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What we do

We provide an assurance to Government that registered community housing providers (CHPs) are well governed, remain viable, and deliver appropriate housing services to their client group.

Our statutory functions include:

To register

Engaging with CHPs who wish to provide quality housing supply for those in need by:

- **Assessing** CHPs who meet the prescribed eligibility criteria.
- **Registering** CHPs who meet the eligibility criteria and who demonstrate the capacity to meet the Performance Standards.
- **Maintaining** an up to date register of registered CHPs which is accessible to CHPs, tenants and the public.

To monitor

Assessing CHP's 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 at any other time, to carry out the Community Housing Regulatory Authority's (CHRA's) statutory functions – such as investigating complaints.

To intervene

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

- **Ensuring** ongoing compliance by registered CHPs with the eligibility criteria and Performance Standards
- **Providing advice** in identification of performance failure
- **Investigating** complaints involving registered CHPs and
- **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.

Matters outside the scope of our functions and powers

Disputes between landlords and tenants and other issues relating to the tenancy itself are outside CHRA's scope of work. Complaint hearing and intervention powers under the Residential Tenancies Act 1986, such as relating to landlord and tenant disputes and tenancy protection, are outside the scope of CHRA's work. Statutory powers relating to CHPs under other legislation, such as the Charities Act 2005, and the Building Act 2004, are also outside CHRA's scope.

However, we can investigate complaints that breach other Acts if the substance of the complaint also amounts to a failure to meet the eligibility criteria or Performance Standards. CHRA will record any such incidents as they are reported and monitor registered CHPs to ensure that they are performing to the prescribed standards.

Our operating principles

The principles that CHRA applies when assessing CHP's for registration and ongoing compliance with the Performance Standards are outlined below:

- **Proportionality**
CHRA will consider the level of risk CHPs and their tenants are exposed to, including size, scale, location and experience in carrying out regulated activities.
- **Accountability and transparency**
CHRA's decisions will be open to public scrutiny.
- **Fairness and consistency**
CHRA will have fair, clear and open processes and its decisions will be made in an unbiased and consistent manner.

CHRA will have the people and systems necessary to operate an efficient and effective regulatory regime.

Operational agreement

On 14 April 2014, the social housing landscape changed – a regulatory framework for the social housing sector was introduced. Needs assessments and associated functions were transferred from Housing New Zealand to the Ministry of Social Development, and IRRS was extended to approved CHP's.

CHRA and the Ministry of Social Development developed and signed an Operational Agreement in April 2014 to clarify the way the two agencies will work together.

Note: CHRA's empowering Act is the Housing Restructuring and Tenancy Matters Act 1992, amended by the Housing Reform (Housing Restructuring and Tenancy Matters Amendment) Act 2013.

Income Tax Exemption and Donee Status

Income Tax Act 2007

Section CW 42B of the above Act was enacted on Wednesday 24th February 2016, which means that some Community Housing Provider listed on our register can apply for income tax exemption and donee status through the Inland Revenue Department.

Please visit the [Inland Revenue website \(external link\)](#) for further information on the qualifying criteria and application process.

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