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## How we monitor CHPs

Each year we will ask registered CHPs to update the information we hold on your organisation, to make sure they are still complying with the eligibility criteria and Performance Standards.

Our main mechanism for doing this is the Annual Regulatory Report, which we send out before an organisation's AGM.

The information we request is divided into three parts.

### 1. Response to areas of improvement

These are identified either through:

- the Evaluation Report at the time of registration;
- the previous year's Annual Regulatory Assessment Report; or
- through Disclosure and Change Reporting.

### 2. General compliance with the Performance Standards

A small set of core documents will help us assess compliance with the [Performance standards\(external link\)](#). These include:

- Full and unredacted Board minutes (for the previous 12 months) – see our [Board minutes Guidance Note\(external link\)](#) for further details
- audited financial accounts in the name of the registered CHP
- current insurance schedules on the insurance provider's letterhead covering both organisational insurance and material damage to properties in your portfolio
- updated Business and/or Strategic Plans
- a summary of any new capital expenditure (planned or undertaken) not already captured in the audited financial accounts or budget forecasts.

### 3. Focus on one area of the Performance Standards

Each year we will focus on one area of the Performance Standards, to assess how your organisation's policies and procedures are being implemented. This approach to annual monitoring is designed to minimise the compliance burden on providers, rather than seeking evidence across all areas of the Performance Standards.

In 2021/22 the focus is on the Tenancy Management Performance Standard.

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