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- 3. Performance Standards and Guidelines

Performance Standards and Guidelines

The Standards are also used to monitor your ongoing performance once registered.

Performance Standards guide our engagement with community housing providers (CHPs) and are the statutory benchmark against which we assess the capacity of a CHP to become a registered Class 1: Social Landlord, and monitor their ongoing performance once registered.

Guidelines for meeting the Performance Standards

The Community Housing Regulatory Authority (CHRA) has developed a set of guidelines to assist you in meeting the Standards, outlining how you demonstrate:

- you have the capacity to meet the Standards for registration.
- ongoing compliance with the Standards after registration.

The Guidelines should be read when applying for registration, and for reporting (Annual, Disclosure and Change reporting), and if making complaints and appealing CHRA's decisions.

[Performance Standards and Guidelines \[PDF, 288 KB\]](#)

The Performance Standards and Housing Regulations

The Performance Standards are set out in the Schedule of the Housing Restructuring and Tenancy Matters (Community Housing Provider) Regulations 2014. The following components of a CHP's capacity and performance are assessed and monitored:

- Governance

- Management
- Financial viability
- Tenancy management
- Property and asset management.

[View the Schedule of the Regulations \(external link\)](#)

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