



13 March 2023

Dear Chief Executive

2023/24 RSH data requirements

I wanted to write to you to let you know about the arrangements for data collection in the coming year. Timely and accurate data submission is a cornerstone of the co-regulatory settlement, and we rely on the information you supply us to ensure proportionate and risk-based regulation. I would therefore be grateful if this letter can be passed onto the appropriate person within your organisation.

From April 2023, we will be commencing our round of data collection from private registered providers ('providers') via the NROSH+ website <https://nroshplus.regulatorofsocialhousing.org.uk>

NROSH+ closure and update

In order to prepare for the 2023/24 survey period, the NROSH+ system will be offline from 18:00 on **Friday 17 March until launch on Monday 3 April**. During this time, you should not access the site and should make alternative provision to access documents and templates should you require these during this period.

We will notify all users by email when NROSH+ launches for the 2023 collections.

Subject to final testing and quality assurance processes we intend to update the NROSH+ system during this downtime. This revised system should deliver a number of improvements requested by providers, whilst retaining a similarity to the current system. We have endeavoured to ensure that the layout and processes remain aligned to the existing application, however, there are some key changes which users will need to familiarise themselves with assuming the updated NROSH+ system launches. These include:

- Changes to the way in which survey data are imported to and exported from the system;
- Contact details being updated during the submission process and not within the surveys themselves; and
- Validations being viewable onscreen as well as the traditional exports.

Please note that we strongly recommend providers download PDF and/or Excel versions of their previous data returns as these will not be included in the revised system.

Guidance on how to download previous data returns is available on the current NROSH+ application.

New guidance materials will be available on the website when it launches, and we will notify users of training sessions in early April. As with most IT systems, there will be a continuous development plan over the coming years, allowing the introduction of smaller changes, or to



resolve smaller items of frustration. We welcome feedback on the revised system, and hope you will be patient as we resolve any issues we encounter.

We will keep users updated as to the system launch through their current user account details.

Details on how to reactivate user accounts on the system once it relaunches will be sent to all current NROSH+ users. It is imperative they reactivate their user accounts to ensure that your organisation continues to receive notifications from the system.

Data returns

During 2023/24, all providers that own 1,000 or more units of social stock will be required to submit the following returns:

Data Returns	Deadline
Statistical Data Return (SDR)	31 May 2023
Financial Forecast Return (FFR) (with business plan and other supporting documentation)	30 June 2023 We encourage submission within 6 weeks of business plan sign off by the provider's board where this is earlier than 30 June 2023
Quarterly Survey (QS)	3 weeks after each quarter end (Q4 2022/23 is due 25 April 2023)
Electronic Annual Accounts (FVA)	6 months after financial year end
Regulatory Documents	
Audited Accounts Audit Management Letter Fraud Reports	6 months after financial year end
Quarterly disposal notification Priority disposal notifications	3 weeks after each quarter end As required (see disposal notification guidance available on NROSH+)

The deadlines for all returns are in line with those operating in a standard collection year. We rely on the supply of timely and accurate data from all registered providers. Failure to supply quality data in line with the timescales we outline may be reflected in our published judgements of your compliance with the regulatory standards.

If any of these present a practical problem for your organisation, please contact your key contact or the referrals and regulatory enquiries (RRE) team as soon as possible (details as in letter header).

SDR submissions are due 31 May and are required from all registered providers even if a provider owns no stock. We will publish a list of all late or missing returns for 2023 when the SDR data is published in Autumn 2023.

Changes to returns for 2023

It is essential that guidance notes are reviewed before the completion of the surveys as there are new, moved and revised questions within each survey. For more information regarding changes, please refer to the note enclosed with this letter.

Additionally, we remind you that it is your responsibility to correctly categorise and record stock accurately according to the latest applicable legislation and to ensure you understand and apply the rent (and any other) rules correctly.

SDR questions relating to stock condition have changed this year and now include questions relating to physical stock inspection coverage, DHS failures by criterion, exclusions from reporting and information about energy performance certificate (EPC) ratings. We ask that you give particular focus to your reporting of decent homes non-compliance to ensure that the submitted figures across all questions are an accurate reflection of your stock's performance against the requirements of the Decent Homes Standard. Please refer to the note enclosed with this letter for more information.

We would also like to take this opportunity to remind providers that any properties covered by the Decent Homes Standard which contain one or more hazards assessed as serious (Category 1) under Housing Health and Safety Rating System (HHSRS) which have not been rectified are non-compliant with the Decent Homes Standard by default. Therefore, homes reported as having Category 1 damp and mould hazards in our survey of December 2022, and which have not seen these hazards rectified, should be reported as non-compliant.

During 2023/24 we will be undertaking further regulatory engagement to seek assurance on the quality of providers' understanding of their stock.

Submitting data

In 2023 the annual surveys will launch in a staggered pattern, with SDR and FFR surveys launching in April 2023 and the FVA launching in June 2023. The Quarterly Survey (Q4) will launch alongside the SDR and FFR in April. Guidance materials and templates will be released on NROSH+ as they become available.

Please submit returns as early as possible within each of the survey periods. We encourage the submission of the FFR within 6 weeks of business plan sign off by boards where this is earlier than 30 June 2023. This will allow sufficient time to raise any questions you have regarding your submissions.

Query resolution

We aim to respond to all queries within five working days. Please note that queries made to us 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.

During the checking of submissions, we may contact some providers to discuss their data returns before signing them off for further analysis. Subsequently, we may contact a minority of providers where there are any regulatory issues arising from this analysis of the validated data.

Organisational and contact details

The NROSH+ website requires your organisation to enter and maintain a suite of organisational and contact details. It is the responsibility of each individual provider to ensure that this contact information is kept updated and accurate throughout the year. This is important because we use this information to contact your organisation on regulatory matters. Please note that contact information cannot be updated between 1 April and mid-July except via your SDR return (please contact the enquiries team if you need to amend submitted data).

It is very important that the organisational and contact details in NROSH+ are kept accurate and up to date by your officers. If they are not:

- (a) your organisation may not receive important information on statutory consultations and/or regulatory requirements; and/ or

- (b) correspondence (which may include information about the provider's business or regulatory compliance) may be sent to the wrong individuals (who in some cases may no longer work for the provider).

We take our duties in relation to data protection seriously, but to do this we rely on providers updating their contact information in a timely fashion. Please see our privacy policy on the NROSH+ site for more details.¹

If you have any queries, please refer to the guidance and FAQs on the NROSH+ website. If further assistance is required you can contact the referrals and regulatory enquiries team NROSHenquiries@rsh.gov.uk who will assist you with your query.

Yours faithfully,



Will Perry

Director of Strategy

¹ <https://nroshplus.regulatorofsocialhousing.org.uk/Home/PrivacyPolicy>