NROSH+ Submission Requirements
for Registered Providers

Updated March 2017

Version 1.0
1 Data Collection

The HCA collects all financial and statistical data from private registered providers through NROSH+.

NROSH+ is a single web-based portal for providers to submit the regulatory returns and supporting documentation required to enable regulation of the economic standards.

Data returns

Data returns are an important mechanism by which we monitor key financial risks and regulate the sector.

The regulator expects providers to produce the information and documents it requires on a timely basis. Where the regulator has evidence that information of any nature has not been submitted or is late, incomplete, or inaccurate, this may be reflected in our judgement of a provider’s compliance with the regulatory standards. In particular, it may potentially be indicative of a weak control environment and possibly evidence of a failure to comply with 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.

Submitting data

Please submit returns as early as possible within each of the survey periods, allowing sufficient time to raise any questions you have regarding your submission. The regulator aims to respond to all queries within five working days.

Please note that queries made to the regulator 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.

Organisational details

The NROSH+ website requires providers to enter and maintain a suite of organisational and contact details. This contact information must be kept updated throughout the year, as the regulator will use this information as the basis by which it will make contact with your organisation on regulatory matters. If details are not correct your organisation may not receive important information on statutory consultation and regulatory requirements.

Please note that contact information cannot be updated between 28 March and mid-July except via your SDR return.
2. **2017/18 Requirements**

All providers, including those that own fewer than 1,000 units, are required to complete and submit a Statistical Data Return (SDR) to NROSH+.

All larger providers that own 1,000 or more units will be required to submit the following regulatory returns to NROSH+:

<table>
<thead>
<tr>
<th>Data Returns</th>
<th>Deadline</th>
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<tbody>
<tr>
<td>Statistical Data Return (SDR)</td>
<td>31 May 2017</td>
</tr>
<tr>
<td>Financial Forecast Return (FFR) (with business plan and other supporting documentation)</td>
<td>30 June 2017 final deadline for all providers with 31 March financial year end Providers are encouraged to submit within 6 weeks of business plan sign off by the provider’s board where this is earlier than 30 June 2017</td>
</tr>
<tr>
<td>Quarterly Survey (QS)</td>
<td>3 weeks after each quarter end(also see dates below)</td>
</tr>
<tr>
<td>Electronic Annual Accounts (FVA)</td>
<td>6 months after financial year end</td>
</tr>
</tbody>
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<tr>
<th>Regulatory Documents</th>
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</thead>
<tbody>
<tr>
<td>Audited Accounts</td>
<td>6 months after financial year end</td>
</tr>
<tr>
<td>Audit Management Letter</td>
<td></td>
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<tr>
<td>Fraud Report</td>
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**Statistical Data Return (SDR)**

All Private Registered Providers of social housing in England are required to complete the Statistical Data Return.

The changes to the SDR collection are intended to improve the way in which we collect information about group structures.

Please note - the provision of contact information for all four of these contacts is required from large providers, with the provision of Chief Executive (or equivalent) being required from small providers.

The **deadline for submission of the SDR is 31 May 2017**, early submission is encouraged.

**Financial Forecast Return (FFR)**

Providers owning and/or managing 1,000 units or more at the start of their accounting period are required to submit an FFR. However, there may be cases where the regulator will require providers with fewer units to submit an FFR. This will be based on an assessment of risk and/or other circumstances.

For more information see FFR Guidance as it becomes available on the NROSH+ website.
Electronic Annual Accounts (FVA)

Providers owning and/or managing 1,000 units or more at the start of their accounting period are required to submit an FVA. However, there may be cases where the regulator will require providers with fewer units to submit an FVA. This will be based on an assessment of risk and/or other circumstances.

For more information see FVA Guidance available on the NROSH+ website.

Annual Accounts (FVA) should be submitted by 6 months after an organisation’s financial year end. Earlier submission is encouraged where possible.

As in previous years providers may be required to complete a consolidated return instead of, or as well as, an individual return. To enable providers to do this, user accounts (based on the providers RP code with a ‘G’ prefix) have been (or will be) established within NROSH+. Providers will be required to submit their individual FVA using their existing NROSH+ account and their consolidated return using their G-prefixed account. Additional guidance on submitting consolidated returns is available on the NROSH+ website.

Please note: The FVA will launch in June 2017. However, we still expect providers with a 31 December year end to submit an FVA to us by 30 June.

This will also apply to those providers who will be required to submit a consolidated FVA. Updated guidance and templates will be made available as soon as possible, so you can begin to collate the data for your FVA return in advance of being able to submit.

Quarterly Survey 2017/18

Providers owning and/or managing 1,000 units or more are required to submit the QS. Where smaller providers are developing, they may also be required to complete the QS. The survey should normally be completed on a group basis.

QS data is collected four times a year according to the timetable below:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Opening Date</th>
<th>Closing Date</th>
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<tbody>
<tr>
<td>Q1 (2017/18)</td>
<td>16 June 2017</td>
<td>21 July 2017</td>
</tr>
<tr>
<td>Q2 (2017/18)</td>
<td>15 September 2017</td>
<td>20 October 2017</td>
</tr>
<tr>
<td>Q3 (2017/18)</td>
<td>15 December 2017</td>
<td>22 January 2018</td>
</tr>
<tr>
<td>Q4 (2017/18)</td>
<td>1 April 2018</td>
<td>23 April 2018</td>
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</tbody>
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The survey data collection sheets will normally be made available on the opening date and the survey will remain open for approximately 15 business days after the quarter end.

For more information see Quarterly Financial and Risk Survey Guidance on the NROSH+ website.
Using NROSH+

In order to use NROSH+ effectively, it is important providers:

- Log into the NROSH+ system at: https://nroshplus.homesandcommunities.co.uk/
- Update contact and organisational information logged in NROSH+, especially the contact details of the nominated primary user
- Use the latest templates for each return to prepare and submit data
- Use the current guidance and FAQs provided on the NROSH+ site
- Submit data as early as possible within the survey period to allow for data to be checked
- Contact the helpdesk with queries (details below)

Help and support

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

- **NROSH+ System User Guide** – help to navigate around the website, enter and submit data. It is strongly recommended that users read this guide before using the site and entering data
- **NROSH+ Quick Guide** – a quick reference guide for using NROSH+
- **FVA Guidance** – guidance on entering and submitting FVA data
- **FFR Guidance** – guidance on entering and submitting FFR data
- **SDR Guidance** – guidance on entering and submitting SDR data

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, email or using the on-line contact form available on NROSH+.

All questions are directed in the first instance to our Referrals & Regulatory Enquiries Team. Their contact details are:

**Telephone:** 0300 1234 500  
**Email:** NROSHenquiries@hca.gsi.gov.uk  
**Availability:** Monday to Friday; 9am to 5pm (excluding bank holidays)