COMMUNITY HOUSING
REGULATORY AUTHORITY

Annual Monitoring and Reporting Framework 2026/27

Introduction

1. This document sets out the Community Housing Regulatory Authority's (CHRA's) approach for assessing the ongoing compliance of registered Community Housing Providers (CHPs) with the prescribed eligibility criteria and performance standards set under the Public and Community Housing Management Act 1992 (PACHMA). It provides an overview of our assessment principles and annual monitoring process.

2. This year, we are consolidating several changes to our updated monitoring and reporting. Our approach is underpinned by regular engagement meetings throughout the year and a greater expectation that CHPs are undertaking timely and frequent change and disclosure reporting. This model is supported by a move towards performance-based regulatory reporting, in which registered CHPs are asked to provide us with annual performance data in the first instance, rather than the supporting documents previously required.

Our principles

3. Our principles are:

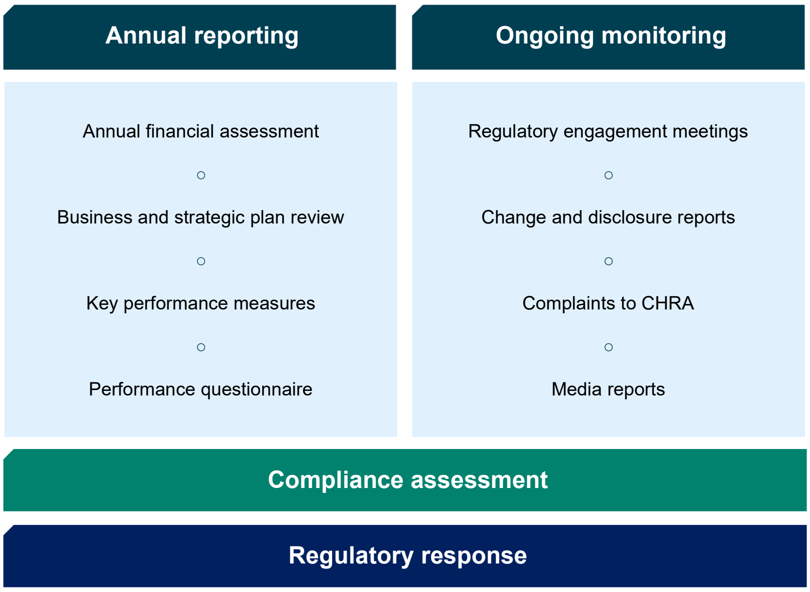
   - **Fairness and consistency:** We aim to maintain a fair and open process that ensures our decisions are consistent and without bias.
   - **Proportionality:** Our regulatory activities and assessments consider the size and scale of an organisation's operations.
   - **Transparency:** We collect, use, and share information in a way that is consistent with the Official Information Act 1982, the Privacy Act 2020, and the Ministry's Transparency Statement.

Overview

4. Registered CHPs must comply with the performance standards and eligibility criteria specified under PACHMA at all times. The performance standards cover risk areas across a provider's governance, management, financial viability, tenancy management and property and asset management. You can find the performance standards and eligibility criteria in the Public and Community Housing Management (Community Housing Provider) Regulations 2014 here.

5. We are responsible for ensuring that registered CHPs are maintaining compliance with the performance standards and eligibility criteria. To do that, we undertake a variety of monitoring activities throughout the year, taking into account the size, complexity, and past performance of each provider. Our monitoring activities can be divided into two categories: our annual reporting process, and ongoing compliance monitoring.

Figure 1: Our monitoring activities



6. In undertaking those activities, if we identify an area where a CHP is at risk of breaching the eligibility criteria, performance standards, or another requirement specified under PACHMA, our initial response may include:

- Engage with the CHP to clarify the presenting issues and, where necessary, require additional information to inform our regulatory assessment.

- **Issuing a regulatory requirement:** When we identify an issue that potentially poses a compliance risk, we may issue a regulatory requirement. This means asking CHPs to undertake a certain action or series of actions to manage that risk and ensure that their organisation remains compliant. If a regulatory requirement is not met in the specified timeframe, we may move to suspend or revoke a provider’s registration.

- **Issuing a monitoring requirement:** When a provider has been identified as failing to meet a non-regulatory requirement under PACHMA, such as the timely submission of their annual return or change and disclosure reporting, we may issue a monitoring requirement. This means asking CHPs to make changes to their processes to ensure those requirements are met in the future. If those requirements continue not to be met, we may move to suspend or revoke a provider’s registration.

7. If a provider is identified as failing, or has failed, to meet one or more eligibility criteria or performance standards, has ceased to operate as a CHP, is unable to pay its debts or otherwise continue carrying on its business, we may take one of the following actions:

- **Suspension of registration:** When a provider is identified as not meeting the eligibility criteria or performance standards, we must suspend their registration. That means first issuing the provider a notice of our intention to do so, which will provide at least 14 days' notice and an opportunity to be heard before suspension. If, after that period the issue remains, the provider’s registration will be suspended for 12 months or until that issue is resolved. During the period for which a provider’s registration is suspended, that provider will not be able to take on any new tenants paying an income-related rent. The provider will still be able to access income-related rent subsidy (IRRS) funding for existing tenancies.

- **Revocation of registration:** If a provider fails to meet a requirement we have made or fails to resolve an issue under suspension within 12 months, we must move to revoke their registration. That means first issuing a provider a notice of our intention to do so, which will provide at least 14 days' notice and an opportunity to be heard before revocation. If, after that period the issue remains, the provider's registration will be revoked. Once a provider's registration is revoked, the provider will no longer be eligible to access IRRS funding for the provision of social rental housing.

Annual regulatory reporting process

8. Registered CHPs are required to provide us with an annual report outlining their performance against the performance standards. This must include audited financial statements, budget documents, and any other information required by CHRA. CHPs must submit their annual regulatory return within **28 days of their annual general meeting** (AGM). CHPs that do not hold an AGM must return their regulatory report within **28 days of their audited financial statements being signed off by its governing body**.

9. The 2026/27 annual regulatory report is divided into three sections:

   - **Organisational information**: CHPs must provide information about their organisation and housing operations. As part of this, CHPs are required to provide a property register so we can get a better idea of the size and geographic spread of housing operations.

   - **Performance questionnaire**: CHPs must complete a short questionnaire on their performance against a cross-section of key organisational risk areas related to the performance standards. Copies of supporting documents such as audited financial statements, budget forecasts, business or strategic plans, and details of any significant capital expenditure should be attached under the relevant performance standard. Where CHPs own or lease social or affordable properties, the key performance measures template should also be completed and attached.

   - **Declaration:** The annual regulatory return must be signed off by the Chair of the governing body to confirm that the information and documentation provided is true and correct.

10. We are no longer requesting several types of supporting documents in the first instance. This means unredacted board minutes, insurance schedules, and new or updated policy and procedure documents are not required at this initial stage of submitting the annual regulatory report. We may still request these documents at our discretion where the information is required to complete our annual monitoring assessment, or to support our ongoing monitoring activities. Our expectation is that CHPs maintain appropriate insurance cover, regularly review their policies and procedures, and maintain good governance practices.

11. Following review of a provider's annual regulatory return, we issue an annual regulatory assessment letter, along with any requirements that the provider may need to resolve. We aim to complete our assessment within 120 working days of the provider's complete annual return being submitted.

Change and disclosure reporting

12. Registered CHPs are responsible for declaring to us any significant organisational changes or adverse events that may impact their ability to comply with the performance standards. Change and disclosure reports must be made in a timely manner, either after an adverse event has occurred, or in advance of a significant planned operational change. You can find more information related to change and disclosures in our guidance note here. The following list provides examples of reportable change and disclosure events.

Figure 2: Change and disclosure reporting examples

Change reporting	Disclosure reporting
Examples: • Changes to the organisation's details, such as legal name, entity type, contact details, geographical location, or AGM date. • Changes to the organisation's constitution, including to the objects, functions, or scope of activities. • Changes to the membership of the governing body. • Changes to the job titles or position descriptions of senior management positions. • Growth in the housing portfolio. • Rent-setting policy changes that impact non-IRR tenants.	**Examples:** • Adverse events that impact the financial viability of the organisation. • Adverse events that may result in properties becoming uninhabitable or attracting significant media interest. • Action being taken against the organisation by any statutory body, individual company, or another agency. • Any significant cases of fraud, corruption, or criminal misconduct by employees or governing body members. • Notice from a lender regarding an ongoing loan default. • Appointment of a statutory manager, receiver, liquidator, or voluntary administrator.

13. CHPs can report change and disclosure events using the form available on our website here. If the event is a minor or routine change, such as a change in governing body membership or property acquisition, CHPs are welcome to call or email their relationship manager (regulatory advisor) or email CHRA@mcert.govt.nz. CHPs are also welcome to discuss change and disclosure events or get advice on whether an issue needs to be reported with their relationship manager. You can find the list of relationship managers on our website here.

14. Following a change and disclosure report, we will review the report to determine whether the event impacts the organisation's ability to comply with the eligibility criteria and performance standards. If we do identify a potential issue, we may request further information about the event to make that determination. We may also issue a requirement in response to a potential risk identified through a change and disclosure report.

Regulatory engagement meetings

15. Regulatory engagement meetings are an opportunity for staff to meet with CHPs and get a better understanding of how their organisations operate and any challenges they might be facing. They are also an opportunity for CHPs to declare any change and disclosure events, and for us to work through any ongoing requirements or regulatory actions.

16. More regular and meaningful engagements with CHPs are central to the way we want to work. Your relationship manager will be in touch to schedule a series of meetings over the monitoring year. The number of meetings will likely range between one to three per year, which will depend on the size and complexity of your organisation, or whether you have any outstanding requirements that need to be addressed.

17. Regulatory engagement meetings will be scheduled for around 30-60 minutes. Normally, these meetings will take place over Microsoft Teams, but we may request an on-site meeting from time to time. CHPs are also welcome to request that the meeting take place with us in-person at our Wellington office.

18. Most meetings will follow a simple agenda that includes change and disclosure events and a confirmation of ongoing compliance status. There will also be an opportunity for the CHP to discuss any changes in their operations and time to highlight any successes or challenges they might be facing. If we do require specific information or documents to discuss, we will provide written notice in advance of that meeting.

Appendix 1: Statutory basis for monitoring and reporting

The statutory basis for the monitoring and reporting of registered CHPs is contained in Part 10 of the Public and Community Housing Management Act 1992. The following provisions outline the roles and responsibilities of both registered CHPs and CHRA:

s168 Registration: Registration is continuous so long as the prescribed eligibility criteria and performance standards continue to be met. CHRA must assess at least annually, and may assess at any other time, that a registered CHP is continuing to meet the criteria and performance standards.

s169 Suspension: CHRA must suspend registration if, after making an assessment under s168, it determines that a CHP is no longer meeting the eligibility criteria and performance standards. CHRA must give a provider 14 days' written notice and the opportunity to be heard before suspending registration. Any suspensions must be recorded on the public register.

s170 Revocation: CHRA may revoke the registration of a CHP if it is satisfied, on reasonable grounds, that the CHP has failed, or is failing, to meet 1 or more of the eligibility criteria, performance standards, a lawful requirement of CHRA, or is unable to pay its debts or to continue carrying on its business. Registration may be revoked whether or not that registration has been suspended under s169.

s171 Procedure for revocation: Unless a CHP has requested the revocation of their registration, CHRA must give a CHP at least 14 days' written notice and the opportunity to be heard before revoking the registration, and give the CHP written notice of the reason(s) for the decision.

s172 Register of community housing providers: CHRA must maintain a register of CHPs that includes the name, address and incorporation details of the CHP, and full names, address, and appointment details of current and former governing body members. The register must also include registration details and any prescribed information or documents.

s175 Reporting requirements of registered community housing providers: Registered CHPs must provide reports on its operations to CHRA annually, and at any other time as required by CHRA. Reports must be in the form approved by CHRA.

s176 Annual reports provided by registered community housing providers: Reports provided annually by CHPs must include a report setting out its performance against the standards, financial statements and accounts in accordance with gazetted directions from CHRA, and any other reports that the authority may require.

s178 Authority may require person to supply information or produce documents: CHRA may, by written notice, require a person to supply, produce, or reproduce any information, documents, or class of information or documents in a specified manner and within a specified time.

All information is treated in accordance with the Official Information Act 1982, the Privacy Act 2020, the Public Records Act 2005, and the Ministry's Transparency Statement, which governs how we collect, use and share information gathered about individuals or entities (directly or indirectly) associated with regulatory compliance, law enforcement and security functions. CHRA respects the privacy of social housing tenants and operational staff and requests that all information sent to use be redacted to remove the personal details of tenants and operational staff.