

**GROUP DOCUMENT RETENTION SCHEDULE**

<b>CUSTOMER SERVICES</b>							
<b>Ref.</b>	<b>Type of Information / record</b>	<b>Information held</b>	<b>Purpose for Processing</b>	<b>Formats</b>	<b>Retention Period</b>	<b>Retention Trigger (Start of Retention Period)</b>	<b>Retention Period Authority</b>
OP001	End of Tenancy Form	Terminating Tenants Name, Address, Contact number, email,	Notification of termination and to commence void process	Paper / electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP002	Void Process - Admin Checklist	Terminating Tenants Name, Address, Tenancy No, Start and End dates, National Insurance No, DOB, Forwarding Address Matched Applicants - Name, reference number, Homeless status New Tenant - Name, DOB, Tenant No, Rent No, start date	Progress matches and offers of tenancy	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims

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OP003	Correspondence between LA regarding matches	Name, Address, DOB,	Progress matches and offers of tenancy	Paper / electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP004	Matching form (including Northgate info)	Name, Address, contact number, email, household composition, potentially health / criminal	Progress matches and offers of tenancy	Paper / electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP005	Offer Letter	Name, Address	Offer of tenancy	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP006	Tenancy reference requests	Name, address, rent and tenancy details	Allocations	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
<b>Tenancy File / Housefile</b>							
OP007	Pre tenancy/sign up form	Name, address, contact details, NI Number, DOB, impairments / health conditions	Handover of property - capture key info about tenant	electronic	5 years	Tenancy end date	Best practice / Prescription of claims

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OP008	New Tenant Visit Form	name, address, phone number, email, household composition, impairments / health conditions	Review tenancy /changes and problems with property	Paper / electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP009	Tenancy Agreement/Occupancy Agreement	Name, address, rent details	Legal contract	Paper / electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP010	Standard letters to individuals	Name, address, tenancy ref	Tenancy or estate management issues	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP011	Standard letters - mail merges	Name, address, tenancy ref	Tenancy or estate management issues	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP012	Correspondence to \ from tenants	Name, address, any tenancy related information	Customer contact	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP013	Data Protection Mandate	Name, address, tenancy ref, contact details, third party contact details	To record who can act on behalf of any individual	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP014	Power of Attorney documents	Name, Address, General/Welfare/ Financial powers/ health	To record who can act on behalf of any individual	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims

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OP015	Guardianship details	Name, Address, General/Welfare/ Financial powers / health	To record who can act on behalf of any individual	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP016	Tenancy reference requests	Name, address, rent and tenancy details	To allocate a property	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP017	Correspondence to \ from Social Work	Name, address, rent details, relevant tenancy info	Tenancy sustainment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP018	Correspondence to \ from support agencies	Name, address, rent details, relevant tenancy info	Tenancy sustainment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP019	Estate Management Letters	Name, Address,	Tenancy management	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP020	Referral / Liaison with HM Prison Service	Name, address, rent details	Rent payment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
<b>Rent Payments</b>							
OP021	Direct Debit Mandates	Name, address, bank details, tenancy ref, rent details	Payment	Electronic / Paper	Nil	Date of receipt	Best practice
OP022	Standing order forms	Name, address, tenancy ref, rent details	Payment	We do not hold	Nil	Date of receipt	Best practice
OP023	Rent payments	Name, address, tenancy ref, card details	Payment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims

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OP024	Rent Statements	Name, address, tenancy ref, rent details	Rent payment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP025	Credit Refund Requests	Name, address, tenancy ref, rent details, bank details	Refunding credit	Paper / electronic	Nil	Date produced	Best practice
<b>Benefit Claims and Advice</b>							
OP026	HB application	Name, address, housing benefit ref, rent details, relevant tenancy info	HB payment	Electronic	Nil	Date submitted	Best practice
OP027	Community Care Grants	Name, address, any tenancy related information	Claiming community care grant	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP028	Application for Discretionary Housing Payment	Name, address, contact details, housing benefit ref, NI no, rent details, relevant tenancy info	Application for discretionary housing payment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP029	Housing Benefit E-Claim	Name, address, rent details	Claiming housing benefit	Electronic	Nil	Date submitted	Best practice
OP030	Evidence of ID, payslips, bank statements, benefit award letters, SST	Name/address/age	Check ID at sign up	Paper / electronic	Nil	Date evidence viewed	Best practice

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OP031	Referrals for benefits & money advice	Name, address, date of birth, household composition, rent details, relevant tenancy info	Money & benefits advice	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP032	HB Consent Mandate	Name, address, hb ref, NI no, date of birth	Consent mandate	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP033	Housing benefit change in circumstances	Name, address, previous address, hb ref, rent details, household composition, contact details	Change of circumstances	Electronic	Nil	Tenancy end date	Best practice
OP034	Universal Credit Rent Verification	Name, address, date of birth, NI no, rent details, tenancy ref	Rent verification	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP035	Universal Credit UC47	Name, address, date of birth, NI no, rent details, tenancy ref, health	Application for direct payment	Paper / Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP036	Correspondence to \ from Housing Benefit	Name, address, housing benefit ref, rent details, relevant tenancy info	HB payment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims

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OP037	Correspondence to DWP	Name, address, tenancy ref, NI no, rent details	UC payment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP038	HB Reconsideration letter	Name, address, housing benefit ref, relevant tenancy info, health	Reinstate HB claim	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP039	Referrals to Supporting People	Name, address, date of birth, contact details, relevant tenancy info, health	Tenancy sustainment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP040	Housing Benefit Suspensions	Name, address, hb ref	HB suspensions	Electronic	Nil	Date received	Best practice
OP041	Housing Benefit Payment Schedule	Name, address, hb ref, hb payment details	HB payments	Electronic	Nil	Date received	Best practice
OP042	Housing Benefit Notifications	Name, Address	HB payments	Paper/Electronic	Nil	Date received	Best practice
OP043	Benefits Advice spreadsheet	Name, address, tenancy ref, rent arrs, benefits, contact details, financial, health	Benefits/debt advice, benefit claims	Electronic	3 years	Date of last case management action	Best practice

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OP044	Benefits Advice, mandates/copies	Name, address, date of birth, NI No, tenancy ref no, HB ref no, financial, health	Benefits/debt advice, benefit claims	Paper/electronic	6 months	Date of last case management action	Best practice
OP045	Benefits Advice, referrals	Names, address, d of b, phone no, NI No, GP name, financial, health	support/contact other agencies	Paper/electronic	6 months	Date of last case management action	Best practice
OP046	BA DWP,LA/HMRC forms/copies	Names, address, d of b, phone no, NI No, phone no, GP details, financial, health	maximise income, arrears reduction	face to f, paper, electronic	6 months	Date of last case management action	Best practice
<b>Arrears</b>							
OP047	Standard arrears letters	Name, address, tenancy ref, rent details	Rent payment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP048	Income & Expenditure form	Name, address, rent details, financial information	Income maximisation	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP049	Third Party Deduction	Name, address, date of birth, NI no, rent details	Arrears direct	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP050	Standard Former Tenants Letters	Name, address, tenancy ref, rent details	Arrears payment	Electronic / paper	5 years	Date produced	Best practice



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OP051	Write Off Request	Name, address, tenancy ref, rent details	Write off arrears	Paper / electronic	5 years	Date produced	Best practice
OP052	Debt Recovery \ Earnings \ Bank Arrestment	Name, address, forwarding address, contact details, rent details, relevant tenancy info, employment details, bank details	Pursue debt	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP053	Trust Deeds \ Bankruptcy	Name, address, rent details, income & expenditure	Pursue debt	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
<b>Changes to Tenancy</b>							
OP054	Permission requests - Pets	name, address, contact	To decide if pet can be permitted	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP055	Permission requests - Property Alterations	name, address, contact, health	To decide if alteration can be completed	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims

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OP056	Assignment form /letters	name, address, contact numbers, email, NI number, Household composition - including name, relationship, age, DOB, NI number	To progress Assignment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP057	Change to Joint Tenancy	name, address,	to change tenancy	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP058	Lodgers Form	name, address, lodgers name previous address, contact, landlord details, DOB, offences	To approve lodger	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP059	Mutual Exchange forms and letters	name, address, outgoing tenant and incoming, landlord reference, offences	to request and progress an exchange	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP060	Sublet request	name, address, lodgers name previous address, contact, landlord details, DOB, offences	To request and progress a sublet	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims

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OP061	Successions forms and letters	name, address, lodgers name previous address, contact, landlord details, DOB, offences	To progress a succession of tenancy	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
<b>Anti-social Behaviour</b>							
OP062	Police Reports Requests	Name, address, complainant, prep, incident details, Health, Offences, allegations	To investigate anti-social behaviour allegations	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP063	ASB incident logs	name, address, complainer and perp, opinions	Record of reported anti-social behaviour incidents	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP064	ASB witness statements	Name, address, complainer, prep, incident details	To investigate anti-social behaviour allegations	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP065	Community Safety Reports/ emails	Name, address, Criminal, Health	Health & safety	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP066	Case conference notes (SWS)	Name, address, tenancy issues, health	Tenancy sustainment	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP067	CJSM (secure email) - police reports	name, address, incident details, Criminal, Health	Records of police involvement in anti-social behaviour incidents	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims

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OP068	Recordings from Noise app	name, address perp. Recording, location, time, gps location	To investigate anti-social behaviour allegations	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
<b>Legal / Court Action</b>							
OP069	Notice of Proceedings	Name, address, rent details, record of contact from tenant	Legal action	Paper / electronic	5 years	Date of serving	Best practice / Prescription of claims
OP070	Court letters	Name, address, tenancy ref, rent details	Court action	Paper / electronic	5 years	Decision date	Best practice / Prescription of claims
OP071	Correspondence to \ from Solicitors	Name, address, rent details, relevant tenancy info	Court action/seeking advice	Electronic	5 years	Decision date	Best practice / Prescription of claims
OP072	Court Report	Name, address, tenancy ref, age, date of birth, gender, household composition, rent details, tenancy details, record of contact from tenant	Court action	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP073	Contact Report (CRM)	Name, record of contact from tenant	Court action	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims

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OP074	Eviction Approval form	Name, address, household composition, age, rent details, relevant tenancy info	Eviction	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP075	Section 11s	Name, address, relevant court information	Notification of court proceedings	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP076	Eviction Case file	Name, address, tenancy details	Recover tenancy	Electronic	7 years	Date of last action	Best practice / Prescription of claims [NB: Solicitors will keep civil court case files for 10 years]
OP077	Abandonment Notices	Name, address	Evidence of abandonment	Electronic	7 years	Date of last action	Best practice / Prescription of claims
OP078	Correspondence to \ from Shelter	Name, address, rent details, relevant tenancy info, health	Court action	Paper / electronic	5 years	Tenancy end date	Best practice / Prescription of claims
<b>MAPPA</b>							
OP079	MAPPA Records	Name, address, criminal	Health & safety	Electronic	Nil	Tenancy end date	Best practice
<b>HMO</b>							
OP080	HMO licence	Property address, staff contact information	Licence to operate House in Multiple Occupation	Electronic	5 years	Date of expiry	Best practice / Prescription of claims

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<b>Parking Permits</b>							
OP081	Request for Parking Permit Form	Name, Address, Email, Contact Number, Car Registration	To provide parking permit	Paper	5 years	Tenancy end date	Best practice / Prescription of claims
OP082	Correspondence with VCS	name, address, Car Registration	To provide parking permit	Electronic	Nil	Date of production	Best practice
<b>Translation Services</b>							
OP083	Translation Services request	Name, address, rent details, first language	Tenancy sustainment/sign up	Electronic	Nil	Date of request	Best practice
OP084	Interpretation Service from Language Line	Name, address, first language	Service delivery		Nil	Date of request	Best practice
<b>Maintenance</b>							
OP085	Mutual Exchange/Management Transfer	Name, address, contact numbers	Tenancy exchange	Paper/ Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP086	Alteration/Improvement Request	Name, address, contact numbers	Improve Property	Paper/ Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP087	Insurance Claims	Name, Address, Email, Contact Number, Tenure, Estimated Costs, Crime Ref No.	To notify Loss Adjuster of any incidents or formal claims to CHA properties	Electronic	5 years	Date of settlement	Best Practice

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OP088	Work Orders	Name, address, contact numbers, Email, Joint Tenancy, Warning Alerts	Reactive & Void Maintenance Repairs	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP089	Gas Servicing Schedule / reports	Name, address, contact numbers	Annual Gas Servicing	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP090	Decanting records	Name, address, contact numbers	Temporary Accommodation	Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP091	Inspection/Complaint File Notes	Name, Address, Email, Contact Number	Investigation Notes	Paper/ Electronic	5 years	Tenancy end date	Best practice / Prescription of claims
OP092	Telephone Recordings	Electronic	Monitoring and Training	Electronic	6 Months	Date of recording	Best practice