

- [About CHRA](#)
 - [What is community housing?](#)
 - [Community housing legislation](#)
 - [About the CHRA register](#)
 - [The register](#)
- [Applying for registration](#)
 - [Eligibility criteria](#)
 - [How to apply](#)
 - [How we assess applications](#)
 - [After the decision](#)
 - [Once registered](#)
- [Information for CHPs](#)
 - [Performance standards & guidelines](#)
 - [Guidance notes](#)
 - [Annual reporting](#)
 - [Change and disclosure reporting](#)
 - [Suspension and revocation of registration](#)
 - [Disputes, complaints and appeals](#)

[Menu](#)

- [About CHRA](#)
 - [About CHRA](#)
 - [What is community housing?](#)
 - [Community housing legislation](#)
 - [About the CHRA register](#)
 - [The register](#)
- [Applying for registration](#)
 - [Applying for registration](#)
 - [Eligibility criteria](#)
 - [How to apply](#)
 - [How we assess applications](#)
 - [After the decision](#)
 - [Once registered](#)
- [Information for CHPs](#)
 - [Information for CHPs](#)
 - [Performance standards & guidelines](#)
 - [Guidance notes](#)
 - [Annual reporting](#)
 - [Change and disclosure reporting](#)
 - [Suspension and revocation of registration](#)
 - [Disputes, complaints and appeals](#)

- [About CHRA](#)
- [What is community housing?](#)
- [Community housing legislation](#)
- [About the CHRA register](#)
- [The register](#)
- [Applying for registration](#)
- [Eligibility criteria](#)
- [How to apply](#)
- [How we assess applications](#)
- [After the decision](#)
- [Once registered](#)
- [Information for CHPs](#)
- [Performance standards & guidelines](#)
- [Guidance notes](#)
- [Annual reporting](#)
- [Change and disclosure reporting](#)
- [Suspension and revocation of registration](#)

- [Disputes, complaints and appeals](#)

1. [Home](#)
2. About CHRA

About CHRA

What we do

CHRA works with community housing providers (CHPs) that wish to provide quality community and/or affordable rental housing for those in need. Our role is to register CHPs and engage with registered providers to monitor their performance and intervene if they do not meet the required Performance Standards.

We provide an assurance to Government that registered CHPs are well governed, and deliver appropriate long-term housing services to their tenants.

Our responsibilities

To register

We engage with CHPs that wish to provide quality housing supply for those in need by:

- **Assessing and registering** CHPs that meet the eligibility criteria and demonstrate the capacity to meet the Performance Standards.
- **Maintaining** a record of registered CHPs that is accessible to CHPs, tenants and the public.

To monitor

We assess CHPs' ability to maintain registration by:

- **Monitoring ongoing compliance** by registered CHPs with the eligibility criteria and the Performance Standards.
- **Requiring information** from CHPs, to supplement reporting or carry out our statutory functions – such as investigating complaints.

To intervene

Engaging with CHPs to identify potential risks to maintaining high standards of service delivery by:

- **Ensuring** ongoing compliance by registered CHPs with the eligibility criteria and Performance Standards
- **Providing advice** to address performance failure
- **Investigating** complaints involving registered CHPs
- **Suspending or revoking** registration when a CHP no longer meets the eligibility criteria or is failing to meet one or more of the Performance Standards.

How we operate

We apply the following principles when assessing an organisation's application for registration and a CHP's ongoing compliance with the Performance Standards:

- **Fairness and consistency**
We have fair, clear and open processes and our decisions will be made in an unbiased and consistent manner.
- **Proportionality**
We consider the level of risk organisations and their tenants are exposed to, including size, scale, location, and experience in carrying out regulated activities.
- **Transparency**
We collect, use and share information consistently with the Te Tūāpapa Kura Kāinga – Ministry of Housing and Urban Development [Transparency Statement\(external link\)](#).

What we don't do

The following matters are outside our scope of work:

- Disputes between landlords and tenants and other issues relating to the tenancy itself

- Complaint hearing and intervention powers under the Residential Tenancies Act 1986, such as landlord and tenant disputes and tenancy protection
- Statutory powers relating to CHPs under other legislation, such as the Charities Act 2005 and the Building Act 2004.

We can only [investigate complaints\(external link\)](#) that breach other legislation if the substance of the complaint has resulted in a registered CHP failing to meet the eligibility criteria and/or Performance Standards.

[About CHRA](#)

About CHRA

- [What is community housing?](#)
- [Community housing legislation](#)
- [About the CHRA register](#)
- [The register](#)

Main Menu

- [About CHRA](#)
- [Applying for registration](#)
- [Information for CHPs](#)

Quick Links

- [Apply for registration](#)
- [CHRA Register](#)
- [Annual reporting obligations](#)
- [Performance Standards and Guidelines](#)

- [Guidance notes](#)
- [Legislation](#)
- [Forms and resources](#)

More Information

- [Site map](#)
- [Income Tax Exemption and Donee Status](#)

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- [Contact Us](#)
- [PRIVACY STATEMENT](#)
- [COPYRIGHT STATEMENT](#)

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