

- [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. [Information for CHPs](#)
3. Performance standards & guidelines

Performance standards & guidelines

Performance Standards guide our engagement with applicants and registered Class 1: Social Landlords. They are the statutory benchmark against which we assess the capacity of an organisation to become a registered Class 1: Social Landlord, and monitor their continued performance once registered.

Guidelines for meeting the Performance Standards

We have developed guidelines to assist organisations to meet the Performance Standards, outlining how to demonstrate:

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

The Guidelines should be read when applying for registration, during annual monitoring and reporting, and if making complaints or appealing our decision(s).

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

The Performance Standards are set out in the Schedule of the [Public and Community Housing Management \(Community Housing Provider\) Regulations 2014\(external link\)](#). CHPs' capacity and performance are assessed and monitored for:

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

[Information for CHPs](#)

Information for CHPs

- [Performance standards & guidelines](#)
- [Guidance notes](#)
- [Annual reporting](#)
- [When do you need to report?](#)
- [How to complete your annual reporting](#)
- [How we monitor CHPs](#)
- [Submitting your annual reporting](#)
- [Availability of information](#)
- [Change and disclosure reporting](#)
- [Suspension and revocation of registration](#)
- [Disputes, complaints and appeals](#)
- [Dispute resolution](#)
- [Appointing a mediator](#)
- [Making a complaint](#)
- [Appeals to the District Court](#)

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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