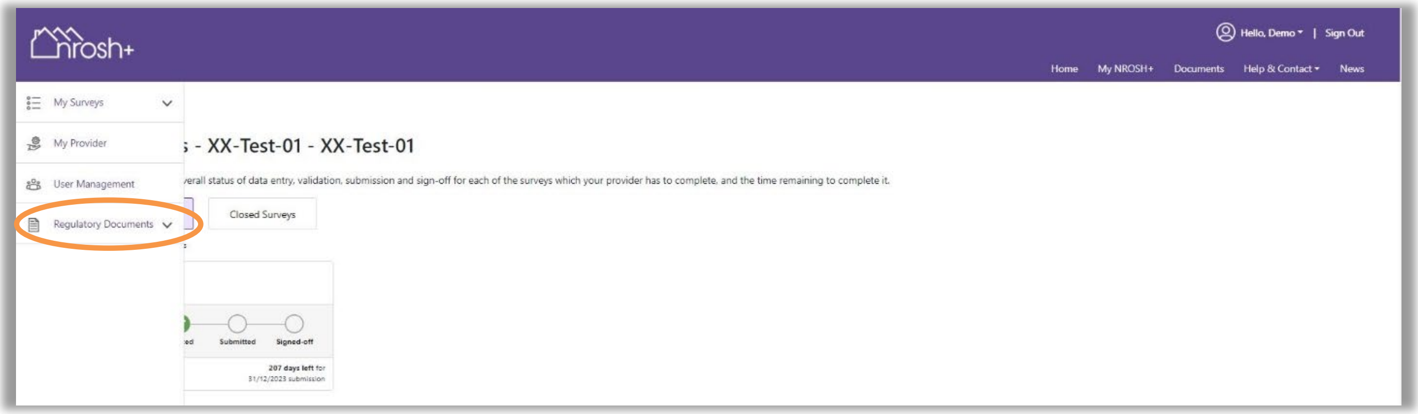
Regulator of Social Housing

How do I upload regulatory documents?

Introduction

NROSH+ allows providers to upload and submit a range of documents to the regulator, including documents requested as part of a Regulatory Inspection (RIN).

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:



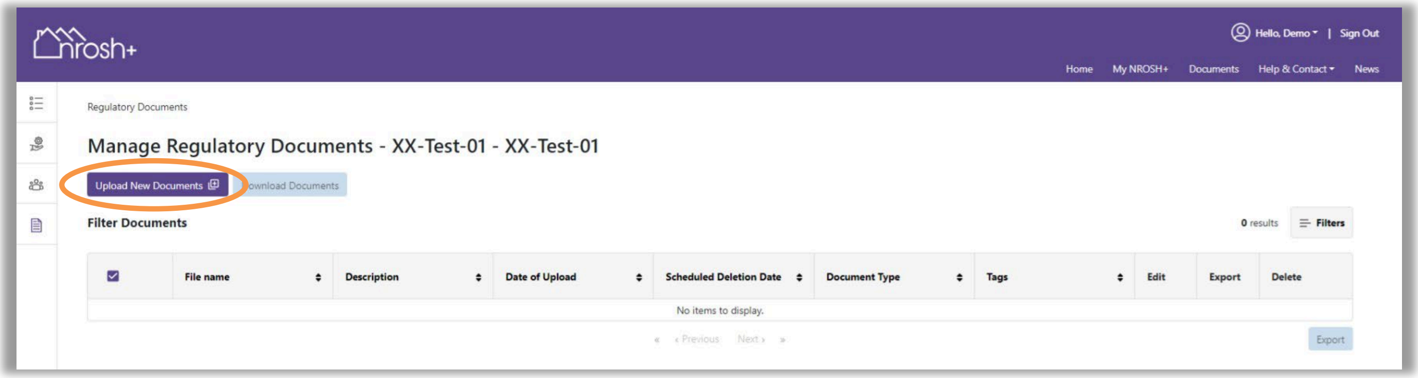
Accepted file types are: .doc .docx .xls .xlsx .csv .txt .pdf .ppt .pptx You will not be able to upload files of any other type and an error message will be displayed. **Zip files are not accepted**.

The maximum size of the upload is 30mb. Your upload will not complete if you attempt to upload a file (or batch of files) greater than this maximum upload size. You should upload files in smaller batches or, if you have an individual file of a size greater than 30mb, you should work to reduce the document size (we suggest reviewing graphics and charts to ensure the resolution of these is minimised and that the charts inserted from Excel do not contain the background data). Please contact our enquiries team if you are unable to reduce the file size.

The maximum file name length is 150 characters. Your upload will not complete if you attempt to upload a file(s) with filenames longer than 150 characters. You should rename your file and use the description field to provide more information.

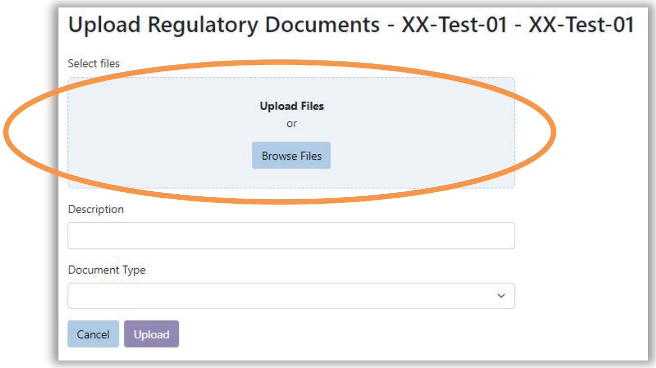
Uploading a single document

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.



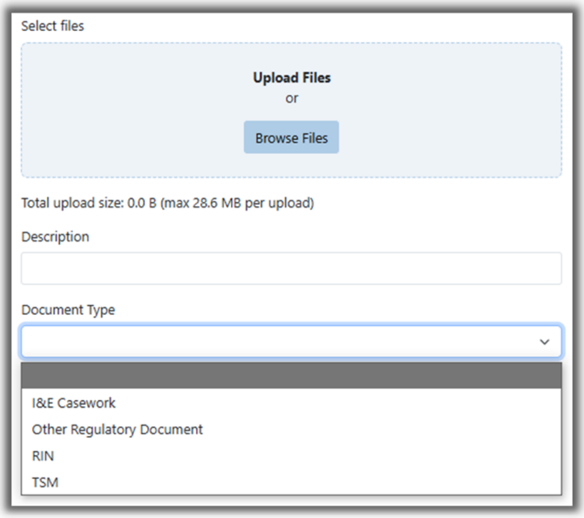
2. After the document is added, you must complete the description box, and select a document type.

Document type is a mandatory field and 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).**

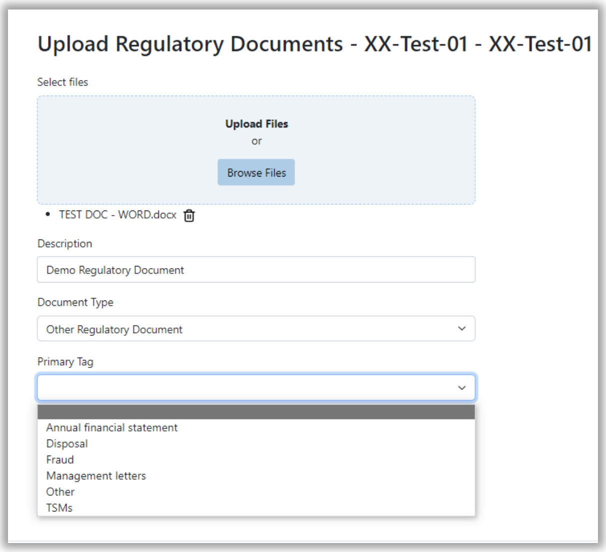
- **RIN to be used for submission of documents as requested by RSH as part of a regulatory inspection (RIN).**



- **TSM to be used for submission of documents relating to TSMs that are not supporting documents for the TSM return.**

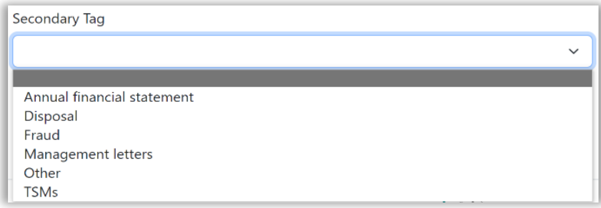
3. Once the document type is selected you can then select a primary tag. You should pick the type of document you are uploading.

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.

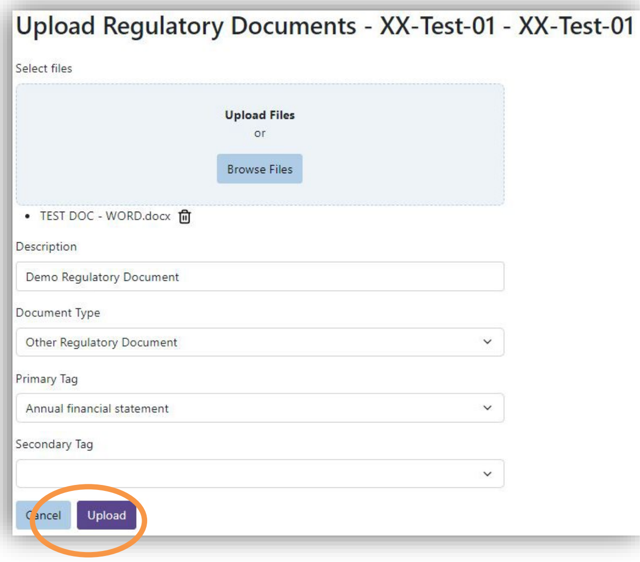


4. Once a primary tag has been selected a secondary tag box will appear. This allows an optional secondary tag to be added to the document.

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



5. Click upload to complete the process.

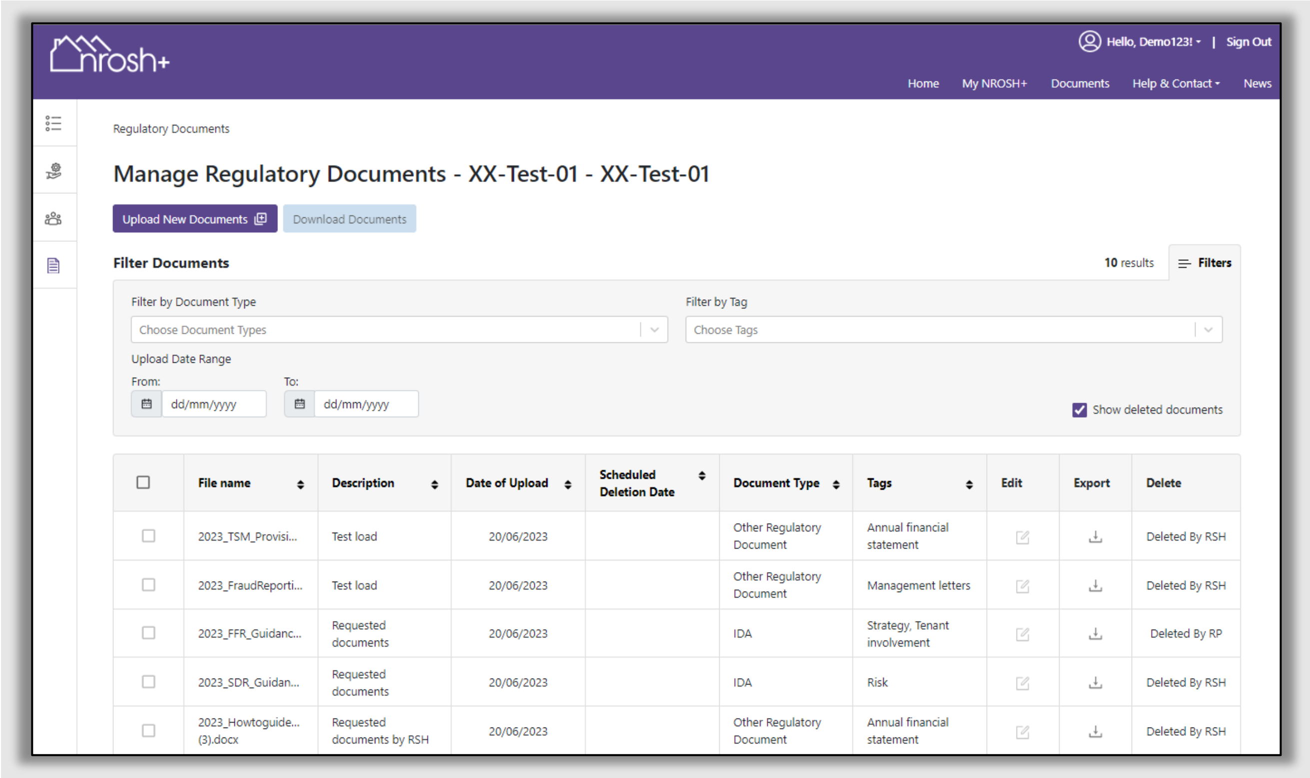


Note: Once uploaded, you will be able to use the functions on the ‘Manage Regulatory Documents’ page to sort, filter and manage your uploaded documents.

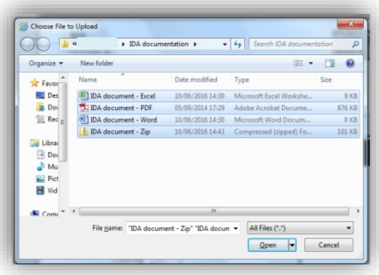
You are able to sort the documents by name, description, upload date, document type and tag. Providers can apply a range of filters to the results in the table by clicking the Filters button and then selecting from the available options.

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

The features on this screen also allow you to edit the data relating to the uploaded file (the description, document type and tags) as well as being able to export and delete the file.



Uploading multiple files



To upload multiple files providers should follow steps 1 and 2 above, but select or drag/drop multiple files.

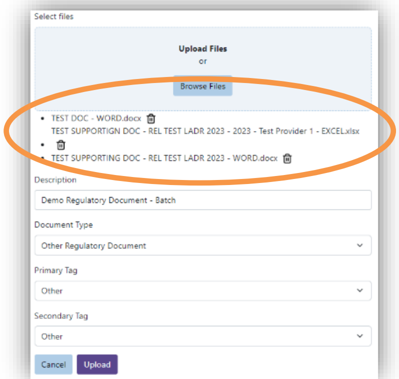
Note: the description, document type and tags will be replicated across all files uploaded.

In the file selection box providers should select multiple files (in Microsoft Windows packages this usually involves holding down the control key and clicking with the left side mouse button each file you wish to select). Multiple file selection will only work if all files to be selected are within a single folder.

The multiple selected files will then appear as bullet points underneath the 'select files' window.

Once all files are selected, providers should follow steps 3 to 5 above.

Note: NROSH+ has a maximum file upload capacity of approximately 30mb per upload.



What happens to documents after upload?

The RSH will select and move your documents from NROSH+ into our other internal filing systems. NROSH+ is a file transfer system and not a document storage site.

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 ‘IDA’ and ‘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.

This is the expected state for documents once they have been supplied to us and we have moved them for further review.

If you delete a file you have uploaded to us the record will remain in the table but it will show as ‘Deleted by RP’.