Introduction

Once registered, an agency is subject to ongoing regulation and is required to participate in regulatory engagement from this point. This guidance is intended to clarify newly registered agency responsibilities and identify operational and reporting processes that help to ensure agencies are fully aware of their obligations.

As registration can be achieved at any time during the year, reporting requirements for newly registered agencies may vary depending on the quarter of the financial year in which an agency became registered. For example, for an agency registered in the last quarter of the financial year (April to June), there is generally a reduced reporting requirement.

Regulatory engagement

Soon after becoming registered, agencies will be contacted by their lead regulator and a mutually agreed regulatory plan developed to summarise forthcoming regulatory actions and engagement.

Upon registration, agencies are required, on an on-going basis, to notify the Housing Registrar of:

- Register updates, including but not limited to property data, changes in board membership and office location;
- Constitution or rules changes; and
- New or updated versions of policies, procedures and other critical agency business documents / operational matters.

The Housing Registrar also requires an agency profile to be completed. This is a summary of the agency’s history, mission and scope of operations etc, subsequently made available on the Housing Registrar website.
Reporting

Most reporting and self assessment requirements are required either in:

- August each year; or
- October to December as determined by an agency’s annual general meeting (AGM) and the 28 day period following the AGM.

Importantly, newly registered agencies will only report against the financial year in which they became registered. This means, for example, an agency registered on 1 July will only be required to submit August and AGM reporting during the following financial year. Newly registered agencies must however, be fully aware of reporting requirements and start collecting the necessary information, including key performance data, throughout the first year/part year following registration.

Summary details on timing of requirements are provided on the following table.

Complaints management and investigation

Any complaints made by tenants or prospective tenants following the date of registration, which have not been resolved by a registered agency, may be referred to the Housing Registrar for investigation. Specific guidance on this role is contained in our publication titled Complaints.

To assist us in our complaints management role, we require newly registered agency to identify a specific person and their full contact details for handling complaints.

Contact/ Further information

Summary reporting timelines for newly registered agencies

<table>
<thead>
<tr>
<th>Quarter in which agency registered</th>
<th>August requirements (following the end of the financial year in which an agency becomes registered)</th>
<th>Requirements due 28 days after agency AGM (following the end of the financial year in which your agency became registered)</th>
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| July to September                  | > Data on results against key performance measures for past financial year  
                                         > Self assessment of achievements against objectives and targets in the past financial year’s annual business plan  
                                         > Current annual business plan  
                                         > Summary of complaints managed by agency for past financial year | > Self assessment of performance against Performance Standards for past financial year  
                                                                                            > Audited financial statements and accounts for past financial year  
                                                                                            > Financial performance report showing historical and projected figures  
                                                                                            > Declarations (for immediate past financial year) |
| October to December               | > As above                                                                                     | > As above                                                                                     |
| January to March                  | > As above                                                                                     | > As above                                                                                     |
| April to June                     | > Reduced reporting to be agreed between the Housing Registrar and the newly registered agency.  
                                         > Current annual business plan | > Audited financial statements and accounts for past financial year  
                                                                                            > Declarations (for immediate past financial year) |