acquire

This refers to the statutory rights of certain secure/ assured tenants to purchase the property they occupy from a private registered provider. The legal provisions are

contained in Sections 16 and 17 of the Housing Act 1996 and the Right to Acquire Regulations 1997.

Self-contained unit

A self-contained unit is one in which all the rooms (including kitchen, bathroom and toilet) in a household's accommodation are behind a door which only that household can use and therefore allows that household exclusive use of them. Some self-contained units, especially flats, may have some common services such as a central boiler for heating and/ or hot water. Households which share a common entrance hall, but otherwise have all their accommodation behind their own front door are self-contained.

It may be difficult, in some supported housing for example, to draw the line between self-contained and non-self-contained units. In these circumstances, consider the primary purpose behind the design of the property. For example, if only rudimentary cooking facilities are provided – on the assumption that residents' meals will be prepared elsewhere – then this is probably non-self-contained.

A self-contained unit/ house for letting to a group of people under one tenancy agreement would be one unit, regardless of whether the occupants are a family unit or a group of unrelated people. However, if each room within the house is to be let on a separate tenancy, then each room is counted as a unit/ bedspace.

Service charges

Service charges are separate from rents and for the purposes of the SDR we work to the definition of service charges in section 33 of the WRWA (2016).

In the SDR, service charges are divided into those which are eligible for housing benefit and those that are not. The prevailing legislation and amendments provide general guidance on what costs are eligible and ineligible for Housing Benefit.

When calculating service charges, do not include negative values/ rebates which apply to individual tenants.

Shared equity schemes

In equity loan schemes, sometimes known as equity percentage schemes or equity share schemes, a purchaser provides a certain amount of the purchase price through deposit and mortgage, with the remainder coming as an equity loan from the provider. In publicly funded versions, the Government contributes some grant to the provider to enable it to make the equity loan.

The equity loan represents a percentage of the purchase price and is repayable voluntarily, in whole or in part. The amount to be redeemed depends on the change in value of the property. So, if an equity loan represented 50% of the original purchase price of £200,000, and the property had increased in value to £240,000 at the time of redemption, the amount required to redeem that loan would be £120,000. No interest is charged on the equity loan but, in some variants, a small annual fee becomes payable after a few years.

The equity loan is usually a provider's only interest in the property. In such cases the provider is not the owner of the property for purposes of this return. Occasionally, a provider is the freeholder as well as having the equity loan.

Social housing

The Housing and Regeneration Act 2008 sets out the meaning of social housing, which is defined as:

- Low cost rental accommodation
- Low cost home ownership accommodation
- Accommodation owned by a private registered provider as previously defined in the Housing Act 1996, regardless of whether it falls within either of the above two categories. Exceptions to this category of social housing are:
 - Accommodation let on the open market
 - Accommodation let only to full time students
 - Care homes in which nursing care is provided
 - Accommodation provided for asylum seekers (unless that accommodation was purchased, constructed or renovated by means of grant funding through housing association grant, social housing grant or financial assistance from Homes England (formerly known as Homes and Communities Agency).

Social HomeBuy

A scheme in which sitting tenants are assisted by a discount to buy their home either outright or on shared ownership terms. The purchaser buys a minimum initial stake of 25% of their rented home at a discount. A private registered provider will retain the rest of the equity and will be able to charge a levy of up to 3% on their equity.

The scheme was introduced in April 2006 and was formerly known as Rent to Mortgage. When bought on shared ownership terms, the former tenant can obtain a further discount upon staircasing. Discounts are repayable upon resale within the early years. Purchasers who buy their rented home outright (*i.e.* 100 per cent of the equity) will be freehold. They will also receive a discount on the total purchase price of their home.

Social rent rate

A key element of social rent setting is the Social Rent Rate as introduced by and defined in the Welfare Reform and Work Act (2016) and regulations made under it. For most properties this reflects the formula rent for 2015/16 less a 1% reduction in each relevant year, but providers will need to make their own calculations pursuant to the relevant rules.

The Social Rent Rate - alongside Assumed Rent Rate (also defined in the Welfare Reform and Work Act (2016) and regulations made under it) - performs a similar function in setting rents on new properties, or on relets of existing social housing stock, and links closely to what was previously defined as formula or target rent in SDR returns. There should be an appropriate degree of continuity in providers' rent data reported in the SDR over time.

The data we require providers to submit is the Social Rent Rate that would apply for each property if it was let under a new tenancy on 31 March. We do not want providers to submit data about the rent that would be the Assumed Rent Rate (as defined in the legislation) for each property.

The rent setting rules contained in the WRWA (2016) and regulations made under it are complex, and providers should ensure that they fully understand how these rules apply to them, taking legal advice where necessary. The regulator cannot interpret legislation for providers.

Note that in Part 2 (Low Cost Rent and Rentals) until 2016 providers were previously asked to provide average Target Rent. These questions have been replaced by questions asking for average social rent rate.

The data we require providers to submit is the Social Rent Rate that would apply for each property if it was let under a new tenancy on 31 March. This average should be calculated for all those properties covered within this question where, if they were re-let, Social Rent Rates would be calculated as per the Welfare Reform and Work Act (WRWA) 2016 and the regulations made under it. This should include all such properties irrespective of whether the Social Rent Rate would be lower than the Assumed Rent Rate or vice versa. In most cases, we anticipate that these properties will (at least broadly) match the total number of relevant properties owned at 31 March that do not have an absolute exception as defined in the WRWA (2016).

Specialised supported housing

Units should only be recorded as specialised supported housing if they meet the definition of specialised supported housing specified in the WRWA (2016) and regulations made under it. The rent setting rules contained in the WRWA (2016) and regulations made under it are complex, and providers should ensure that they fully understand how these rules apply to them, taking legal advice where necessary. The regulator cannot interpret legislation for providers.

Standardised 52 week basis for rents and service charges

All rent and service charge figures reported in the SDR must be stated on a standardised 52 week basis. If these are not collected on a 52 week basis or a number of 'rent-free weeks' are offered to tenants, the figures must be converted to average them over 52 weeks.

Providers who could have charged rent for 52 weeks in a given year, should calculate their average weekly rent figures using the following formula:

$$\frac{\text{Average rental payment} \times \text{Number of payments per year}}{52}$$

52

For example, if a provider collects a rental payment of £100 each fortnight – multiply this by 26 and then divide by 52 – the weekly payment would be £50.

Additionally, if a provider could have charged rent for 52 weeks during a given year but offered a number of 'rent-free weeks' to tenants, the figures submitted to NROSH+ should be averaged out to give the rent on a 52 week basis. For example, a provider charges £80 per week but operates four rent-free weeks during the year. Multiply the weekly payment by 48 and then divide by 52 giving a weekly charge of £73.85.

Note: Providers who COULD have charged 53 weekly rent payments in a given year (even if they chose not to)* MUST consult the additional guidance materials, FAQs and data tool available on the NROSH+ website. These resources provide guidance on the reporting of rent data in line with the regulators' requirements in each year.

* Each year there are 365 days, this means that in any given year there are 52 weeks and 1 day (in a leap year 2 days). Depending on the day of the week your organisation makes rent payment charges there is a potential for 53 rent payments to be charged in some years. Between 1 April 2019 and 31 March 2020 there were 53 Mondays and 53 Tuesdays. Providers who charge rent each Monday or each Tuesday COULD have charged 53 rent payments.

Starter or introductory tenancies

Local authorities may issue introductory tenancies, and providers may issue starter tenancies, to residents for the first 12 months of occupation, on assured shorthold terms. If at the end of that period the tenancy has not been terminated, it should automatically be converted to an assured periodic tenancy.

Subsidiary

For the purposes of this return, providers are defined as being subsidiary bodies if they meet the definition of subsidiary as set out in Section 271 of the Housing and Regeneration Act 2008.

Supported housing

Units should only be recorded as supported housing if they meet the definition of supported housing specified in the WRWA (2016) and regulations made under it. The rent setting rules contained in the WRWA (2016) and regulations made under it are complex, and providers should ensure that they fully understand how these rules apply to them, taking legal advice where necessary. The regulator cannot interpret legislation for providers.

Temporary social housing

Units should only be recorded as temporary social housing if they meet the definition of temporary social housing specified in the WRWA (2016) and regulations made under it. The rent setting rules contained in the WRWA (2016) and regulations made under it are complex, and providers should ensure that they fully understand how these rules apply to them, taking legal advice where necessary. The regulator cannot interpret legislation for providers.

Units of temporary social housing should also be included in every part of the SDR which asks for information on the relevant unit type. For example: a unit of temporary general needs social housing should be included in figures for general needs stock and a unit of temporary Supported Housing social housing should be included in figures for Supported Housing stock.

Tenant

A tenant is someone who lives in a property belonging to the provider and holds a tenancy, lease or licence.

Unit

Where the SDR refers to units, this means units of housing. Providers should only include units of housing and should not include garages, common areas or any former housing units currently used for non-housing purposes such as office space. Additionally, units occupied by staff should not be included unless the staff member has a tenancy that is independent of their employment.

Universal Credit

Questions relating to service charges eligible or ineligible for Housing Benefit also apply to tenants that have been transitioned to Universal Credit.

Unregistered Entity

Any organisation or body that is not registered with the Regulator of Social Housing.

Vacant stock

Units in the following states would be considered to be available for letting:

- First let and ready for immediate occupation
- Re-let and ready for immediate occupation
- To be let or re-let after minor repairs, or normal maintenance and redecoration work between lets
- The previous tenant or licensee is no longer being charged rent and no works are required before a new tenant can move in
- Handed over from a contractor, development section or maintenance section on completion of works, for new letting or re-letting, and is in a satisfactory condition for letting.

Units would not be considered available for letting:

- Awaiting improvement, conversion, repair or other works
- Undergoing improvement, conversion, repair or other works
- Awaiting sale
- Unauthorised occupation
- Waiting to be demolished

Additionally, a unit can only be considered as being available for letting if it can be freely let by the provider.

Voluntary Right to Buy

Questions relating to Voluntary Right to Buy should only be completed by providers who are part of the official pilot schemes for this policy.

Weighted average rents and service charges

All rent and service charge figures reported in the SDR must be stated as weighted averages. To calculate rent figures as a weighted average, first add together all of the rents charged as at 31 March 2020 for a given property type and size in an LA to get the total rent collected. This figure should then be divided by the total number of units of that property type and size in that LA. The same process should be followed to calculate weighted average formula rents and service charges.

Care should be taken to ensure that the correct units are used when dividing the total. For example, when calculating the average service charge eligible for housing benefit, the total service charge should be divided by the number of units that have a service charge eligible for housing benefit.

WRWA (2016) (Welfare Reform and Work Act (2016))

References to the WRWA (2016) are references to the Welfare Reform and Work Act (2016). This, and regulations made under it, have introduced significant changes to the way rents are set within the social housing sector, and providers should review their rent policies and stock definitions in light of legislation.

The legislation is available at <http://www.legislation.gov.uk/ukpga/2016/7>

The rent setting rules contained in the WRWA (2016) and regulations made under it are complex, and providers should ensure that they fully understand how these rules apply to them, taking legal advice where necessary. The regulator cannot interpret legislation for providers.

Change history

Version 1.0 February 2020

Initial release.

Version 1.1 March 2020

Glossary definition on standardised 52 week rent reporting updated to provide greater clarity on rent recording where a provider could have charged for 53 weeks.

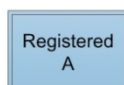
Replaced references to '52 week basis' with 'standardised 52 week basis' to reflect revised naming of glossary entry.

Version 1.2 1 April 2020

Submission deadline information updated to 31 October 2020 to reflect revised regulatory approach in light of Coronavirus (Covid19).

Annex A – Recording group structures

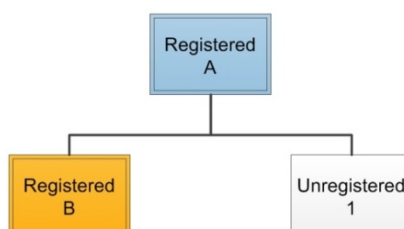
Non-group registered provider



Registered A:
Q9: Select 'No'

Two tier group with registered parent

Registered B:
Q9: Select 'Yes'
Q10: Select 'No'
Q11: Select 'No'
Q15: Select 'Yes'
Q15a: Enter details for Registered A

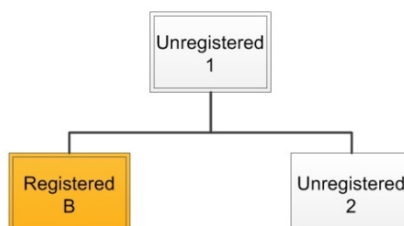


Registered A:
Q9: Select 'Yes'
Q10: Select 'Yes'
Q12: Enter details for Registered B
Q13: Enter details for Unregistered 1

Unregistered 1:
- No SDR

Two tier group with unregistered parent

Registered B:
Q9: Select 'Yes'
Q10: Select 'No'
Q11: Select 'No'
Q15: Select 'No'
Q15b: Enter details for Unregistered 1

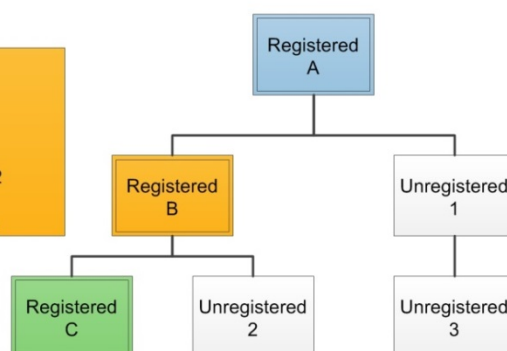


Unregistered 1:
- No SDR

Unregistered 2:
- No SDR

Three tier group with registered parent

Registered B:
Q9: Select 'Yes'
Q10: Select 'No'
Q11: Select 'Yes'
Q12: Enter details for Registered C
Q13: Enter details for Unregistered 2
Q15: Select 'Yes'
Q15a: Enter details for Registered A



Registered A:
Q9: Select 'Yes'
Q10: Select 'Yes'
Q12: Enter details for Registered B
Q13: Enter details for Unregistered 1
Q14: Enter details for Unregistered 3

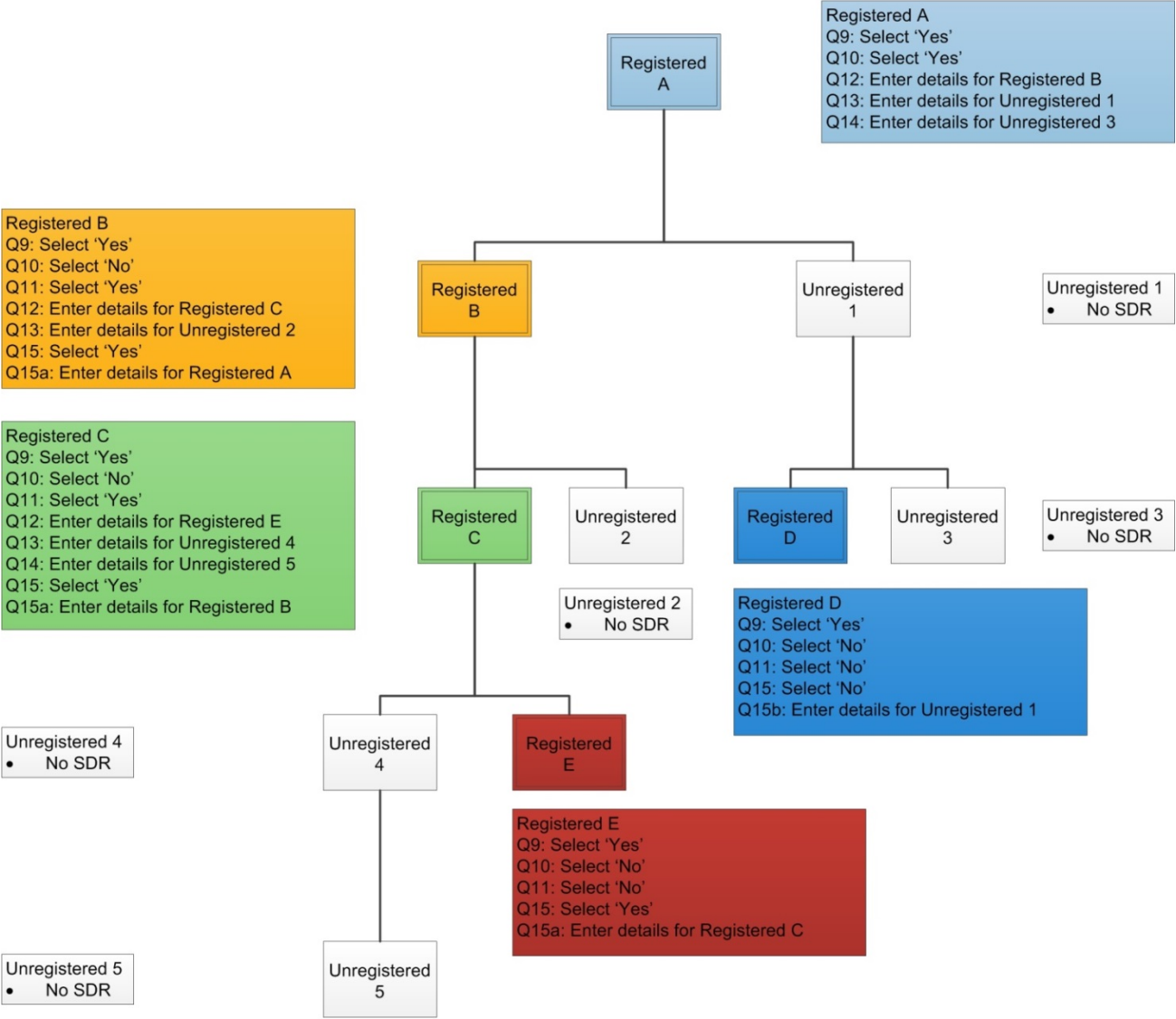
Unregistered 1:
- No SDR

Unregistered 3:
- No SDR

Registered C:
Q9: Select 'Yes'
Q10: Select 'No'
Q11: Select 'No'
Q15: Select 'Yes'
Q15a: Enter details for Registered B

Unregistered 2:
- No SDR

Complex group with registered parent





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