



# How to complete your 2025/26 Annual Regulatory Report

## Purpose

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This guide will help you to complete and submit your Annual Regulatory Report (ARR) via the Business Connect platform.

NB: the Business Connect service, run by the Ministry of Business, Innovation and Employment (MBIE), only uses the term Application. Please read Annual Regulatory Return, or ARR, in place of Application.

## Before you start

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- Review the Annual Monitoring and Reporting Framework 2025/26 to understand how we assess compliance with the performance standards.
- Have your New Zealand Business Number (NZBN) on hand.

You are able to access the ARR form at any time from 1 July 2025.

In order to access and complete the ARR form, you will create a RealMe login. To ensure access throughout the assessment process, set up your RealMe login using a permanent email address that can be accessed by others within your organisation, if necessary. This is important in case of staff changes or absences. Any additional information requests will be sent to this email address via Business Connect, so it should be monitored regularly to avoid missing important updates or requests for clarification.

## Completing your ARR

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### 1. Create a RealMe login

- Visit the [Business Connect homepage](#).
- Click on the Login/Register tab in the navigation bar and create your login.
- The login process does not require you to provide any identification.

### 2. Access the ARR form

- Once you have logged in, you can open the CHRA Annual Regulatory Report 2025/26 .

### 3. Complete your ARR

The ARR form follows the 2024/25 format and includes:

- Organisational information.
- Governance and management details.
- Performance questionnaire covering the governance, management, financial viability, tenancy management and property and asset management performance standards.
- A further information section for additional documents (for example, responses to previous monitoring requirements or change and disclosure reports).
- An 'Upload' section for supporting documents including financial information, the key performance measure template, the property portfolio template, and the Chair's declaration. The person completing the ARR will also need to complete a final declaration confirming the accuracy of the information.

#### **4. Review and submit**

- You will be able to review the information you have provided before submitting your ARR using the review function.
- Submit your ARR when satisfied. You'll receive an on-screen confirmation with your application number (for the ARR) and a confirmation email.

#### **5. If you want to download a copy of your completed ARR**

- Go to the My Applications section of your Business Connect page.
- Under the In-progress tab, download a PDF copy of your ARR

#### **If we need more information**

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- We may request additional information to confirm your compliance with the performance standards or if something is missing.
- If we do, you'll receive an email from [notify@tx.businessconnect.govt.nz](mailto:notify@tx.businessconnect.govt.nz) with instructions to update your ARR and outline the further information requested. It will provide further details to assist you to update and resubmit your ARR. The email will go to the email account registered via your organisational RealMe login so please ensure you have added the business connect email address to your inbox to prevent any emails going into your spam folder.

#### **Tips and troubleshooting**

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- We recommend that you download the key performance measure (KPM) and property portfolio templates as soon as you are able. These should be completed to the best of your ability and uploaded when you submit your ARR.

- Ensure that you have provided all the information required before you submit your ARR. This will avoid additional requests for information.
- When opening the ARR form, enter your NZBN. If your organisation name doesn't appear, select "no" when asked if you have an NZBN, choose your business type, and manually enter your organisation name.
- You can edit or change your ARR before submitting it. CHRA is not able to see any information that you have provided or attached until you have submitted it.
- Before submitting, ensure all required documents are attached. Some sections are mandatory; others apply only to those currently providing housing.
- For further information about submitting your ARR, visit the [submitting your annual reporting](#) page.
- If you wish to make changes to your ARR after you have submitted it, please email us and we can reopen it.

### **Need Help?**

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- For questions about ARR content or our regulatory requirements, contact your Relationship Manager. You can find out who your relationship manager is here.
- For technical issues, email the Business Connect support team at [hello@businessconnect.govt.nz](mailto:hello@businessconnect.govt.nz).