

## Frequently-asked questions: Registered Social Landlords

- 1. If the Registered Social Landlord (RSL) owns, but does not manage certain stock, it may be dependent on the managing organisation to provide data - in some cases this could involve a lot of very small organisations. What is the best way to deal with this?**

The RSL or local authority (LA) which owns the property or holds the lease of a private sector property is responsible for ensuring that valid data are supplied to the NROSH database. However, the task of actually providing NROSH data can be delegated to a managing agency such as another RSL, an arms length management organisation (ALMO) or a tenant management organisation. The expectation is that landlords will adopt the approach that works best for them. The Tenant Services Authority (TSA) suggests:

- a) Where the owning RSL has a housing management system (HMS) you could facilitate the collection of data from the smaller managing organisations onto your HMS, then submit all of your data to NROSH. This method will ensure that the owning RSL has up to date and accurate information at hand about the properties they own.
  - b) If the above option proves difficult, modify your arrangements with the managing organisations to ensure they submit data to NROSH on your behalf.
- 2. As I deal with a lot of managing organisations, I worried about repetition of data supply to NROSH. Is there any way to avoid this?**

Whether you decide on option a) or b) above, you can avoid duplication by ensuring that the following fields are accurate and complete for every property:

- Field number 3: *Data Provider's Property Reference Number* (enables us to ensure no duplication)
- Field number 13: *Reference number of the Data Provider* (so we know who submitted the data)
- Field number 7.2: *Code of the Owner* (enables correct aggregation for the RSR)
- Field number 8: *Confirmation of Manager* (enables correct aggregation for the RSR)

- 3. If a RSL's data is submitted to NROSH as part of a group submission, will there still be a split of PIs between the different RSLs?**

Some PIs calculated in the Regulatory Statistical Return (RSR) can be populated using NROSH data (Questions 1, 2, 3, 4 (partial) and 5). NROSH data are aggregated based on owner/manager to pre-populate your RSR form. As long you provide the *Code of the Owner* and *Confirmation of Manager* data fields to NROSH, we are able to split the data either way - by individual RSL or by group. At the moment the TSA policy is to allocate PIs at RSL level. No changes to this are foreseen in the near future.

- 4. What are the consequences of not submitting your data to NROSH?**

The Housing Corporation's letter of October 2007 provided regulatory guidance in relation to NROSH (for a copy of the letter, please visit [www.housingcorp.gov.uk/nrosh](http://www.housingcorp.gov.uk/nrosh)). The TSA expects RSLs to be supplying at least mandatory and priority NROSH fields for all of their properties by the published target dates. This will ensure that NROSH data are used to pre-populate the property-related cells of the RSR by 2010, and that the RSL benefits outlined in the regulatory guidance are realised. It is intended to withdraw the RSR once the mandatory and priority NROSH fields are fully populated with complete and accurate data.

**5. If 80% of RSR cells can be derived from the mandatory and priority NROSH data fields, what about the other 20%?**

NROSH holds property information only, so only property-related questions in the RSR can be pre-populated using NROSH data. The remaining 20% of the RSR relates to non-property questions (eg total nominations or their equivalent rejected), and some property-related questions where the slight difference in the NROSH/RSR data standards make it impossible to use NROSH data to complete the cell. You should continue to supply data to these RSR cells in the usual way.

RSR forms with highlighted cells to show where data are generated in NROSH are available from the RSR website ([www.rsrsurvey.co.uk](http://www.rsrsurvey.co.uk)).

**6. How do my submitted NROSH data get into the RSR?**

The NROSH to RSR facility is used for exporting NROSH data into the RSR form.

A few days into April, a cut of your NROSH data, as at 31<sup>st</sup> March, will be taken and put into the NROSH to RSR facility ready for export into your RSR form. You will be notified when this happens so you can access the NROSH to RSR facility on the RSR website and select particular sections, columns, rows or cells of NROSH data to export into the RSR form.

You need to be submitting all mandatory and most of the priority fields to NROSH before you can start using the NROSH to RSR facility. If you are not going to be in this position by April 2009, we suggest you complete your 2009 RSR in the usual way. In this case, questions 7, 8 and 9 are not relevant to you at the moment.

**7. I am always under a lot of pressure to complete the RSR during the live survey period (April/May). How can I feel confident that the NROSH to RSR facility doesn't cause me extra work and stress?**

In order to get the most benefit out of using your NROSH data to complete the RSR, it's important that your NROSH data are as complete and accurate as possible by next year's live RSR period (April/May 2009). A process has been put in place to help you do this.

Leading up to next year's RSR submission, we are using the NROSH to RSR facility to fill a PDF copy of your RSR form with aggregated data. Seeing your NROSH data in this PDF copy helps you identify where troubleshooting may be required, so by the time of your real RSR submission, you should be in a position to export as much of your NROSH data into the RSR as possible.

For RSLs, the latest PDF copy of the RSR form with aggregated NROSH data will be available on the RSR website at the end of October 2008, and then at regular intervals leading up to 2009 RSR submission. If you have submitted sufficient NROSH data (all mandatory and most of the priority fields) to use the NROSH to RSR facility, the RSL Data Support Help Desk (Forvus) will notify you when it's available and provide guidance..

Further information is given on page 13 of the Getting Started Guide.

**8. What if my NROSH data are appearing incorrectly in the RSR form?**

For the 2009 RSR, you can fill your RSR form by exporting either the NROSH data from the NROSH to RSR facility or by inserting your own data as is current practice. Therefore, if you're not happy with the NROSH data after you have exported it into your RSR form, it's still possible for you to overwrite it. Please note that if you do this, your underlying NROSH data will not change so you still need to address NROSH data issues within your normal NROSH processes.

From the 2010 RSR, it is expected that you will only be able to use NROSH data to fill the RSR cells that are derived from NROSH data. No overwriting of incorrect NROSH data in the RSR form will be possible. We therefore encourage you to ensure that your NROSH data are as complete and accurate as possible.

**9. Can you change your NROSH data after the end of the yearly reporting period?**

When using NROSH data for your RSR submission, we take a cut of your NROSH data as at 31<sup>st</sup> March. These are the data which will be used for regulatory purposes. You are still able to overwrite any incorrect RSR data exported from NROSH, or populate any RSR cells that you have been unable to fill from NROSH data until the RSR deadline of 30<sup>th</sup> May (see question 8 above).

To ensure that you have good quality data on your HMS by the end of the yearly reporting period, we suggest that you provide monthly data submissions to NROSH. By submitting data monthly it's much easier for you to identify and solve any data problems and ensure that changes to stock and stock flow are kept up to date.

Question 7 explains how to find out how your NROSH data are appearing in the RSR form.