



Document Retention Schedule

How to Contact Us

Telephone: 01389 721216

Email: info@cordalehousing.org.uk

Address: 1 Red Row, Renton,

Opening Times: Monday to Friday 9am – 5pm

Our Data Protection Officer

We have a Data Protection Officer, who is responsible for monitoring our compliance with Data Protection, and is available for you to contact if you have any concerns over how we handle your personal data or if you want to make a request to access your personal data. You can contact our Data Protection Officer via the contact details above.

NOTES

- 1) This Schedule refers to documents containing personal data about customers (including tenants, residents and other service users); employment applicants; volunteers (including governing body members); and any other members of the public who contact us.
- 2) Documents have been categorised according to the originating Department / function.
- 3) This Schedule has been developed with reference to guidance provided by Scottish Federation of Housing Associations (SFHA), National Housing Federation (NHF) and Scottish Council on Archives (SCA).
- 4) If you have any questions regarding this Schedule, please contact our Data Protection Officer, as per the contact details above.
- 5) This Schedule was last updated on 1st June 2018

ASSET MANAGEMENT						
Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
Planned Maintenance						
AM001	Tenants bank details Form	name, address, bank details	To make disturbance payments for kitchen heating etc replacements	Paper and Electronic	7 years	Payment date
AM002	Sharing Owners and Tenants contact details (individually)	name, address, phone numbers	to provide contractors with tenants details for access arrangements	Paper and Electronic	Nil	Date supplied to contractor
AM003	Sharing Owners and Tenants contact details (Group)	name, address, phone numbers	to provide contractors with tenants details for access arrangements	Paper and Electronic	Nil	Date supplied to contractor
Factoring						
AM004	Application forms for new shared equity housing	name, address, date of birth, phone number, email address, housing circumstances, employment, income, mortgage lender, solicitor, health	To allow individuals to be allocated shared equity housing in line with Scottish Gov guidelines	Paper and Electronic	5 years	Occupancy end date
AM005	Interview form for shared ownership housing (buying on open market)	name, address, date of birth, phone number, email address, housing circumstances, mortgage lender, solicitor	To have occupancy agreement drawn up for sharing owners	Paper and Electronic	Nil	Occupancy end date
AM006	Occupancy Agreement	Name, Address	Record of agreement with individual	Paper and Electronic	5 years	Occupancy end date
AM007	Factoring annual satisfaction surveys	name, address, phone number	Evidence of survey needed for Annual Return on the Charter (ARC)	Paper	2 years	Survey completion deadline
AM008	Communal work requests	name, address, phone number	Permission needed to go ahead with communal work over agreed price threshold	Paper	5 years	Work completion date
Stage 3 Adaptations						
AM009	HAG (Housing Association Grant) request form	contact details, health	In order to proceed with a stage 3 adaptation	Paper and Electronic	5 years	Date of completed works

ASSET MANAGEMENT (Continued)						
Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
AM010	Case Sheets for bathroom adaptations	Name, Address and contact details and work required details, health	information for contractors	Paper and Electronic	Nil	Once supplied to contractor
AM011	Client correspondence	Name, Address	Inform clients of case updates	Paper and Electronic	5 years	Date of completed works
AM012	Works order	Name, Address, and contact details	To raise a works order for contractors	Paper and Electronic	5 years	Date of completed works
AM013	Invoice	Name, address	To pay contractors on completion	Paper and Electronic	7 years	Date of receipt
AM014	Snagging Reports from Clerk of works	Name, address	To ensure works are completed properly	Paper and Electronic	5 years	Date of report
AM015	Statistical Report	Name, address	To report KPI	Electronic	5 years	Date of report

BUSINESS SERVICES						
Information Governance						
BS001	Data Protection Incident and Breach Register	Name, Address, Contact details, opinions	To maintain register of organisation data incidents and breaches to monitor security issues affecting individuals privacy	Electronic	Permanent	Date of incident or breach notification
BS002	Incident / Breach Investigation Cases	Name, Address, Contact details, opinions	Records of investigation notes, legal advice, outcome and actions. May be required for ICO evidence, legal representation and learning outcomes.	Electronic	5 years	Date of last action
BS003	Subject Access Request Register	Unique Ref, Name, Contact details	To keep an accurate record of SAR's received, track progress within legal timescales and record outcome	Electronic	5 years	Date of register entry
BS004	Subject Access Request Case Files	Unique Ref, name, Address, d.o.b, contact details, Financial details, opinions (potentially all categories held in all CHA records)	To keep a record of correspondence with the data subject, information provided, legal or regulatory advice and internal comms.	Electronic	3 years	Response date

BUSINESS SERVICES (Continued)						
Reference	Type of Information / record	Information held ²	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
BS005	Third Party Disclosure Register	Data Subject name, Requester name, Requestor contact details	To keep accurate record of requests from third parties with reasons for disclosure/non- disclosure.	Electronic	5 years	Date of register entry
BS006	Environmental Info Request Register	Name, Address, Contact details	To keep record of requests and to monitor progress with legislative timescales	Electronic	5 years	Date of register entry
BS007	Environmental Info Request Case File	Name, Address, Contact details	to keep accurate record of correspondence with applicant and the information provided	Electronic	3 years	Date of last action / contact
Complaints Handling						
BS008	Monthly Complaints performance report	Complaint ID, complainant Name & address, Opinions	Required to comply with the SPSO Model Complaints Handling Procedure	Electronic	5 years	Date of report production
BS009	Complaint Feedback forms received	Name , address, telephone, email, opinions, age group, gender	Required to comply with the SPSO Model Complaints Handling Procedure	Paper / Electronic	5 years	Date of receipt
BS010	Stage 2 complaints	Complainant name, contact details, opinions, investigation notes (including notes from customer contacts and discussions with team members)	To progress stage 2 complaints in line with SPSO requirements.	Paper / Electronic	5 years	Date of last action
BS011	Compliments Register	Name, Address	To record compliments received	Paper / Electronic	10 years	Date of receipt
Membership						
BS012	Membership Applications	Name, Address, Contact Details, DOB	To keep an accurate record of membership applications	Paper	5 years	Date of last contact
BS013	Membership Register Full and Duplicate	Name, Address, Membership Number, Email	To keep an accurate record of membership	Paper/ Electronic	5 years	Membership end date
BS014	Membership Register Abbreviated	Name, Membership Number	To keep an accurate record of membership	Paper/ Electronic	20 years	Membership end date

BUSINESS SERVICES (Continued)						
Reference	Type of Information / record	Information held ²	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
BS015	Membership Equality Monitoring Forms (currently on reverse of Application Form)	Name, Membership Number, Age, Gender, Ethnic Origin, Disability, Occupation	Monitoring membership profile.	Paper	Nil	Membership end date
BS016	Membership Equality Monitoring Register	Name, DOB, Age, Occupation, Voluntary Experience or other Skills, Disability, Ethnic Origin	Monitoring membership profile.	Electronic	Nil	Membership end date
Governance						
BS017	Employee / Board Declaration of Interest Forms	Name Close connections with staff in Group, if subject or close connection is a tenant, contractors, other RSLs staff, LA staff, positions of public responsibility, membership of other RSLs, appointments with private or plcs, directorships, significant shareholdings, ownership of land, Union Membership	To ensure staff and governing body members have no conflict of interests between their personal circumstances and the work of the Group.	Paper	6 years	Employment / membership end date
BS018	Declaration of Interest Register	Name, job title, Interests declared, outcome of consideration by line manager and details of actions taken to manage any conflict of interest	To ensure conflicts of interest are managed appropriately.	Electronic and paper	10 years	Membership end date
BS019	Management Board, Audit Committee and Remuneration Minutes (including confidential)	Names (for attendance apologies etc)	To keep an accurate record of decisions	Electronic/ paper	Permanent	Date reported

BUSINESS SERVICES (Continued)						
Reference	Type of Information / record	Information held ²	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
BS020	Management Board and Audit Committee Papers	Names	To keep a record of the information on which decisions were based.	Electronic/ paper	6 years	Date issued
BS021	Register of Office Bearers	Name, Position on Board, Date Elected, Date Elected as office Bearer (if applicable), Date left office	To keep an accurate record of elections.	Electronic	5 years	Date elected
BS022	Payment and Benefits Register	Name of Beneficiary Relationship with Board/staff member or contractor/supplier	To ensure staff , Board members and their close relatives/friends do not benefit improperly from their connection to Caledonia HA	Electronic/ paper	10 years	Date of register entry
BS023	Gifts and Hospitality Register	Name, gift or hospitality received or declined.	To ensure staff and Board members do not benefit improperly from their position.	Electronic/ paper	10 years	Date of register entry
Health & Safety						
BS024	Accident book	Name, Address	Legal Requirement	Paper	5 years	Date logged
BS025	Incident reports	Name, Address	Legal Requirement	Paper / Electronic	5 years	Date completed
BS026	Incident Investigation Case File	Name, Address	Legal Requirement	Paper / Electronic	5 years	Date of last action
BS027	incident reports (involving children under 18)	Name, Address	Legal Requirement	Paper / Electronic	25 years	Date completed
BS028	Incident Investigation Case File (involving children under 18)	Name, Address	Legal Requirement	Paper / Electronic	25 years	Date of last action
BS029	Insurance Claims	Name, Address	Legal Requirement	Paper / Electronic	5 years	Date submitted
BS030	Insurance Claims (Involving Children)	Name, Address	Legal Requirement	Paper / Electronic	25 years	Date submitted

BUSINESS SERVICES (Continued)						
Reference	Type of Information / record	Information held ²	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
Performance						
BS031	Tenant database (excel spreadsheet)	Name, address, tenancy start date, correspondence address, first language, warnings and alerts relating to circumstances, Health	Shared with external consultant for purpose of undertaking large scale tenant survey	Electronic	Nil	Date produced and shared with consultant.
BS032	Online surveys	Name, address, email address, telephone number, opinions, gender, age	To capture feedback and gauge satisfaction with services - personal data provided optionally	Electronic (Online)	2 years	Date of completion
BS033	Transactional surveys monthly report	Name, address, telephone, email, opinions, age group, gender	Statistical / performance reporting and to address any issues raised.	Electronic	1 year	Date of report production
BS034	Transactional surveys - prize winner	Name and address	To incentivise / reward survey participation	Electronic	1 year	Date of notification
BS035	Annual Return on the Charter (ARC) - Audit trail (copies of data / reports)	Names, addresses, tenancy details, rent account details, tenancy management information, Ethnic origin, disability status	Evidence to support figures reported in annual performance return	Electronic	5 years	Date of ARC submission
Marketing & Communications						
BS038	Marketing Photos (of tenants / staff / visitors etc)	Name, Image	To promote our services	Electronic	Dependent on historical / archive value	Date taken
BS039	Newsletter Distribution Lists - Post	Name, address	To distribute newsletter	Electronic	Nil	Date produced and shared with supplier.
BS040	Newsletter Distribution Lists - Email	Name email	To distribute newsletter	Electronic	Nil	Date produced and shared with supplier.
BS041	Newsletter distribution list - Special Needs	Name address / email	To distribute newsletter	Electronic	Nil	Date produced and shared with supplier.
BS042	Social Media Posts	Name, online handles	To handle enquiry	Electronic	1 year	Date of post

BUSINESS SERVICES (Continued)

Reference	Type of Information / record	Information held ²	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
BS043	Website Forms	Name, email address	In connection with online service requests and other enquiries	Electronic	Nil	Date received
Office						
BS045	Visitors book	Name, company, who visiting, date of visit, car registration	Demonstrate authorisation to be on premises / Fire register	Paper	Nil - duration of visit only	Date of visit

OPERATIONS

End of Tenancy /Application/Matching						
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
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	Paper / Electronic	5 years	Tenancy end date
OP003	Correspondence between LA regarding matches	Name, Address, DOB,	Progress matches and offers of tenancy	Paper / Electronic	5 years	Tenancy end date
OP004	Matching form (including Northgate info)	Name, Address, contact number, email, household composition, health, criminal	Progress matches and offers of tenancy	Paper / Electronic	5 years	Tenancy end date
OP005	Offer Letter	Name, Address	Offer of tenancy	Paper / Electronic	5 years	Tenancy end date

OPERATIONS (Continued)						
Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
OP006	Tenancy reference requests	Name, address, rent and tenancy details	Allocations	Electronic / Verbal	5 years	Tenancy end date
Tenancy File / Housefile						
OP007	Pre tenancy/sign up form	Name, address, contact details, NI Number, DOB	Handover of property to tenant	Electronic	5 years	Tenancy end date
OP008	New Tenant Visit Form	name, address, phone number, email, household composition	Review tenancy /changes and problems with property	Paper / Electronic	5 years	Tenancy end date
OP009	Tenancy Agreement/Occupancy Agreement	Name, address, rent details	Legal contract	Paper / Electronic	5 years	Tenancy end date
OP010	Standard letters to individuals	Name, address, tenancy ref	Tenancy or estate management issues	Electronic	5 years	Tenancy end date
OP011	Standard letters - mail merges	Name, address, tenancy ref	Tenancy or estate management issues	Electronic	5 years	Tenancy end date
OP012	Correspondence to \ from tenants	Name, address, any tenancy related information	Customer contact	Electronic	5 years	Tenancy end date
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
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
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
OP016	Tenancy reference requests	Name, address, rent and tenancy details	To allocate a property	Electronic / Verbal	5 years	Tenancy end date
OP017	Correspondence to \ from Social Work	Name, address, rent details, relevant tenancy info	Tenancy sustainment	Electronic	5 years	Tenancy end date
OP018	Correspondence to \ from support agencies	Name, address, rent details, relevant tenancy info	Tenancy sustainment	Paper / Electronic	5 years	Tenancy end date
OP019	Estate Management Letters	Name, Address,	Dealing with Estate Management issues	Electronic	5 years	Tenancy end date

OPERATIONS (Continued)						
Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
OP020	Referral / Liaison with HM Prison Service	Name, address, rent details	Rent payment	Electronic	5 years	Tenancy end date
Rent Payments						
OP021	Direct Debit Mandates	Name, address, bank details, tenancy ref, rent details	Payment	Electronic / Paper	Nil	Date of receipt
OP022	Standing order forms	Name, address, tenancy ref, rent details	Payment	Paper	Nil	Date of receipt
OP023	Rent payments	Name, address, tenancy ref, card details	Payment	Electronic/ cash	5 years	Tenancy end date
OP024	Rent Statements	Name, address, tenancy ref, rent details	Rent payment	Electronic	5 years	Tenancy end date
OP025	Credit Refund Requests	Name, address, tenancy ref, rent details, bank details	Refunding credit	Paper / Electronic	Nil	Date produced
Benefit Claims and Advice						
OP026	Housing Benefit application	Name, address, housing benefit ref, rent details, relevant tenancy info	Housing Benefit payment	Electronic	Nil	Date submitted
OP027	Community Care Grants	Name, address, any tenancy related information	Claiming community care grant	Electronic	5 years	Tenancy end date
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
OP029	Housing Benefit E-Claim	Name, address, rent details	Claiming housing benefit	Electronic	Nil	Date submitted
OP030	Evidence of ID, payslips, bank statements, benefit award letters, SST	Name/address/age	Check ID at sign up	Recorded on sign up form	Nil	Date evidence viewed
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

OPERATIONS (Continued)						
Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
OP032	Housing Benefit Consent Mandate	Name, address, hb ref, NI no, date of birth	Consent mandate	Electronic	5 years	Tenancy end date
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
OP034	Universal Credit Rent Verification	Name, address, date of birth, NI no, rent details, tenancy ref	Rent verification	Paper / Electronic	5 years	Tenancy end date
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
OP036	Correspondence to \ from Housing Benefit	Name, address, housing benefit ref, rent details, relevant tenancy info	Housing Benefit payments	Electronic	5 years	Tenancy end date
OP037	Correspondence to DWP	Name, address, tenancy ref, NI no, rent details	Universal Credit payments	Electronic	5 years	Tenancy end date
OP038	HB Reconsideration letter	Name, address, housing benefit ref, relevant tenancy info, health	Reinstate Housing Benefit claim	Electronic	5 years	Tenancy end date
OP039	Referrals to Supporting People	Name, address, date of birth, contact details, relevant tenancy info, health	Tenancy sustainment	Electronic	5 years	Tenancy end date
OP040	Housing Benefit Suspensions	Name, address, housing benefit reference	Notification of Housing Benefit suspensions	Electronic	Nil	Date received
OP041	Housing Benefit Payment Schedule	Name, address, housing benefit reference, payment details	Confirmation of Housing Benefit payments	Electronic	Nil	Date received
OP042	Housing Benefit Notifications	Name, Address	Confirmation of Housing Benefit payments	Paper/ Electronic	Nil	Date received
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

OPERATIONS (Continued)						
Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
OP044	Benefits Advice, mandates/copies	Name, address, date of birth, NI No, tenancy ref no, Housing Benefit ref no, financial. Health	Benefits/debt advice, benefit claims	Face to face, Paper, Electronic	6 months	Date of last case management action
OP045	Benefits Advice, referrals	Names, address, date of birth, phone no, NI No, GP name, financial. Health	support/contact other agencies	Paper, Electronic	6 months	Date of last case management action
OP046	BA DWP, LA/HMRC forms/copies	Names, address, date of birth, phone no, NI No, phone no, GP details, financial. Health	maximise income, arrears reduction	Face to face, Paper, Electronic	6 months	Date of last case management action
Arrears						
OP047	Standard arrears letters	Name, address, tenancy ref, rent details	Rent payment	Electronic	5 years	Tenancy end date
OP048	Income & Expenditure form	Name, address, rent details, financial information	Income maximisation	Electronic	5 years	Tenancy end date
OP049	Third Party Deduction	Name, address, date of birth, NI no, rent details	Arrears direct	Electronic	5 years	Tenancy end date
OP050	Standard Former Tenants Letters	Name, address, tenancy ref, rent details	Arrears payment	Electronic / Paper	Nil	Date produced
OP051	Write Off Request	Name, address, tenancy ref, rent details	Write off arrears	Paper / Electronic	Nil	Date produced
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
OP053	Trust Deeds \ Bankruptcy	Name, address, rent details, income & expenditure	Pursue debt	Electronic	5 years	Tenancy end date
Changes to Tenancy						
OP054	Permissions Pets	name, address, contact	To decide if pet can be permitted	Electronic	5 years	Tenancy end date
OP055	Permissions Alterations	name, address, contact, Health	To decide if alteration can be completed	Electronic	5 years	Tenancy end date

OPERATIONS (Continued)						
Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
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
OP057	Change to Joint Tenancy	name, address,	to change tenancy	Electronic	5 years	Tenancy end date
OP058	Lodgers Form	name, address, lodgers name previous address, contact, landlord details, DOB, Offences,	To approve lodger	Electronic	5 years	Tenancy end date
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
OP060	Sublet	name, address, lodgers name previous address, contact, landlord details, DOB, Offences,	To request and progress a sublet	Electronic	5 years	Tenancy end date
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
Anti-social Behaviour						
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
OP063	Complaints - ASB/Service	name, address, complainer and perpetrator, opinions	To investigate anti-social behaviour allegations	Electronic	5 years	Tenancy end date
OP064	ASB witness statements	Name, address, complainer, perpetrator, incident details	To investigate anti-social behaviour allegations	Electronic	5 years	Tenancy end date
OP065	Community Safety Reports/ emails	Name address. Criminal, Health	Health & safety	Electronic	5 years	Tenancy end date
OP066	Case conference notes (SWS)	Name, address, tenancy issues. Health	Tenancy sustainment	Electronic	5 years	Tenancy end date

OPERATIONS (Continued)						
Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
OP067	CJSM (secure email) - police reports	name, address, incident details. Criminal, Health	To investigate anti-social behaviour allegations	Electronic	5 years	Tenancy end date
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
Legal / Court Action						
OP069	Notice of Proceedings	Name, address, rent details, record of contact from tenant	Legal action	Paper / Electronic	5 years	Date of serving
OP070	Court letters	Name, address, tenancy ref, rent details	Court action	Paper / Electronic	5 years	Decision date
OP071	Correspondence to \ from Solicitors	Name, address, rent details, relevant tenancy info	Court action/seeking advice	Electronic	5 years	Decision date
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
OP073	Contact Report (CRM)	Name, record of contact from tenant	Court action	Electronic	5 years	Tenancy end date
OP074	Eviction Approval form	Name, address, household composition, age, rent details, relevant tenancy info	Eviction	Electronic	5 years	Tenancy end date
OP075	Section 11s	Name, address, relevant court information	Notification of court proceedings	Electronic	5 years	Tenancy end date
OP076	Eviction Case file	Name, address, tenancy details	Recover tenancy	Face to Face / Verbal / Electronic	7 years	Date of last action
OP077	Abandonment Notices	Name, address	Evidence of abandonment	Electronic	7 years	Date of last action
OP078	Correspondence to \ from Shelter	Name, address, rent details, relevant tenancy info. Health	Court action	Paper / Electronic	5 years	Tenancy end date

OPERATIONS (Continued)						
Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
MAPPA						
OP079	MAPPA Records	Name,address. Criminal	Health & safety	Electronic	Nil	Tenancy end date
Translation Services						
OP083	Translation Services	Name, address, rent details. First language	To provide information in tenant's first language	Electronic	Nil	Date of request
OP084	Interpretation Service from Language Line	Names, first language	To provide information in tenant's first language	Electronic	Nil	Date of request
Maintenance						
OP085	Mutual Exchange/Management Transfer	Name, address, contact numbers	Tenancy exchange	Paper/ Electronic	5 year	Tenancy end date
OP086	Alteration/Improvement Request	Name, address, contact numbers	Improve Property	Paper/ Electronic	5 year	Tenancy end date
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	2 years	Date of settlement
OP088	Work Orders	Name, address, contact numbers, Email, Joint Tenancy, Warning Alerts	Provide Reactive Repairs Service	Electronic	5 years	Tenancy end date
OP089	Gas Servicing Schedule	Name, address, contact numbers	Instruct Annual Gas Servicing	Electronic	5 years	Tenancy end date
OP090	Decanting	Name, address, contact numbers	Provide Temporary Accommodation	Electronic	5 years	Tenancy end date
OP091	Inspection/Complaint File Notes	Name, Address, Email, Contact Number,Investigation Notes	To carry to property inspections and investigate complaints.	Paper/ Electronic	5 years	Tenancy end date

FINANCE

Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
FN001	Home Help clients	Name, Address, bank details if they pay by DD	Raise 4 weekly invoices	Electronic	7 years	Date of invoice
FN002	Cordale Factored clients invoices	Name, Address	Raise quarterly invoices for charges	Electronic	7 years	Date of invoice
FN003	Rent refunds	Name, Address, bank details	Provide refund	Electronic/ paper	7 years	Date of refund
FN004	Doubtful debt quarterly report	Name, Address, arrears balance of current tenants	Calculate provision for bad debts	Electronic	7 years	Date of production

RECRUITMENT

Applicants for Job Vacancies						
HR001	Online Application Forms and Vacancy Filler applicant record	Name, Address, Telephone and email address, employment history, reference contact details, education & qualifications, memberships of professional bodies, PVG/Disclosure Information, Driving Licence, Relationship to Board Members, Employees or Tenants .	Assess suitability of applicants to the posts advertised	Electronic by default	9 months. Successful applicant documents transferred to personal file.	Interview date
HR002	Paper Application Forms and Vacancy Filler Applicant Record	Name, Address, Telephone and email address, employment history, reference contact details, education & qualifications, memberships of professional bodies, PVG/Disclosure Information, Driving Licence, Relationship to Board Members, Employees or Tenants .	Assess suitability of applicants to the posts advertised	Paper /Electronic - (if received in paper format, loaded to Vacancy Filler Portal)	9 months. Successful applicant documents transferred to personal file.	Interview date

RECRUITMENT (Continued)

Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
HR003	Equality and Diversity Monitoring Forms	Race or ethnicity, religious beliefs, health and sexual orientation.	Promote a more diverse and inclusive organisation.	Electronic via Vacancy Filler Portal	9 months. Successful applicant documents transferred to personal file.	Interview date
HR004	Shortlisting Assessment Form	Name, position applied for, assessment of application form content against criteria,	Assess suitability of applicants to the posts advertised	Electronic by default	9 months. Successful applicant documents transferred to personal file.	Interview date
HR005	Interview Assessment Checklist	Name, position applied for, performance at interview, professional body membership.	Assess suitability of applicants to the posts advertised	Electronic by default	9 months. Successful applicant documents transferred to personal file.	Interview date
HR006	Interview Arrangements/ Regret Letters	Name, address, email address.	Recruitment of staff.	Electronic	9 months. Successful applicant documents transferred to personal file.	Interview date

SUPPORT SERVICES

Reference	Type of Information / record	Information held	Purpose for Processing	Formats	Retention Period	Retention Trigger (Start of Retention Period)
SS008	Volunteer agreement	Name, address, DOB, email, phone numbers, communication needs	To record information about volunteers who support activities at our schemes and in the community	Paper. Electronic	5 years	Agreement end date
SS009	BR24 / Com Alarm data	Name address, DOB, NOK emergency contact information, health and communication needs, NOK contact information and who / when to contact	To provide an appropriate response in an emergency situation	Paper, Electronic	5 years	Tenancy / occupancy end date
SS011	Guest room booking form	Name address, contact number, details of room booking / dates	to provide details of room use	Paper	1 year	Date of receipt