



How to complete your Annual Regulatory Report

Purpose

This guide explains how to complete and submit your Annual Regulatory Report (ARR) via the Form Builder (previously Business Connect) platform.

NB: The Form Builder 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

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

You can access this year's ARR form at any time from 1 July.

If your organisation has not submitted an ARR previously

If your organisation has not been required to submit an ARR before, you will need to create a RealMe login via the [Form Builder homepage](#). Set up your RealMe login using a permanent email address that can be accessed by others within your organisation. This is important in case of staff changes or absences. Any additional information requests will be sent to this email address via Form Builder, so it should be one that is monitored regularly to avoid missing important updates or requests for clarification. 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.

If your organisation has previously submitted an ARR through Form Builder, use your previously established RealMe account to access this year's ARR. If you are unable to recall your username or password, you can reset these. RealMe will be able to assist you if you have any questions or issues relating to it.

Completing your ARR

1. Access the ARR form

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

2. Complete your ARR

The ARR form is set out in the following sequence:

- Organisational information.
- Governance and management details.
- A performance questionnaire covering the performance standards.
- A further information section for additional documents (for example, responses to previous monitoring requirements or change and disclosure reports).
- The Board Chairs declaration. A final declaration will also need to be made by the person completing the ARR to confirm the accuracy of the information.

3. 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.

4. If you want to download a copy of your completed ARR

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

If we need more information

- We may request additional information to confirm your compliance with the performance standards or if something is missing.

Tips and troubleshooting

- We recommend that you download the key performance measure (KPM) and property portfolio templates as soon as you are able. These should be uploaded when you submit your ARR. Please upload these as an excel file and not a PDF.
- 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's name.
- You can edit or change your ARR before submitting it. CHRA cannot see any information that you have provided or attached until you have submitted it.
- Before submitting, ensure all required documents are attached. This will avoid additional requests for information. Please note, 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?

- 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 Form Builder support team at hello@formbuilder.govt.nz.