



11 March 2024

Dear Chief Executive

2024/25 RSH data requirements

I am writing 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 on to the appropriate person within your organisation.

From April 2024, we will be commencing our annual round of data collection from private registered providers ('providers') via the NROSH+ website

<https://nroshplus.regulatorofsocialhousing.org.uk>

Data returns

During 2024/25, all providers that own 1,000 or more units of social stock will be required to submit the following structured returns:

NROSH+ returns	Deadline
Statistical Data Return (SDR)	31 May 2024 We will publish a list of all late or missing returns for 2024 when the SDR data is published in Autumn 2024.
Financial Forecast Return (FFR) (with business plan and other supporting documentation)	30 June 2024* We encourage submission within 6 weeks of business plan sign off by the provider's board where this is earlier than 30 June.
Tenant Satisfaction Measures Return (TSM) (including all supporting documentation as specified in the guidance)	30 June 2024*
Electronic Annual Accounts (FVA)	6 months after each organisation's financial year end
Quarterly Survey (QS)	3 weeks after each quarter end (Q4 2023/24 is due 22 April 2024)
Fire Safety Remediation Survey (FRS) (including the building level spreadsheet supply for the relevant quarter for DLUHC) Note: We share the data from the FRS with DLUHC, including information on submission statuses and data quality. The building level spreadsheets are supplied to DLUHC as submitted to us.	Quarterly – the deadline for each survey will be confirmed at its launch The next FRS will launch in late March 2024, for completion in the first weeks of April with an as at 31 March 2024 position being reported. The survey will align with standard reporting quarters for 2024/25.

* Note: The 30 June 2024 is a Sunday. We strongly encourage submission by 28 June 2024 as no support for system or survey queries will be provided over the weekend.



Regulatory documents	
Audited Accounts Audit Management Letters Fraud Reports	6 months after financial year end
Quarterly disposal notifications [^]	3 weeks after each quarter end (Q4 2023/24 is due 22 April 2024)
Priority disposal notifications	As required (see disposal notification guidance available on NROSH+)

[^] In April 2024 (for the quarter four return) we will be piloting a version of the quarterly disposal notification as a NROSH+ return alongside the existing regulatory document return. If this pilot is successful we intend to implement the quarterly disposal notifications as a return on NROSH+ for all large providers from July 2024. This will allow better monitoring and onward data use at the RSH and should pose no additional burden to providers. We welcome feedback on this proposal and will provide more information when we launch the collection in April.

The deadlines for all returns are in line with those operating in a standard collection year. We will let you know in good time if there are any changes or additions during the year to either the information you need to submit or to our deadlines. 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 regulatory judgements.

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).

Submitting data

In 2024 the annual returns will launch in a staggered pattern. We anticipate that all returns (as in the table above) except the FVA will launch in April, with the FVA being launched in June.

As each return is launched it will be automatically added to the dashboards of providers from whom we require the return and notification emails will be sent to all active NROSH+ users.

Guidance materials will be released on NROSH+ as they become available. It is essential that guidance notes are reviewed before the completion of any return as there are new, moved or revised questions.

As the TSM return is new in 2024 we ask that all providers pay particular attention to the return guidance to ensure they complete the return correctly and submit all relevant supporting documentation.

For more information regarding the returns and the changes for 2024, please refer to the note enclosed with this letter.

Please submit returns as early as possible within each of the survey periods. 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.

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.

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.

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).

Please note that from 1 April 2024 all providers are asked to provide the name and contact details of their Health and Safety lead through the NROSH+ and publish that information. Further details about the requirement can be found on our website.¹

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 notice on the NROSH+ site for more details.²

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://www.gov.uk/guidance/information-required-from-registered-providers>

² <https://nroshplus.regulatorofsocialhousing.org.uk/privacy-notice>