Regulator of Social Housing

NROSH+ System User Guide 2025

March 2025

Version 1.0

Contents

Introduction

NROSH+ is the data collection service of the Regulator of Social Housing (RSH) in England. It was set up to enable registered providers to submit their returns to RSH through a single interface. We expect all providers to make their data returns through this service.

NROSH+ is available at https://nroshplus.regulatorofsocialhousing.org.uk/

This document provides guidance on the operation of NROSH+ and how aspects of its functionality work. It is intended as pre-requisite reading for all users before using NROSH+.

Data and information requirements

The standard data and information requirements for registered providers are outlined on our website: https://www.gov.uk/guidance/information-required-from-registered-providers

Data returns are an important mechanism by which we monitor key financial risks and regulate the sector. It is essential that providers continue to supply accurate and timely data. Where we have evidence that data returns do not meet the required quality standards, or are not submitted on time, we will challenge providers and may reflect our conclusions in our published governance judgements.

System requirements

To use NROSH+, we recommend using a modern web browser such as Google Chrome, Microsoft Edge, Safari or Mozilla Firefox. You should ensure that JavaScript is enabled within your browser and that the latest updates are installed.

You will also need to be able to edit Microsoft Excel files to use the data import templates provided.

NROSH+ is password controlled. You should check that a user account has been set up correctly by an identified user from your organisation so that you receive emails from the NROSH+ system and can check that your account has not been locked or disabled.

Creating and maintaining user accounts

All NROSH+ data submission, validation and other provider-specific functionality is restricted to users with valid login credentials.

Understanding user profiles and permissions

The **User Management** section in My NROSH+ allows users to view all existing accounts associated with their organisation, as well as edit and create additional accounts.

A user's profile determines the NROSH+ functionality and data available to that user. User profiles are created/maintained by RSH and are comprised of various roles. Providers can choose which profile each of their users will have at the time of account creation or on the **Edit User** page (accessible via the User Management section of the site).

A Full Access User can view and submit data for all surveys as well as for all organisational and contact detail pages. They will also be able to add new authorised users to the site (with any user profile) and keep user details up-to-date. We recommend using the Full Access User as default. Larger providers may prefer to restrict access to certain functionality and/or data to a sub-set of users, for reasons of confidentiality. However, providers should ensure that there is at least one Full Access User.

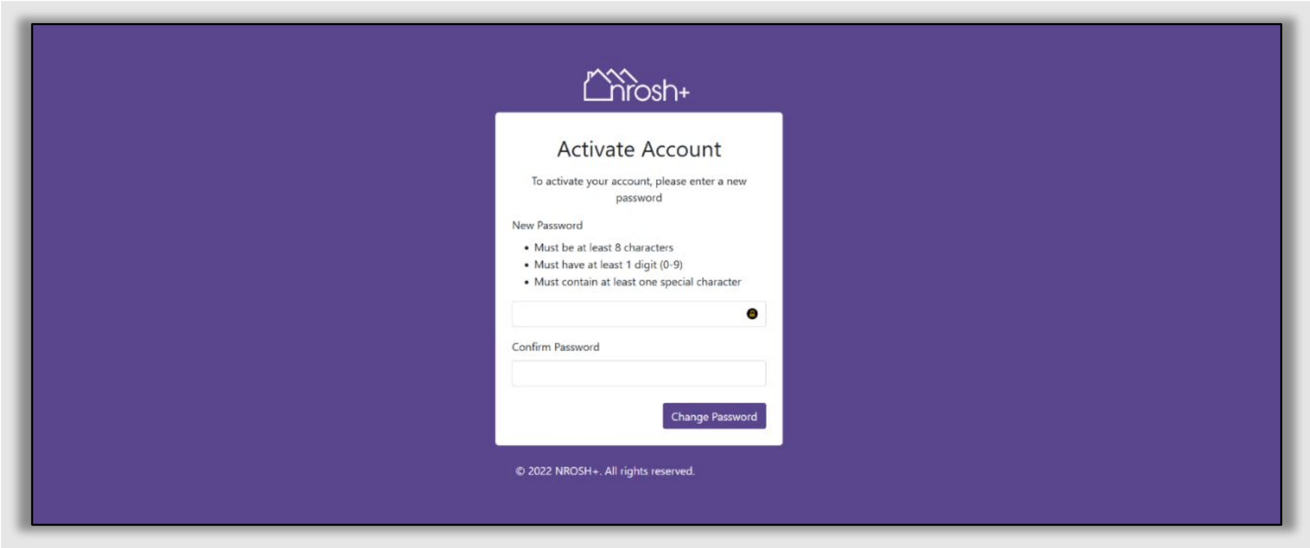
Users with full access will be able to view the full list of accounts and are responsible for setting up new users, re-setting forgotten passwords and unlocking accounts.

A full list of available user profile types and what functionality they have access to can be found in the FAQ section of the NROSH+ website.

Passwords

When a new user is created, an email will be sent to the user's email address from an automated (and unmonitored) mailbox address (no-reply-nrosh@rsh.gov.uk). The email will contain the user's username and an account activation link.

On using this link, the user will be taken to a page where they must set their password:



Entry of passwords is case-sensitive, and passwords must:

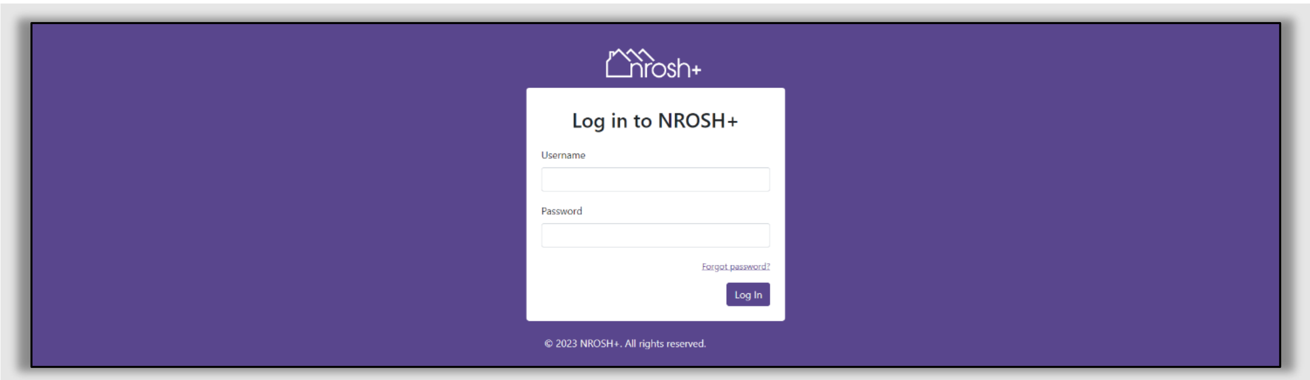
- be at least 10 characters in length
- have at least 1 digit (0-9)
- contain at least one special character

NOTE: Users will be automatically locked out of the NROSH+ system if a password is entered incorrectly more than five times in a row. Users are advised to contact their Full Access User to unlock their account.

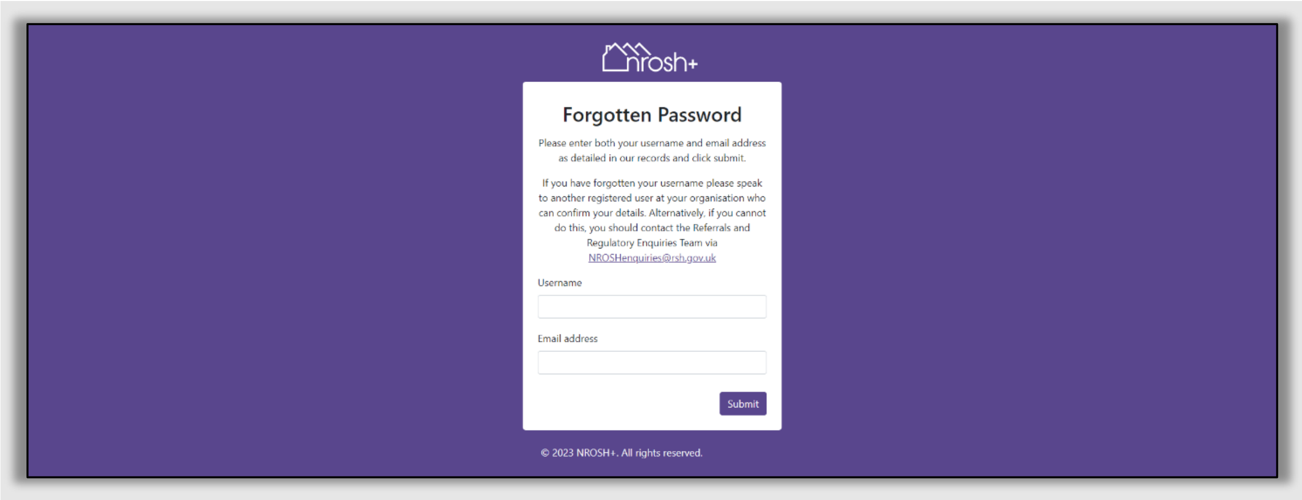
Password resets

If you forget your password for the NROSH+ system, you can request a password reset from the system using the following steps:

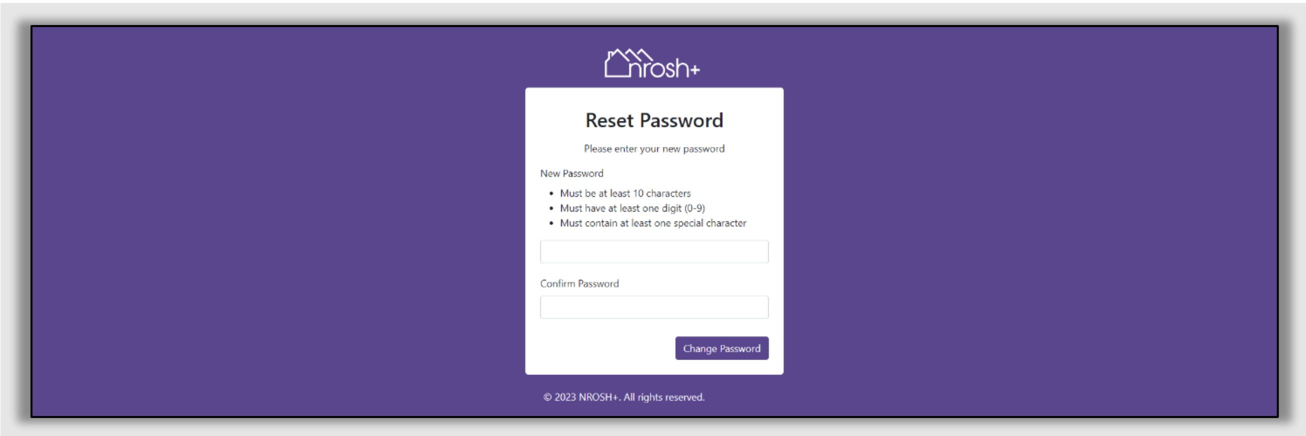
(1) Click the forgotten password link on the login page.



(2) Enter your username and email address in the form. Note that the email address must be the one associated with the username that has been entered.



(3) A password reset email will be sent to the email address associated with the username. Click the link and enter your new password. Note that the links in password reset emails expire after two hours and a new reset will be required if action is not taken within this time limit.



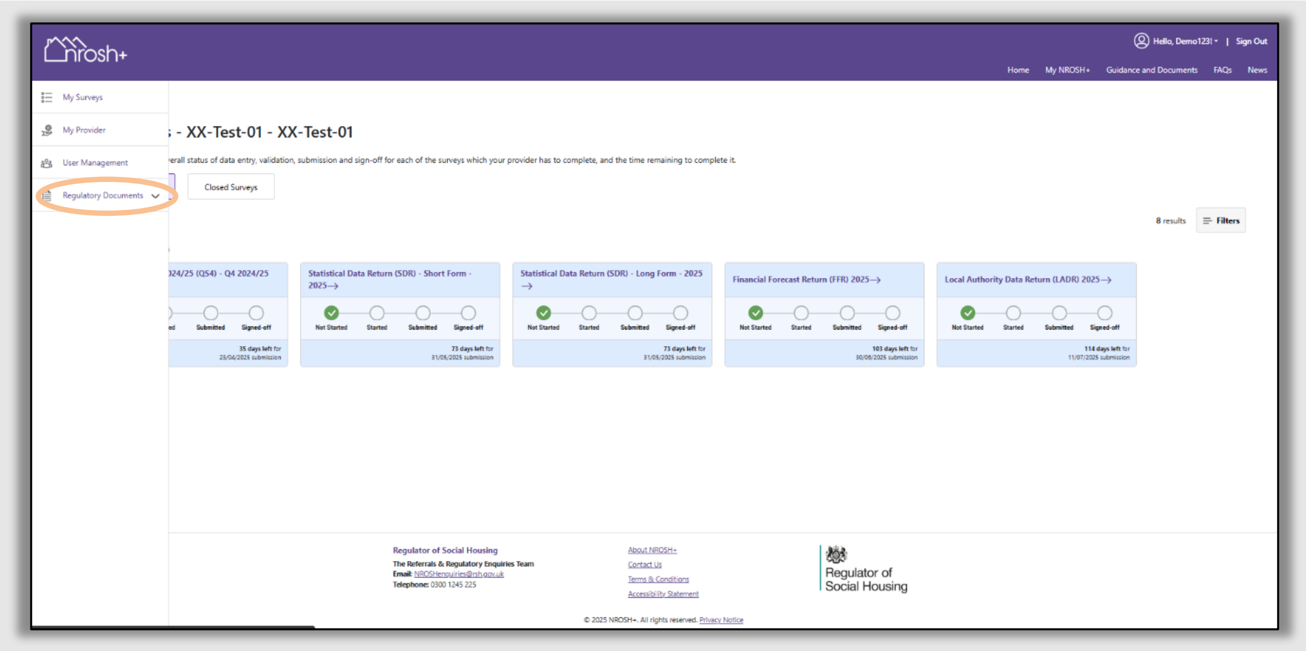
If you have forgotten your username please speak to another registered user at your organisation who can confirm your details. If you cannot do this, you should contact the Referrals and Regulatory Enquiries Team via NROSHenquiries@rsh.gov.uk .

Creating a new account

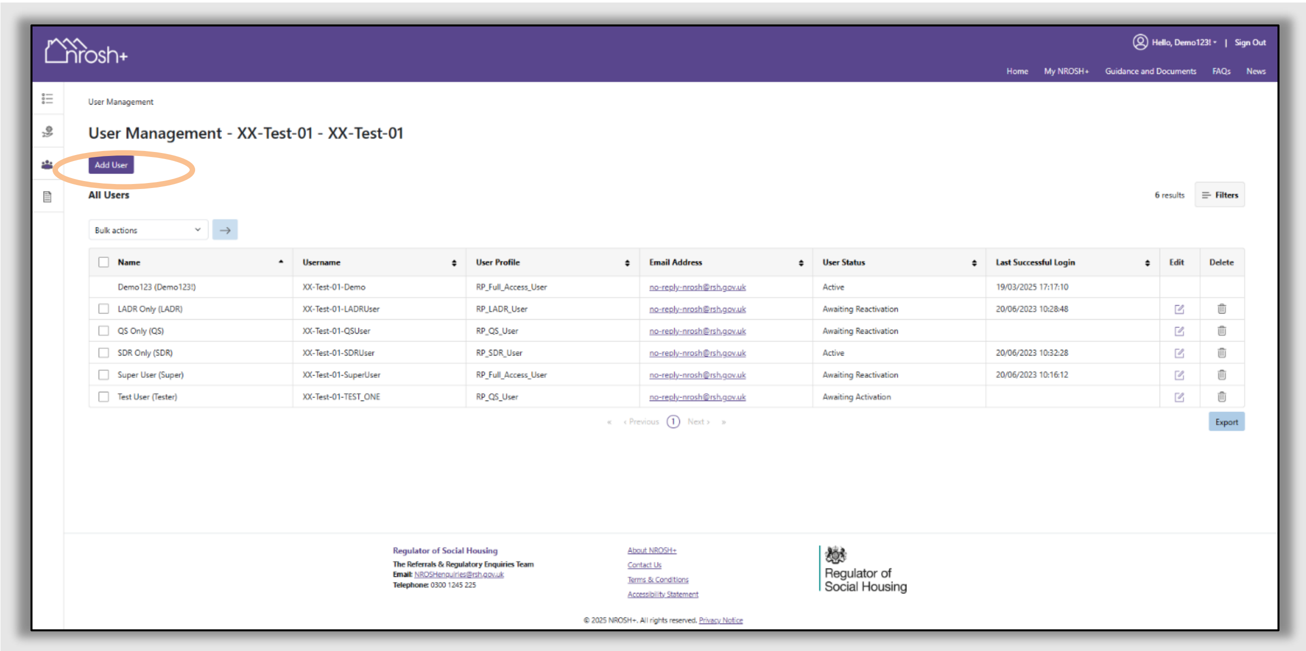
RSH will create the first user account for each provider (the ‘Full Access User’) and login details will be emailed directly to this user as outlined in the section above.

The Full Access User can create additional user accounts by following these steps:

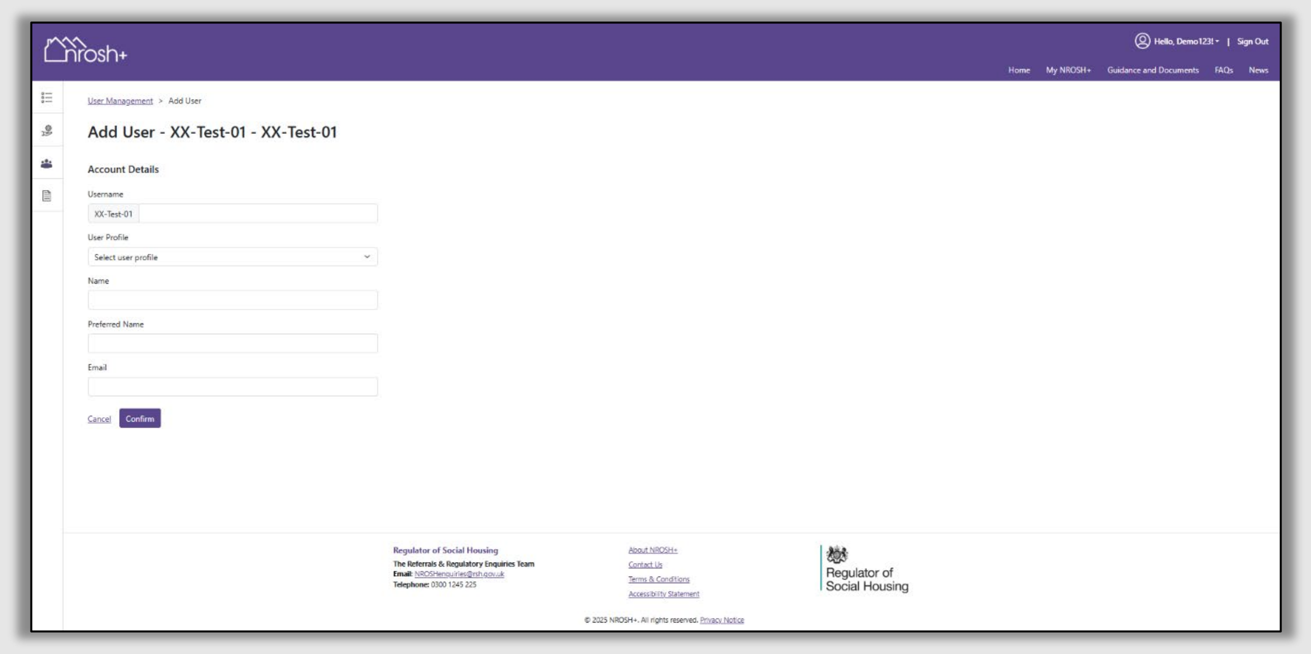
(1) Select 'User Management' from the side bar.



(2) Click the 'Add User' button.

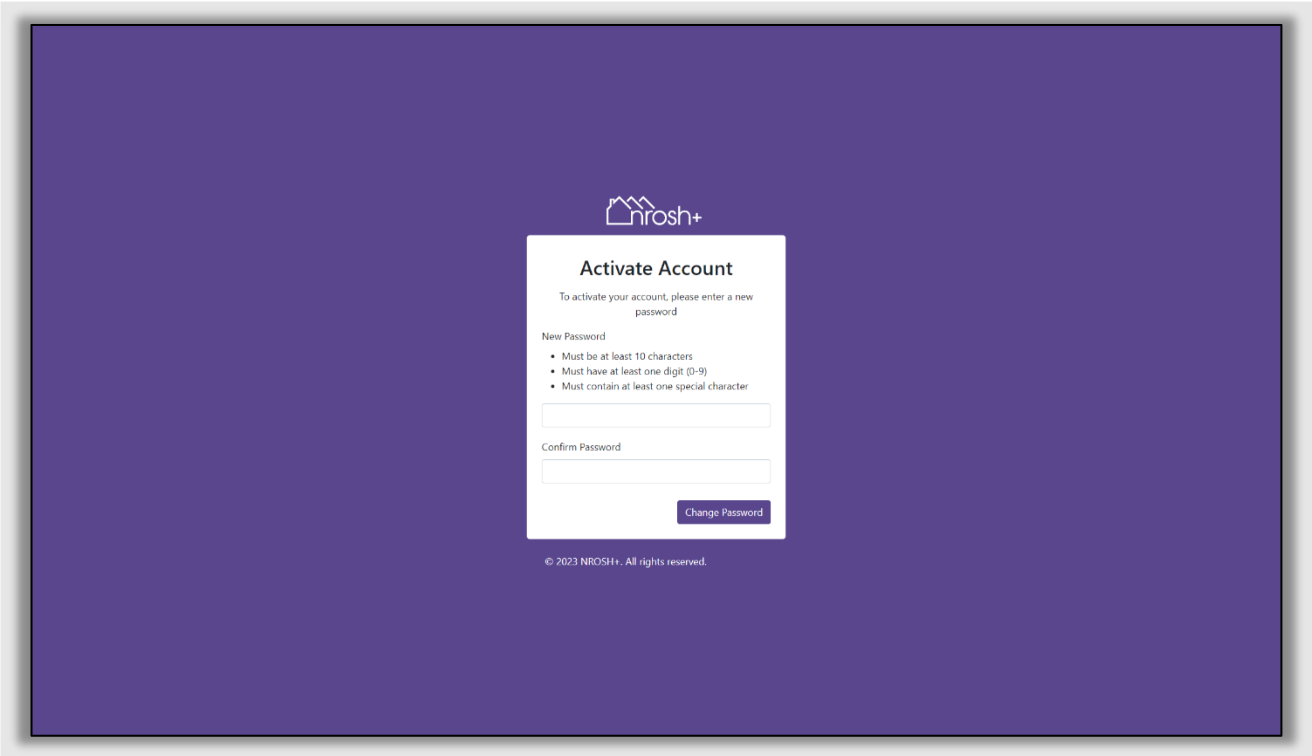


(3) Complete the details requested on the ‘Add User’ screen. Details of the different types of user accounts and their permissions can be found in the ‘How to update user accounts’ guide available on the NROSH+ website.



(4) Click the ‘Save’ button.

(5) An email with an activation link will be sent to the supplied email address. The new user will need to click the link and set a password for their account, as detailed below.



Note: Usernames cannot be changed or deleted after they have been created. If the username is incorrect or needs to be changed, the Full Access User must set up this account again.

Note: Usernames cannot contain spaces or any special characters.

Existing accounts

It is possible to edit the following details for existing accounts:

- Email Address;
- Preferred form of address;
- NROSH+ Profile.

You can change your email address by accessing the **Personal Details** section of the website (click your username in the top right corner of the screen and select 'Personal details'). You will need to enter your password to confirm the change.

If you are a full access user and need to amend the email address on behalf of another user, you should access the user account through the **User Management** link on the left hand menu. Click on the 'Edit' icon and then click to edit the email address. You will need to enter your password to confirm the change.

Account statuses

When reviewing the list of registered users for your provider, you might see the following statuses against accounts:

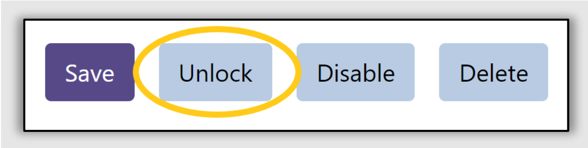
- **'Active'** – normal status of a user;
- **'Locked'** - temporary suspension of a user, usually due to a password being entered incorrectly five or more times;
- **'Disabled'** - status of a user who is unlikely to access NROSH+ for some time or indefinitely. Disabled accounts are deleted from NROSH+ as part of an annual system refresh;
- **'Awaiting Activation'** - status of an account that has been created, but the user has not yet set up a password using the account activation link;
- **'Awaiting Reactivation'** - status of an account that has been unlocked or re-enabled, but the user has not yet reset their password using the account reactivation link.

From the **User Management** page, the status of a user's account can be updated by clicking the edit icon for that user, which will take you to the **Edit User** page.

An account can be deleted or disabled from this page by selecting the corresponding buttons. 'Disable' should be used to temporarily restrict access to the site (or to remove access while on long term leave). 'Delete' will remove user completely and cannot be reversed. Users disabled for over 12 months will be deleted on an annual cycle.

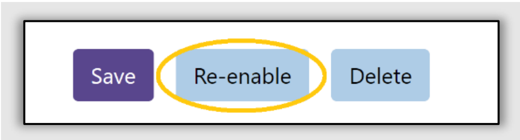
Select ‘Reset password’ to send a new password to a user.

If a user account is ‘Locked’, the status can be changed back to ‘Active’ by a Full Access User clicking the ‘Unlock’ button:



An email will automatically be sent to the user containing an account reactivation link.

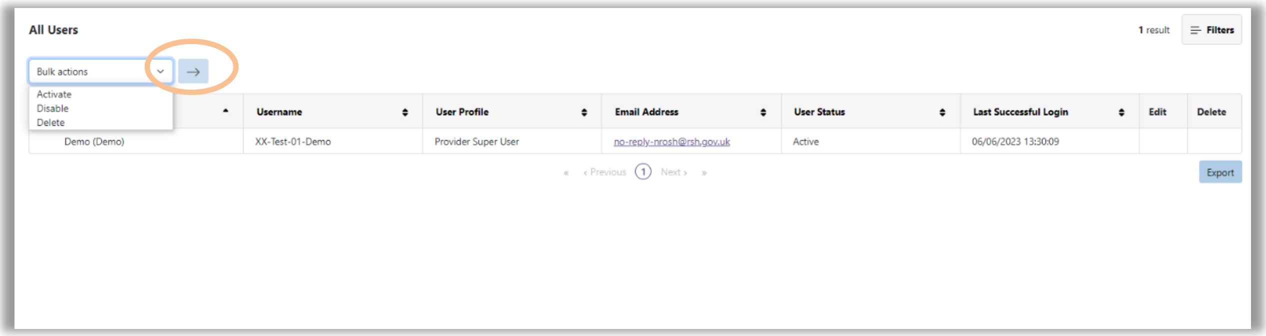
If a user account is ‘Disabled’, the status can be changed back to ‘Active’ by a Full Access User clicking the ‘Re-enable’ button:



An email will automatically be sent to the user containing an account reactivation link. The link will expire after 1 week.

Account activation links can be resent by clicking the ‘Re-send Email’ button.

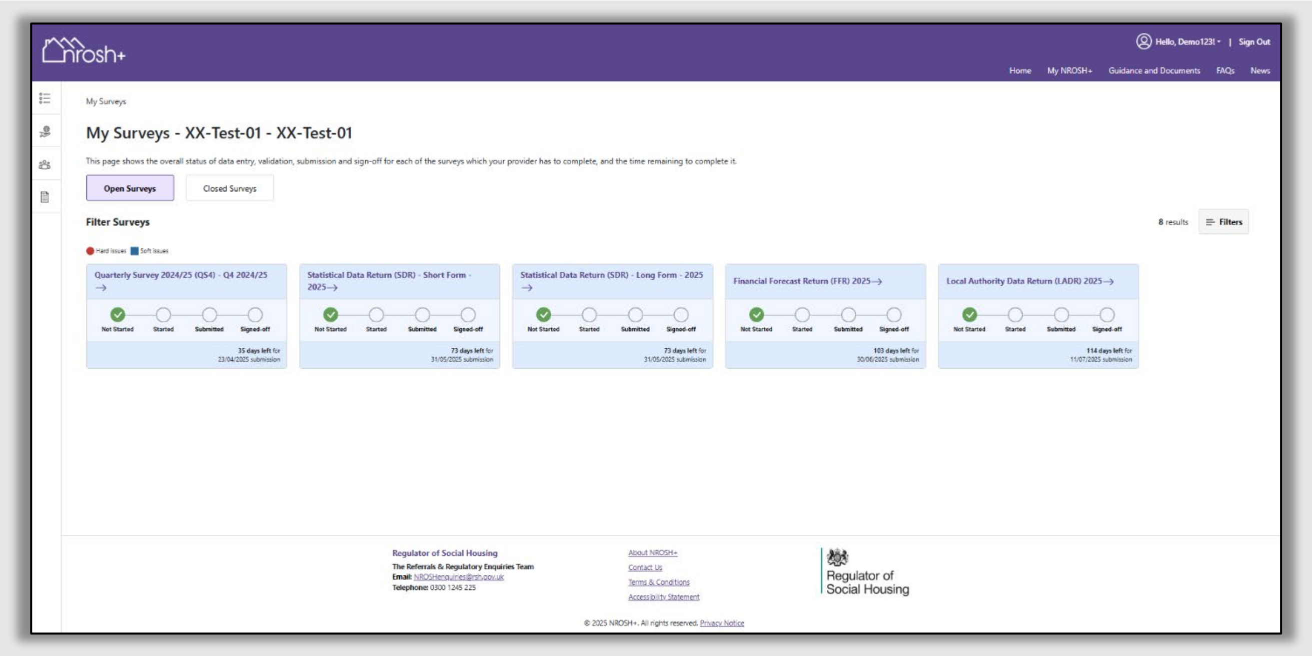
From the **User Management** page, the status of multiple accounts can be changed in bulk by selecting users from the table and choosing an action from the dropdown:



NOTE: if you use the bulk action to delete users you will permanently delete all selected users. Deleted users cannot be recovered.

Using the system

Once a user logs onto NROSH+, they will be taken to the main landing page (the "Dashboard") shown below.



The dashboard displays each survey type and details relating to that survey, including:

- The status of each survey (Not Started, Started, Submitted, and Signed-off). To note, if your survey has been un-submitted by RSH, its status will change to 'Unsubmitted' instead of reverting to 'Started';
- The summary number of validation issues (hard and soft);
- The number of days remaining until the survey submission deadline;
- A filter to toggle between open and closed surveys. The dashboard will show open surveys by default.

The dashboard will only show surveys that are currently assigned to your organisation. If these do not match the returns you are expecting to submit to the regulator, please contact the Referrals & Regulatory Enquiries team.

How to access a survey

To access a survey, users can either:

- Select the survey from the **My Surveys** section in the side bar, or;
- Click on the survey title in the **My Surveys** dashboard.

Once you've selected a survey, you will be taken to its home page where you will see a summary table.

Surveys are broken down into discrete sections called 'Parts'. The Parts column within the survey summary table lists the Parts that need completing. For each Part, you can view and/or enter data, by clicking either the 'export' or 'edit' cells. If you have already submitted data, the summary table will show the number of validation issues, split by hard and soft.

If you are entering data for the first time, you can do this in the web view (using 'edit') or import the Excel templates provided (using 'export' followed by 'import').

Entering data into NROSH+

Each Part within a survey has a corresponding form, which can be viewed within NROSH+ (accessed through the 'Edit' icon in the survey summary table).

Part	Hard Validation Issues	Soft Validation Issues	Edit	Export	Import
QS Q4	79	10			

When entering or editing data through the web view, all values entered are automatically saved to the database when a user moves from one field to the next. This ensures that data is not lost in the event of system failures or connectivity issues. Users should be aware that there is no 'undo' or 'track change' options available within NROSH+. Users can return to any field and edit data until a return is submitted. Once a return has been submitted, data becomes read only and cannot be amended unless un-submitted by RSH.

Some fields are automatically calculated by the system. The data fields where calculations occur have a light purple background.

NROSH+ contains data entry controls (validations) which ensure that data conforms to the expected format. These controls will prevent users from entering text where numbers are required, putting in too many digits after the decimal point, or incorrect use of positive/ negative values.

Importing data using the templates

Templates allow data to be entered into an Excel spreadsheet and imported into NROSH+, as an alternative method of populating a survey return.

This method is designed to support data compilation and entry, particularly where large quantities of data are involved. However, it is not a replacement for using the online system entirely. For example, validation and sign-off can only be completed via the NROSH+ website.

It is important that you use only the templates that are available to download from the "Export" column in the Survey Summary table. These templates ensure that data is captured and uploaded into the system accurately and safely. Any attempt to upload unauthorised documents will be rejected by the import function.

NOTE: The template files generated when clicking "Export" will be populated with any data currently stored on the system for the selected part. This means that providers will not need to fully re-enter data into templates when making revisions.

Users should ensure that templates are not 'corrupt' before entering data. Users should not attempt to unlock protected elements of the templates or change the workbook structure as this can cause corruption or break template functionality.

Data should be entered either:

- directly into the template, keying in each field in turn

Or

- copying it from another document using the 'paste special' function to place data into the import template (selecting 'paste values').

Users are unable to import templates from previous survey periods. Not all data is required to be completed within a Part before you can import it.

Some surveys are comprised of multiple parts and others are completed through a single part. Each Part may contain multiple tabs for data entry. Providers should refer to the guidance for individual surveys for further details.

NOTE: The default option for uploading templates is 'Ignore blank cells'. This means that any blank cells in the template will be ignored and will not import into the system. Any value in the system for the question (cell) left blank will be retained and other questions (cells) in the part will be updated. We recommend using this option unless you want to delete data from your survey.

If you want to delete data from the survey within the NROSH+ system you can select the 'Overwrite existing values with blank cells' option. Any data that has already been added for the part will be overwritten by the upload and if a question (cell) is left blank in the template the value already existing in the system will be removed from the database. Please note, there are some exceptions to the 'Overwrite' function and you should refer to individual survey guidance for more information.

NOTE: The templates are locked to prevent any change to their structure. Users will be unable to upload altered templates.

Trouble-shooting template imports

The most likely reason for an import failing is that the template is outdated, has been altered or is corrupt. Before contacting the Referrals & Regulatory Enquiries team, please try one of the following actions:

- Download a new copy of the template;
- Import the new template.

Uploading a bulk import file

There is also an option to upload data from a “Bulk Import File”. This option allows users to upload data for all Parts of the survey at once. The bulk import file must have a very precise structure. Separate advice will be provided with each survey on how to create a bulk import file for the survey.

NOTE: Users should note that when using the bulk import option, all data for the survey will be overwritten when the bulk import file is imported, even if those fields are left blank or omitted from the file. Users should be careful to confirm that the data in the bulk import file is complete and accurate before upload.

WARNING: The bulk import function is an advanced feature that is only recommended for organisations that have sufficiently developed data handling capabilities. Users should note that the Referrals & Regulatory Enquiries team will not be able to provide technical support to users by debugging issues with their bulk imports.

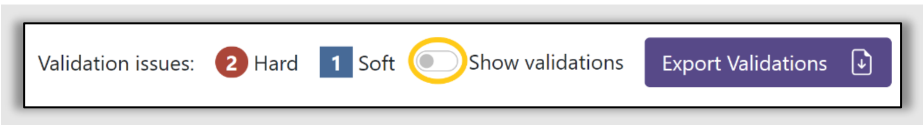
Validating data

The system automatically validates each Part and checks it against a series of data rules. There are also cross-part validation checks to ensure consistency between the Parts.

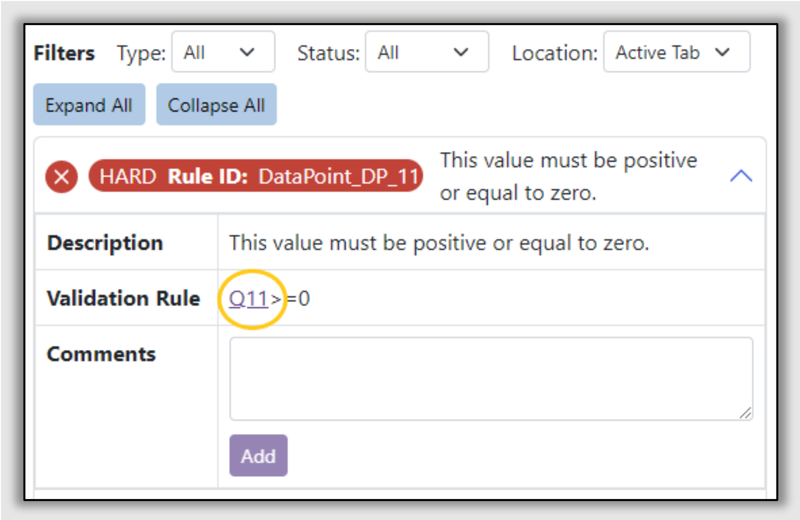
You can see whether a survey has validation issues in the **My Surveys** dashboard. You will see red and/or blue icons underneath the progress bar of a given survey if there are hard and/or soft validation issues. This view is intended to make it easy for you to spot where there are surveys with outstanding issues.

Within each survey, there is a summary table. This shows the Parts within the survey and any hard and/or soft validation issues against them. Validations happen automatically and can be viewed in several ways:

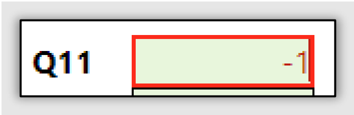
Web View – Validation issues can be viewed and resolved directly in the web view. Navigate to the web view by clicking the “Edit” link next to a Part with hard or soft validation issues, then toggle to “Show validations” to see the validations panel in the browser:



Validations can be filtered by type (hard/soft), status (passing/failing), and/or location within the Part. Click on a validation to show more details or to add/edit/delete a comment:



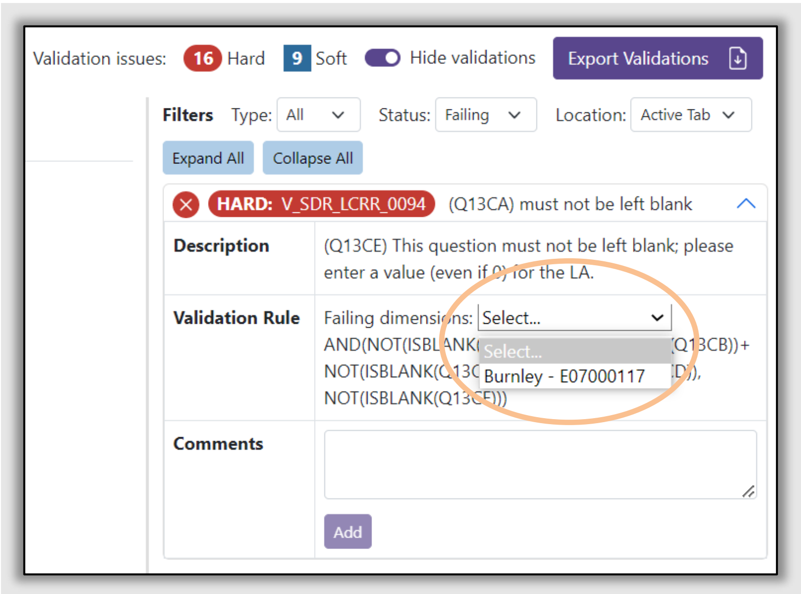
Clicking on the link to the Question Reference in the Validation Rule will highlight the cell containing the data that is being validated:



Any changes made to data in the web view will automatically re-run all validations rules.

Some data in NROSH+ is ‘dimensional’ which means that data is collected for multiple instances of a given variable, such as Local Authority area or financial forecast year. We call these variables dimensions. The summary validation count at the top of this page will count this validation once in the total, regardless of the number of instances of failure. If you export your validations, you will have one line per failing instance of the validation which means the number of rows will not match the total viewable on the website.

When viewing validations that run across dimensions, you will need to select the dimension in the validation pane:



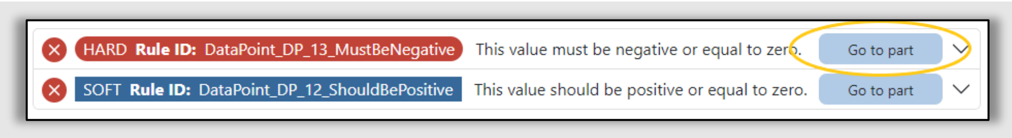
Once the dimension has been selected, you will be able to click on the Question References as described above.

You can add a comment to a validation to provide a brief explanation for the failure which will be visible by RSH. Comments should be kept brief and must not include any personal information. If you need to provide a longer explanation then you should do so via a supporting document.

It should be noted that only one comment will be stored against a dimensional validation rather than a comment per dimension. Because of this, we recommend that you provide commentary on dimensional validations via supporting documents.

Cross-Part Validations Page – Click the "Review Cross-Part Validations" button beneath the survey summary table to view all cross-part validations, regardless of status.

Validation Issues Page – Navigate to the **Validation Issues** page by clicking the "Submit" button beneath the survey summary table. Any unresolved validation issues, including cross-part validations, will be listed here. For single-part validation issues, clicking "Go to part" will navigate to the web view, where validations can be addressed as outlined above:



Excel Template File – Download the template file by clicking the download icon next to a Part with hard or soft validation issues. The Validations tab of the Excel workbook will list all validations for that Part. The 'Formula' column indicates whether the validation is passing (TRUE) or failing (FALSE).

Export Validations – Validations can be exported to an Excel file by clicking the export button on the survey summary page, validation issues page, from the web view, or cross-part validations page. Review cross part validations button at the bottom of the Parts List.

NOTE: Users should note that the NROSH+ website is the final authority on the number of validation issues present on a return, as this will cover cross-part validations that are not present in any single template file.

Types of validations

There are two types of validation issues;

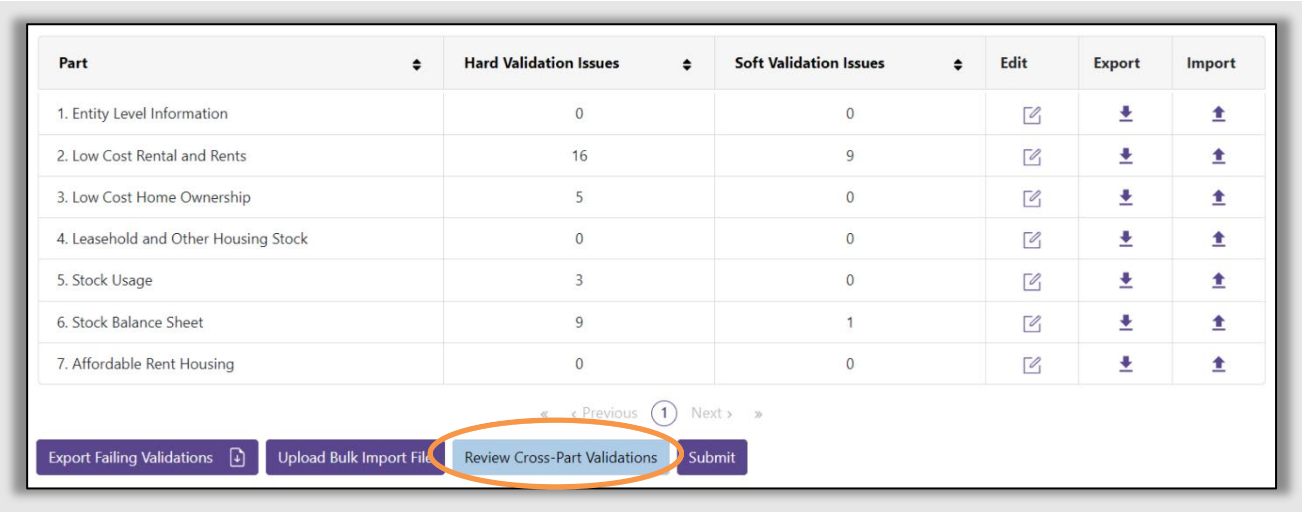
- Hard Validation Issues;
- Soft Validation Issues.

Hard issues indicate that a serious error is present within the data and must be resolved prior to submission. You will be unable to make a submission until all hard issues have been resolved or approved by the RSH Data & Statistics team.

Soft issues indicate that a less serious problem is present in the data. They are 'advisory'. Although a survey can be submitted if it contains soft validation issues, you should aim to minimise them prior to submission. In addition to this, you should explain why a value is outside the expected range by adding a comment to the validation issue and prepare a

Word, PDF or Excel file to submit with the return using the ‘Supporting Documents’ feature. See below for further details.

A summary total of the number of hard and soft validation issues will be displayed on the Part table found on the survey summary page. To view cross-part validations, you should select this button:



NOTE: If the user is unable to submit a survey due to a hard validation issue but believes that the data they have entered is correct, they should contact the Referrals & Regulatory Enquiries Team at NROSHenquiries@rsh.gov.uk

Submitting a return

Once all the data has been entered into a survey and you have resolved all hard and soft issues, click the “Submit” button.

NROSH+ automatically re-runs all validation rules for the survey. It will also run cross-part validation checks where validations exist.

NOTE: If there are hard validation issues, the user will be unable to progress any further.

Once there are no validation issues, there are two mandatory submission stages;

1. You must confirm the survey contact details.

2. You may also be asked to confirm your organisations registered details, fees invoice email address and organisational contact information.

3. You must complete a disclosure and authorisation statement on behalf of the organisation. Simply select the checkbox to ‘sign’ the disclosure; then select the “Submit” button to complete the submission process.

The system automatically stores the following data:

- Time and date of the submission;

- Details of the user that submitted the data.

Once a survey has been submitted, its status will become 'read only'. The status on the Parts table and dashboard pages will now show the status of the data collection process as 'Submitted' for this survey. If we subsequently identify fields which have inaccurate data, we will contact the provider directly.

We may ask a provider to re-submit the return. If this is required, we will unsubmit the return to allow editing. The indicator on the Part table and dashboard pages will change to showing the status of the data collection process as 'Unsubmitted' for this survey.

Changing data after a submission

Providers should contact us without delay if they identify errors with their submitted data. The submitted return may be unsubmitted back to the provider for changes to be made. All requests for surveys to be unsubmitted for correction should be made through the Referrals & Regulatory Enquiries team at NROSHenquiries@rsh.gov.uk.

Failed submissions

You will be unable to submit a survey if:

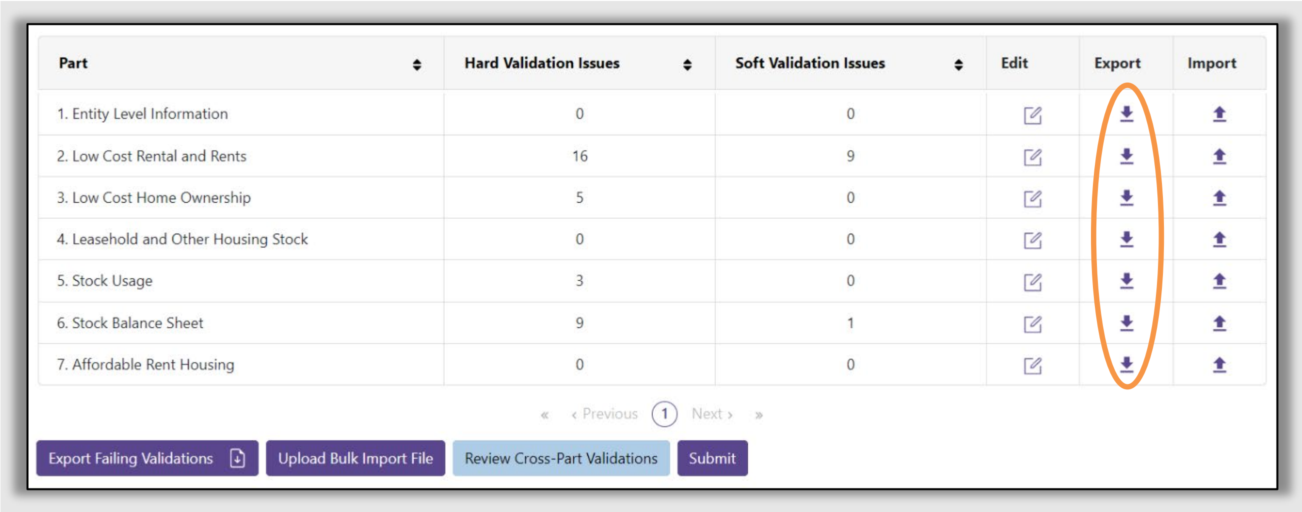
- The survey has unresolved hard validation issues that have not been approved by the RSH Data & Statistics team
- The live period for the survey has ended or
- The survey has already been submitted

NOTE: Data entered by a user will remain in the system even if a submission fails.

Users are advised to return to the validation messages and review the fields/Parts which are incorrect and/or incomplete.

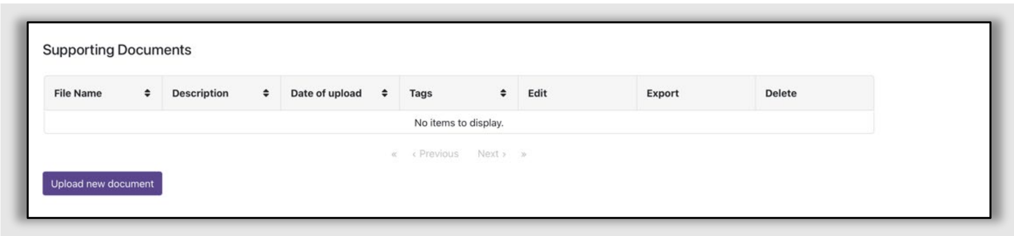
Exporting

The export function allows you to download a copy of your data from NROSH+ in Excel format. The export function can be accessed from the Part table on the **Survey Summary** page. Select the download symbol against a Part that you want to download to start the process.



Uploading supplementary documents to support a return

Supporting documents for each return can be uploaded from the Supporting Documents feature by selecting the “Upload a new document” button that is on the survey summary page. You should add a description to the document and then either ‘drag and drop’ the file you want to upload or click “Browse files” to select a file from your computer. Add the appropriate tags to the document and select “Upload” once completed.

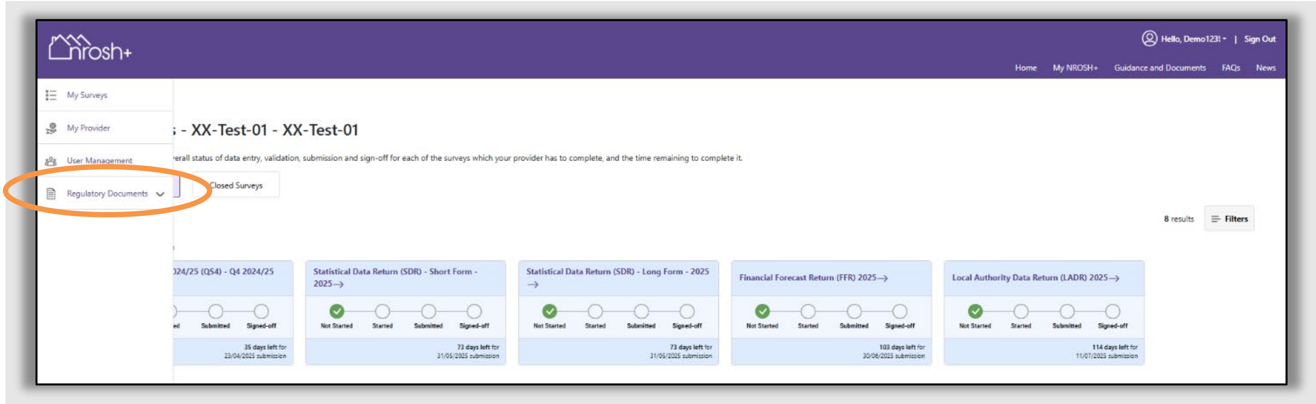


NOTE: Users must not upload financial statements as a supporting document for the FVA via the ‘Supporting Documents’ feature. Financial statements must be uploaded using the ‘Upload Regulatory Documents’ feature available from the left side menu.

Submitting and viewing regulatory documents

Providers are required to submit ‘non-standardised’ documents which are detailed in the data and information requirements linked on page 2 of this document. From time to time, providers may be also required to submit additional documents via NROSH+ for regulatory purposes.

Regulatory documents can be uploaded via the **Manage Regulatory Documents** feature by selecting “Upload new document” button or going to **Upload Regulatory Document** page from the left side menu.

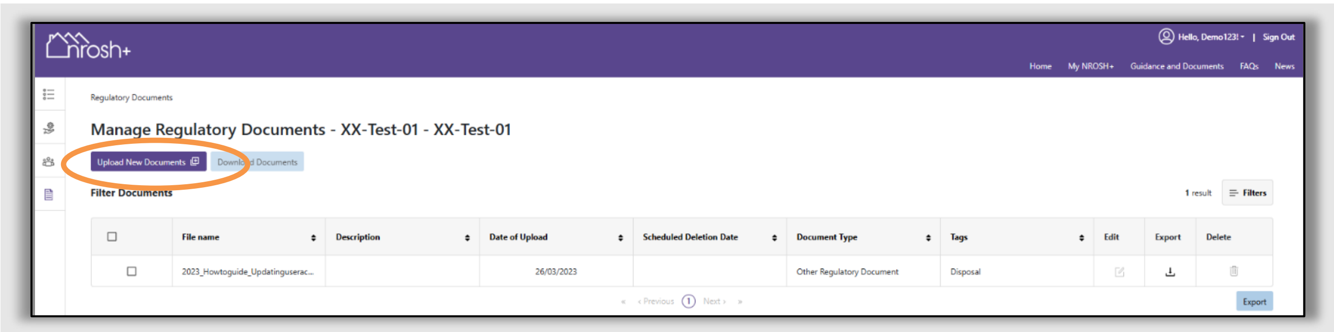


NOTE: Accepted file types are:

- **.doc**
- **.docx**
- **.xls**
- **.xlsx**
- **.csv**
- **.txt**
- **.pdf**
- **.ppt**
- **.pptx**

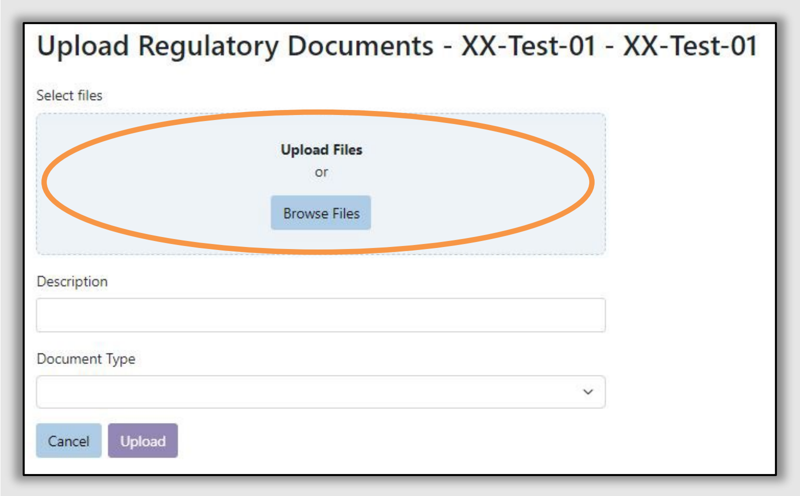
There are no validations other than file type performed on the uploaded files. Users should not send copies by post or email.

To upload a document, you must first click the “Upload New Documents” button on the **Manage Regulatory Documents** page:

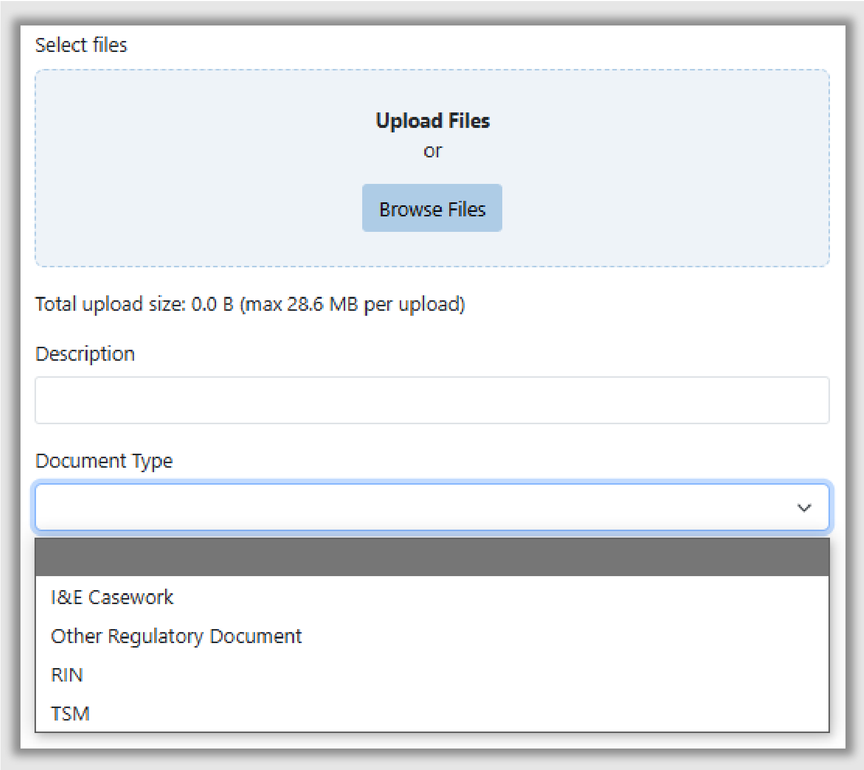


On the **Upload Regulatory Documents** page:

1. Add your document by dragging the file into the Upload Files box or click on the “Browse Files” button to locate your file.



2. After the document is added, you must complete the description box and select a file type.



Document Type is a mandatory field. There are four options:

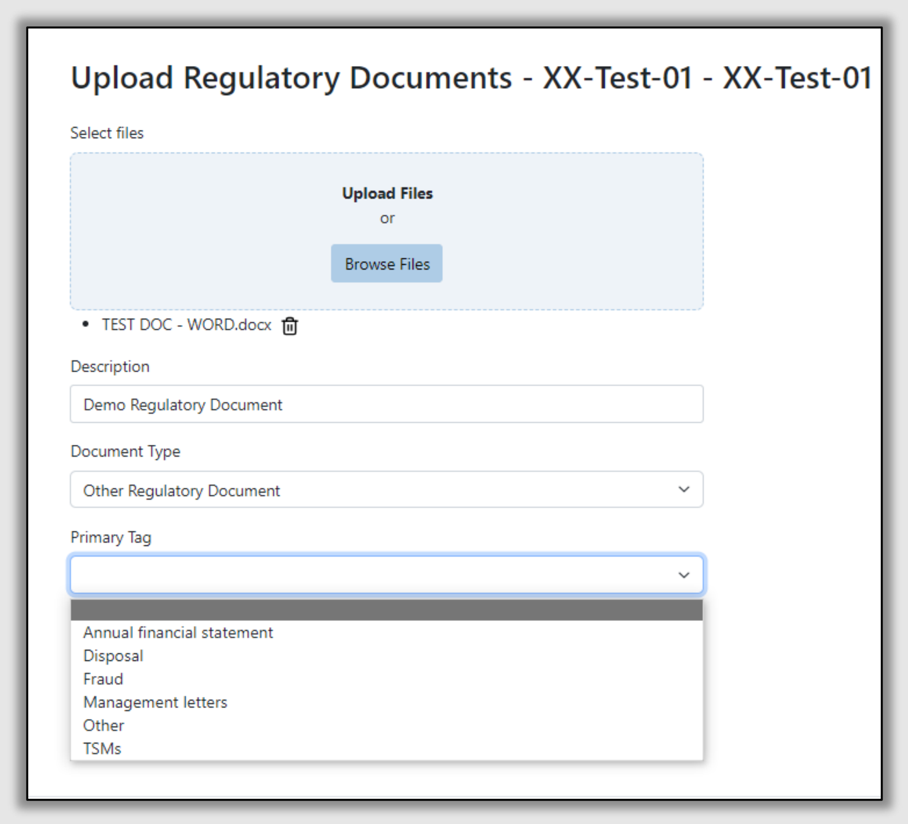
- I&E Casework to be used for submission of documents as requested by RSH as part of its Investigations & Enforcement work. This should only be used when the RSH's Investigations & Enforcement team are engaging with a provider and have requested documentation.

- Other regulatory document must be selected for other types of documents not specifically covered by another category (e.g. annual accounts, disposal notifications and fraud reports).

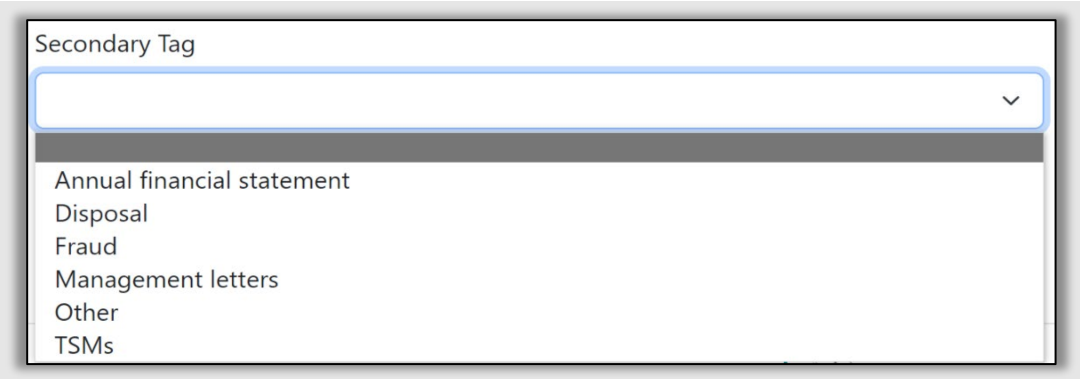
- RIN to be used for submission of documents as requested by RSH as part of a regulatory inspection (RIN).
- TSM to be used for submission of documents relating to TSMs that are not supporting documents for the TSM return.

3. Once the document type is selected, you can then select a primary tag which provides the detail of the document.

For RIN documents, these relate to the thematic areas for which documents are requested. For 'other regulatory documents', they relate to the type of document.



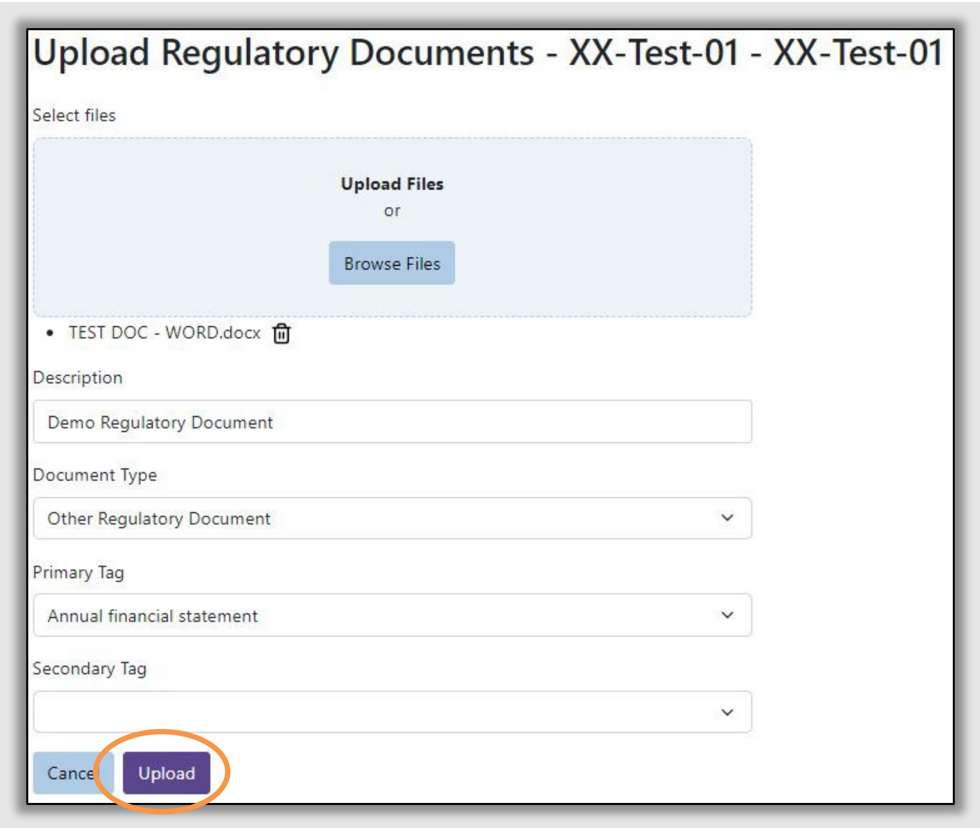
4. Once a primary tag has been selected, a secondary tag box will appear. This allows an optional secondary tag to be added to the document.



In most cases (particularly for the ‘other regulatory documents’), this will not be needed.

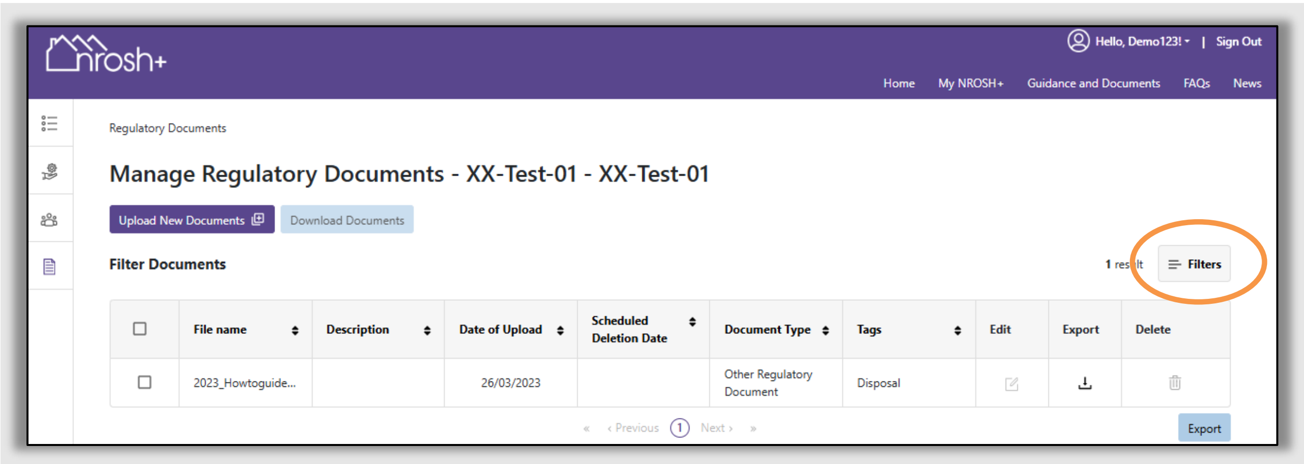
5. Click upload to complete the process.

Once uploaded, you can edit the description, document type and tags. You can also export and delete the file.



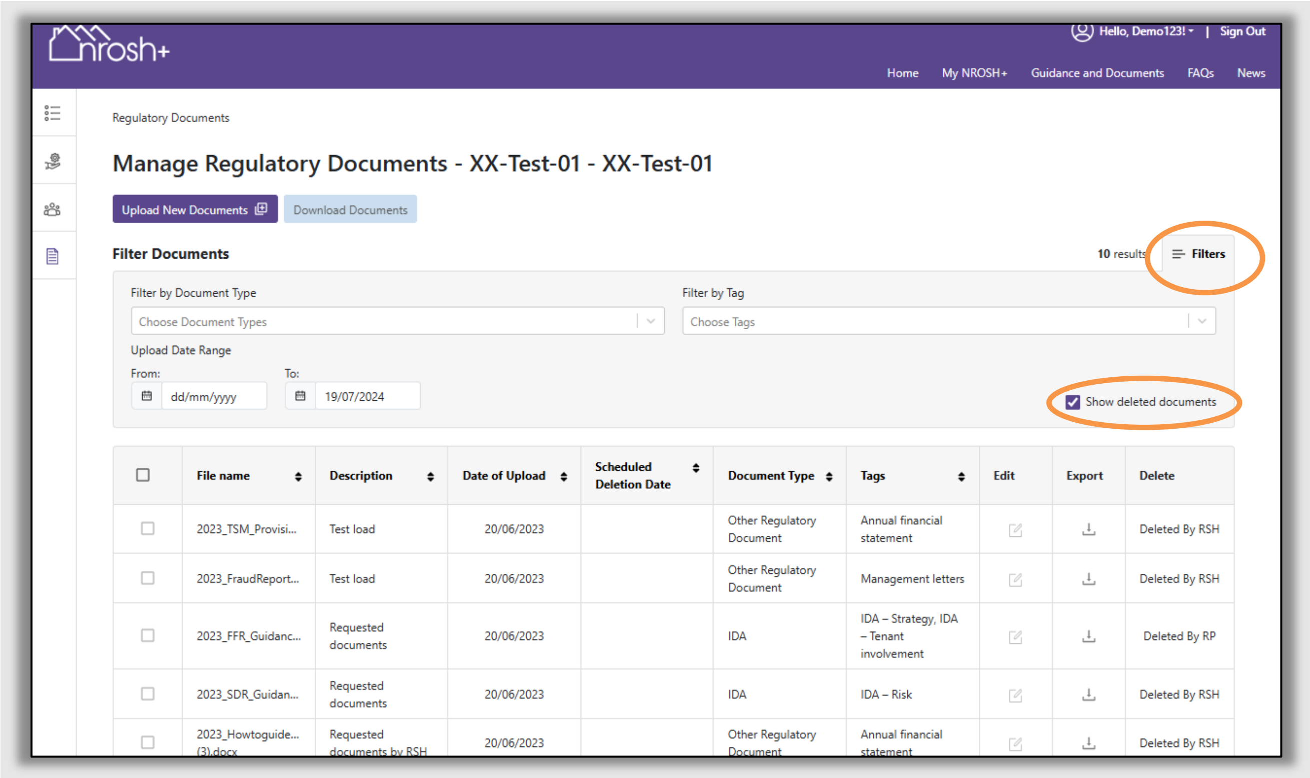
After uploading regulatory documents, users can view these within the **Manage Regulatory Documents** section.

By default, this section will show all regulatory documents that have been uploaded and not yet deleted.



Providers can apply a range of filters to the results in the table by clicking the “Filters” button and then selecting from the available options.

Documents that have been deleted can also be shown by ticking the box next to “Show deleted documents”.



For ‘other regulatory documents’, the RSH will download and delete the file from the NROSH+ system. You will see ‘Deleted by RSH’ in the ‘delete’ column on the **Manage Regulatory Documents** page.

For ‘RIN’ documents, you may see the edit/export functions greyed out (following transfer of the document into our files by the system). After a short period of time, this will display ‘Deleted by System’ as the document is removed from the NROSH+ system. Alternatively, you will see ‘Deleted by RSH’ if it has been manually moved and then removed from NROSH+ by RSH staff.

Please note that documents which show ‘Deleted by RSH’ or ‘Deleted by System’ will have been selected by RSH staff for further review and will have been deleted from NROSH+ following transfer to our internal filing systems. The RSH will contact your organisation directly if the document provided has been deleted for any other reason.

Organisational information

The NROSH+ website requires providers to enter and maintain contact details for primary users who receive NROSH+ communication and control access rights for staff within the organisation.

Providers are required to keep the following details up to date:

- Contact details (for communication about the surveys on NROSH+);
- The details of registered users for your provider (password/user management);
- Organisational and governance details (for communication);
- The email address to which fees invoices should be sent.

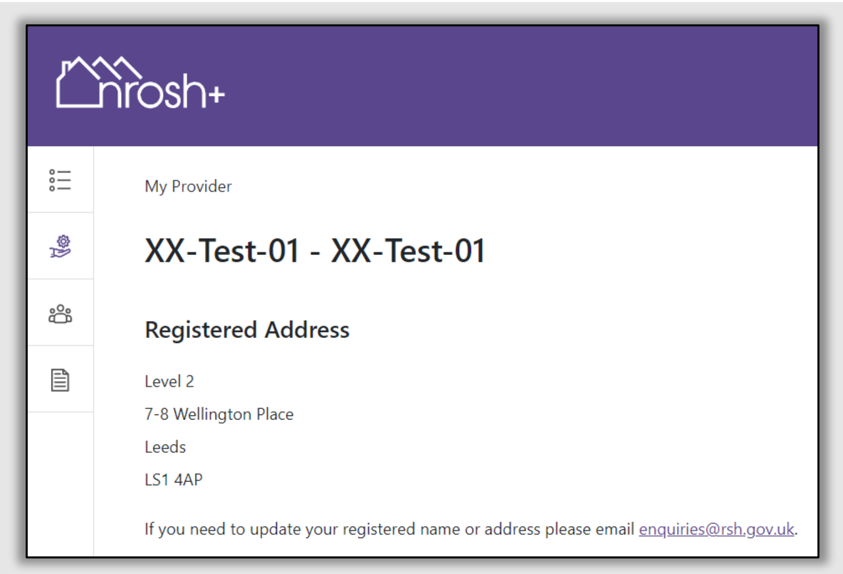
To reduce the burden of data collection on providers, some organisational details will be pre-populated into the surveys. It should be noted that, when data has been pre-populated to a return, it will not be possible for users to edit that data before submitting the template. In order to ensure that the submitted surveys are accurate, it is important that the organisational information is kept up to date.

Registration & governance details

A provider's registered details and correspondence address will be transferred (pre-populated) into provider's returns where necessary.

Providers must ensure that the registered address and primary contact address are kept up-to-date. This information is used to keep Registry and Regulatory contact data updated.

Providers should check that the registered address is correct by going to the **My Provider** page.



NOTE: If your organisation has changed its name or registered address from what is shown on NROSH+, please contact the Referrals & Regulatory Enquiries team to notify us of the change via the formal process outlined in the guidance: https://www.gov.uk/government/publications/restructures-and-constitutional-changes

Organisational contact information

Providers are required to keep organisational details up to date to enable us to communicate directly with the appropriate individuals within the organisation on relevant matters. This contact information must be kept updated throughout the year, as we will use this information as the basis by which we make contact with your organisation on regulatory matters.

Organisational contact information can be updated by navigating to the **My Provider** page from the sidebar. Once details have been entered, they cannot be deleted but can be amended.

Providers are required to submit the contact information for the contacts we assign to their organisation.

NOTE: The RSH cannot be held accountable for missed communications if user details are not kept up to date.

NOTE: Users must ensure that they have the appropriate permissions and authorisations before entering personal details for contacts in NROSH+. Users should read the RSH and NROSH+ Privacy Notices before submitting personal information.

These contacts are separate from the allocation of passwords and permission to log-in which is handled through the **User Management** option.

NOTE: NROSH+ users will be used as our first point of contact for most data requests and are responsible for passing on relevant information to staff within the organisation.

Tools and resources to help users

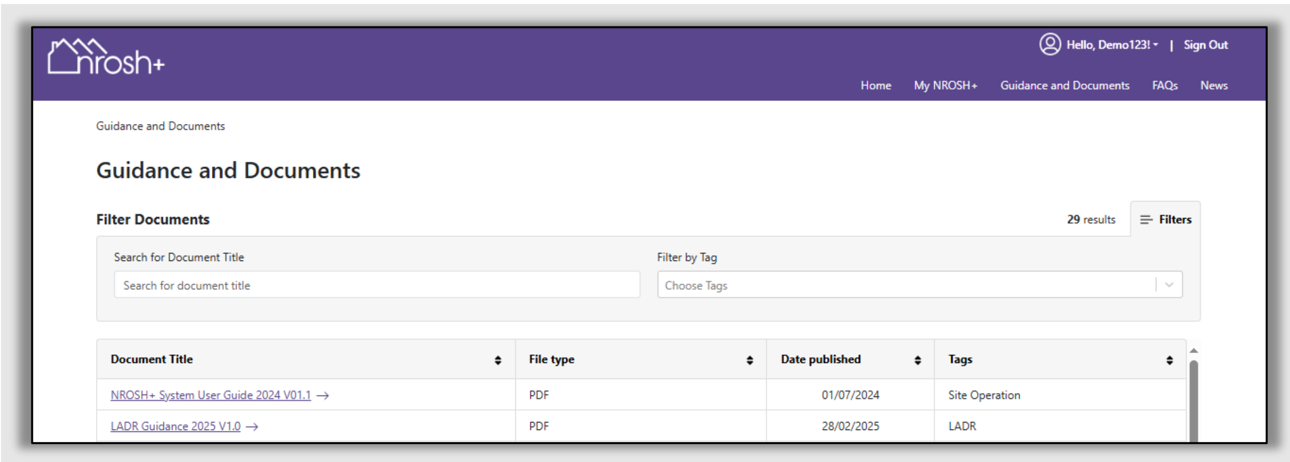
There are additional resources available to help you navigate and use the NROSH+ website efficiently. These can be located on the purple header menu.

They include:

Guidance and documents

A selection of guidance and other documents can be filtered and downloaded.

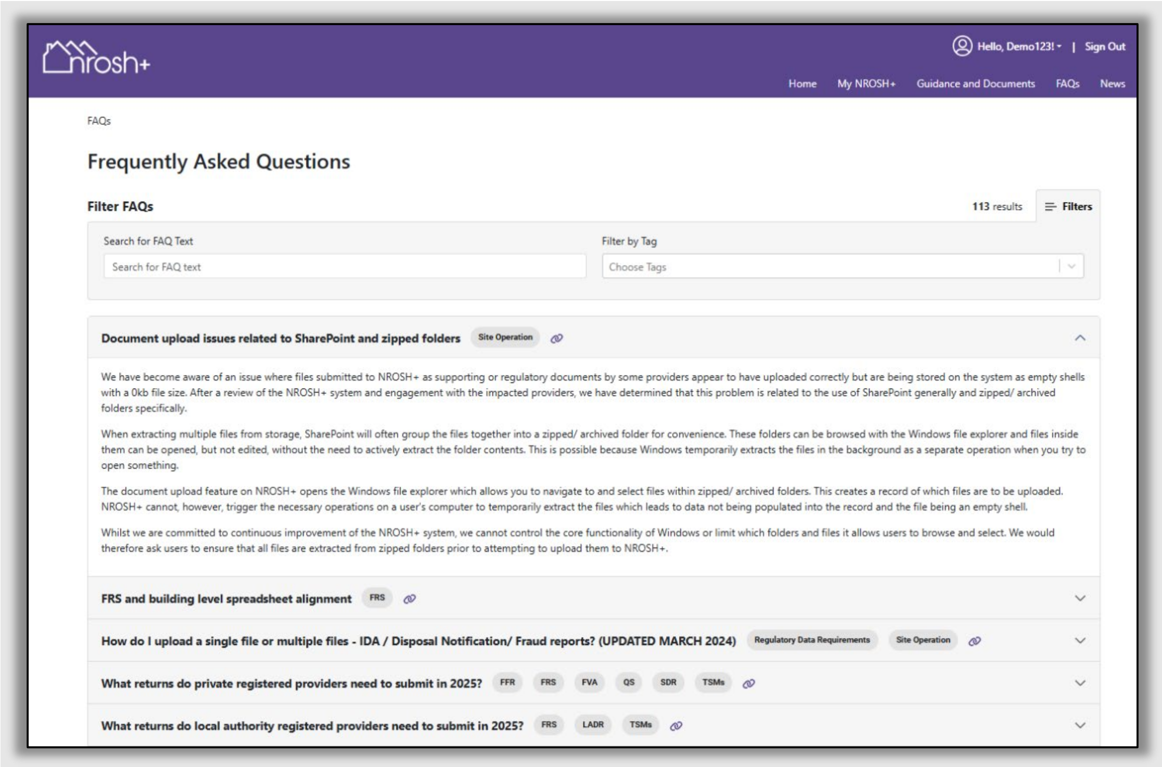
By default, the entire list of documents is displayed, sorted by the date of publishing. This can be narrowed down by “Document title” or “tags”.



Frequently asked questions (FAQ’s)

The **FAQs** page is accessible to all public users of the site. However, it is particularly relevant to users who enter data into the system. FAQs will be added as and when required. You are advised to visit this page for regular updates.

By default, the entire list of FAQs is displayed, sorted by the date of publishing. This can be narrowed down by “FAQ title” or “tags”. Individual FAQs can be expanded or contracted by clicking on the FAQ title.



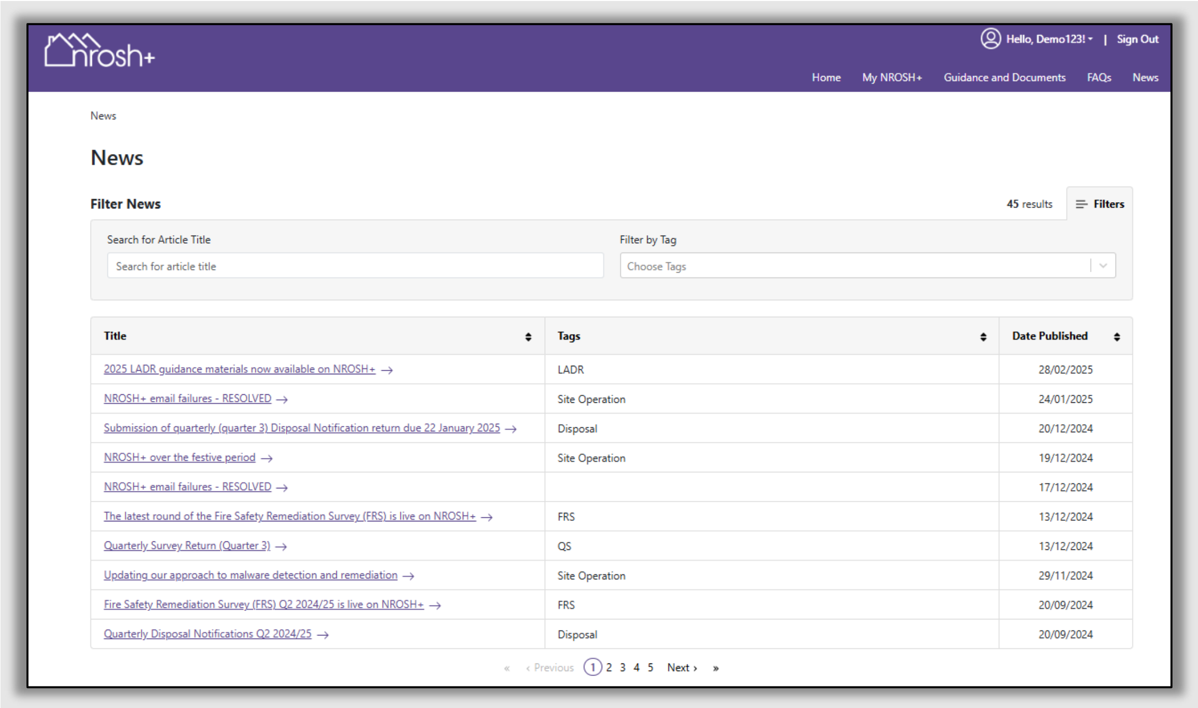
Contact us

The **Contact us** page is accessible to all public users of the site and contains contact information for the Referrals & Regulatory Enquiries team.

News

The **News** page is accessible to all public users of the site and is updated regularly. It provides updates about the system and any key changes to surveys during the survey collection periods and/or changes to the survey submission dates.

By default, the entire list of News items is displayed, sorted by the date of publishing. Select “Filters” to narrow down selection by “News item title” or “tags”.


nrosh+
Hello, Demo123!
Sign Out
Home
My NROSH+
Guidance and Documents
FAQs
News
News
News
Filter News
45 results
Filters
Search for Article Title
Search for article title
Filter by Tag
Choose Tags
Title
Tags
Date Published
2025 LADR guidance materials now available on NROSH+
LADR
28/02/2025
NROSH+ email failures - RESOLVED
Site Operation
24/01/2025
Submission of quarterly (quarter 3) Disposal Notification return due 22 January 2025
Disposal
20/12/2024
NROSH+ over the festive period
Site Operation
19/12/2024
NROSH+ email failures - RESOLVED
17/12/2024
The latest round of the Fire Safety Remediation Survey (FRS) is live on NROSH+
FRS
13/12/2024
Quarterly Survey Return (Quarter 3)
QS
13/12/2024
Updating our approach to malware detection and remediation
Site Operation
29/11/2024
Fire Safety Remediation Survey (FRS) Q2 2024/25 is live on NROSH+
FRS
20/09/2024
Quarterly Disposal Notifications Q2 2024/25
Disposal
20/09/2024
« ‹ Previous 1 2 3 4 5 Next › »

Change history

Version 1.0 March 2025

Initial release.

This publication is available at: https://www.gov.uk/rsh.

Any enquiries regarding this publication should be sent to us via enquiries@rsh.gov.uk

or call 0300 124 5225.

or write to:

Regulator of Social Housing
Level 2
7-8 Wellington Place
Leeds LS1 4AP

The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver and maintain homes of appropriate quality that meet a range of needs.