

## NROSH Regional Seminars 2008

### Frequently-asked questions: Technical issues for Registered Social Landlords and local authorities/ALMOs

#### 1. The required NROSH fields are not all on my Housing Management System (HMS). What can I do about this?

The latest versions of all HMSs should have been updated to include all of the NROSH fields, so it could be that you are running an old version of your HMS. If this is the case, it is likely that your organisation will be upgrading to the most up to date version shortly and we recommend that you postpone work on NROSH until the new system is in place, rather than do work that would quickly become redundant.

If waiting for a HMS upgrade means that you are not able to meet the target dates (March 2009 for local authorities (LAs) and large Registered Social Landlords (RSLs), and March 2010 for small RSLs) you need to discuss an interim solution with us. In this case, please contact the appropriate help desk.

RSL Data Support Help Desk  
Phone: 020 7627 5117  
Email: [NROSHHADatasupport@Forvus.co.uk](mailto:NROSHHADatasupport@Forvus.co.uk)

LA Data Support Help Desk  
Phone: 0117 372 8989  
Email: [nrosh.helpdesk@communities.gsi.gov.uk](mailto:nrosh.helpdesk@communities.gsi.gov.uk)

#### 2a. Some of the required NROSH data is on our asset management system (AMS). Can any of the toolkits be used to extract data from an AMS?

Two of the NROSH toolkits can be used to extract data from an AMS. These are:

- (i) Quovadx, the generic toolkit. Please note that you need SQL skills to achieve this and it is recommended the set-up, installation and mapping of the software is complete by a systems administrator with understanding of these concepts.
- (ii) The Enterprise BI toolkit (specifically designed for Anite, Academy and IBS but may have wider application). As with Quovadx, some knowledge of SQL Server/DTS and Transact SQL is needed to install and map Enterprise BI correctly.

#### 2b. We don't have anybody with SQL knowledge and skills in our organisation.

Some organisations have extracted NROSH fields from their other systems, such as AMSs, without using a toolkit. They have extracted the data in a standard format (eg csv) including the Data Providers Property Reference Number (field number 3). This data are then uploaded onto their HMS using the Data Providers Unique Property Reference Number to ensure the right information is attached to the right property. If you have the IT skills, you could develop a batch process on a monthly basis prior to you creating your NROSH file.

#### 2c. Unfortunately we don't have the resources to achieve this either.

If neither of the above options is open to you, we recommend talking to your AMS provider to see if they can offer a solution. A couple of major AMS suppliers (Keystone and PIMs) are already working on developing links between their systems and the main housing management systems.

### 3. How often should we be submitting data to NROSH – monthly or quarterly?

Please submit data on a monthly basis. Each time you submit data you will receive a validation report to assist in identifying and troubleshooting any issues with your data. Regular submission improves your familiarity with the process, allowing it to run a lot more smoothly.

Once all organisations are supplying good quality data for all mandatory and priority fields, data submission may be reduced to a quarterly process.

**Note:** organisations which are providing data on a small number of properties using the official NROSH spreadsheet need only provide an update annually.

### 4. Our HMS calculates rents information on a 52-week cycle but other landlords use different rent periods. Won't this result in inconsistent data?

NROSH asks for *Rent Per Payment* (field number 97) and the number of *Rent Payments Per Year* (field number 96). Based on this the NROSH database can standardise all rents to 52 payments for the purposes of the RSR or to any other number of payments.

Therefore, you should be able to fill field 96 with whatever number is applicable to the *Rent Per Payment* value that you put in field 97. If your toolkit is pre-populating this field with an incorrect number, please raise this issue with your software supplier.

### 5. The LA code is seven characters but our HMS only accepts five.

If you are a RSL, you will be used to supplying the Office of National Statistics (ONS) LA code, which is 5 digits in length, to the Regulatory Statistical Return (RSR) and Continuous Recording of Lettings and Sales (CORE). However, Communities and Local Government (CLG) require a different LA code which is 7 characters in length in their collections. Although the NROSH data standards relate to the 7 character CLG LA code, NROSH accepts either code, so please continue to submit the 5 character ONS LA code if that is what you have in your system. We are currently reviewing the wording of the NROSH Release 4 Data Standards and will add some information on this issue.

### 6. We have been trying to get a NROSH response out of our software supplier for 6 months without success. How can we get them to listen to us?

The NROSH team is increasing the amount of contact it has with the various software suppliers to enable us to provide you with accurate information on toolkits as well as being a secondary conduit to raise your issues with them. Please email any problems to the NROSH Technical Help Desk ([nrosh.helpdesk@communities.gsi.gov.uk](mailto:nrosh.helpdesk@communities.gsi.gov.uk)) so that we are aware of them and can raise them with the software supplier too.

The greatest influence on the software suppliers, however, is the combined power of their users. We encourage you to continue to raise issues with your suppliers and pursue their resolution. We recommend that you escalate issues through your HMS user groups and remain informed about the outcome of these meetings.

### 7. If the data standards are updated, will we need to re-do the mapping?

This depends on the toolkit you are using - they are all different. Most should only require remapping of new fields or fields that have changed in some way.

The mapping process itself should not be too onerous. It is about ensuring that the data in your HMS match the NROSH data standards, so that the NROSH file created relates to the NROSH schema. Difficulties generally arise where there is no direct comparison and in these cases, it is internal knowledge of what is on your HMS that is very important.

### 8. Can we get maps through NROSH-Online?

At the moment NROSH-Online has no GIS function so you need to download the raw data then run them through your own GIS system. However, we will be investigating the possibility of offering GIS in future NROSH-Online enhancements.