

SCHEDULE
RECOMMENDED DATA RETENTION PERIODS

Type of data	Recommended retention period
Governance and Management	
<ul style="list-style-type: none"> • Certificate of registration as a registered social landlord from SHR • Confirmation of registration as a Scottish charity from OSCR • Confirmation of charitable status from HMRC • Certificate of registration as a registered society with the FCA • Rules and Standing Orders 	Permanent
<ul style="list-style-type: none"> • Applications for membership 	5 years from date of end of membership
<ul style="list-style-type: none"> • Full membership register • Abbreviated membership register • Register of share certificates • Register of tenant organisations 	Permanent
<ul style="list-style-type: none"> • Governing Body member declarations of interest • Governing Body member documents, including appointment letters and bank details 	6 years from end of membership
<ul style="list-style-type: none"> • Governing Body (and AGM and SGM) minutes and resolutions (including special resolutions) 	Permanent
<ul style="list-style-type: none"> • Governing Body (and AGM and SGM) papers (including notice of Governing Body meetings, AGMs and SGMs) 	6 years from date of issue
<ul style="list-style-type: none"> • Register of Governing Body members 	Permanent
<ul style="list-style-type: none"> • Register of payments and benefits • Register of gifts and hospitality 	10 years from date of register entry
<ul style="list-style-type: none"> • Annual return on the Scottish Social Housing Charter, including supporting information 	5 years from date of submission
<ul style="list-style-type: none"> • Annual return to the FCA 	Permanent
<ul style="list-style-type: none"> • Business plans and supporting documentation • Business continuity plans 	5 years from date of completion

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<ul style="list-style-type: none"> • Risk registers 	Permanent
<ul style="list-style-type: none"> • Call Recording 	4 weeks
Housing Management and Financial Inclusion / Income Maximisation	
<ul style="list-style-type: none"> • Housing application form (including equalities and medical information) • Tenancy offer letters • Tenant visit records • Tenancy agreement • Emergency contact information / next of kin • Correspondence to and from tenants • Tenants' contact details • Tenants' identity documentation • Pet permissions • Alterations permissions • Changes to tenancy, including assignments, changes to joint tenancy, mutual exchange requests, sublets and succession forms and letters • Powers of attorney / mandates of authority • Guardianship documentation • Tenancy reference requests (received and provided) • Housing Benefit related documentation, including applications, claims (including reinstatement claims), consent mandates and correspondence to and from local authority Housing Benefit department • Universal Credit related documentation • Referrals for money and benefits advice • Correspondence to and from DWP • Correspondence to and from local authority Social Work department • Correspondence to and from support agencies • Occupational therapists' reports • Anti-social behaviour incidents, including Police reports, complaints, witness statements and noise recordings • End of tenancy form • Eviction case files • Void process documentation • Communications with local authority regarding allocations • Diary notes on document management system • Court letters, documents and notices of proceedings, court reports, correspondence 	6 years from date of end of tenancy (including moves)

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with solicitors and correspondence to and from Shelter	
<ul style="list-style-type: none"> Abandonment files 	6 years from the date of end of tenancy
<ul style="list-style-type: none"> Unsuccessful housing applications 	6 years after notification of outcome of application
<ul style="list-style-type: none"> Tenant general (non-repair) satisfaction surveys and consultations 	6 years from date of completion
<ul style="list-style-type: none"> Advice regarding benefits, debts arrears reduction and income maximisation, including details of referrals to, and contact with, other agencies 	6 years from the date of end of tenancy
Maintenance and Works	
<ul style="list-style-type: none"> Gas records 	6 years from date of inspection
<ul style="list-style-type: none"> Decanting records Inspection / complaint file notes 	6 years from date of end of tenancy
<ul style="list-style-type: none"> Affordable Housing Supply Programme Funding documentation for adaptations Correspondence with tenant re: works and adaptations 	6 years from date of completion of works
<ul style="list-style-type: none"> Works orders 	Permanent
<ul style="list-style-type: none"> Stock condition surveys 	2 years from date of survey
<ul style="list-style-type: none"> Electrical records 	6 years from date of inspection
<ul style="list-style-type: none"> Insurance claims 	Depends on the requirements of the insurer (but minimum of 6 years from date of claim)
<ul style="list-style-type: none"> Tenant repair satisfaction surveys and consultations 	6 years from date of completion
Factoring	
<ul style="list-style-type: none"> Factoring agreement 	6 years from date of termination of factoring agreement
<ul style="list-style-type: none"> Communal work requests 	6 years from the date of termination of factoring agreement

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Finance, Pensions and Insurance	
<ul style="list-style-type: none"> Accounting records (including cheque counterfoils, bank statements and reconciliations and charitable donations made) Auditing records Balance sheets and supporting documents VAT records and correspondence Invoices Credit and debit notes Cash records, including petty cash Creditor and debtor accounts Orders and delivery notes Budgets and internal financial reports 	7 years from the end of the relevant financial year
<ul style="list-style-type: none"> Signed versions of accounts Grant funding (HAG, etc.) 	Permanent
<ul style="list-style-type: none"> Tax returns 	10 years from the end of the relevant financial year
<ul style="list-style-type: none"> Tenant financial information, including bank details 	7 years from the date of final payment
<ul style="list-style-type: none"> Rent payments, rent statements and rent refunds Arrears correspondence Debt recovery, earnings and bank arrestments Bankruptcy information 	6 years from date of end of tenancy
<ul style="list-style-type: none"> Employee salary records, records of overtime, bonuses and benefits in kind Pay As You Earn (PAYE) records, including wage sheets, deductions, working sheets, calculations of the PAYE income of employees and relevant payments to them, the deduction of tax from, or accounting for tax in respect of, such payments Copies of notices to employees (e.g. P45, P60) HMRC correspondence in relation to tax codes, pay and tax details Travel and subsistence payments (including expense claims and payments), season ticket advances and loans to employees Employee income tax records 	7 years from date of termination of employment

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<ul style="list-style-type: none"> Records of income on which National Insurance contributions are payable Records of employer's and employee's National Insurance contributions Correspondence with HMRC National minimum wage requirements records, including hours worked Statutory sick, maternity, paternity and shared parental pay records, calculations, certificates or other evidence Leave records 	
<ul style="list-style-type: none"> Pension actuarial valuation reports Returns of pension fund contributions Annual reconciliations of pension fund contributions 	Permanent
<ul style="list-style-type: none"> Documentation relating to retirement benefits 	Permanent
<ul style="list-style-type: none"> Current and former insurance policies and certificates 	Permanent
<ul style="list-style-type: none"> Annual insurance schedules 	6 years from the end of period of insurance
Information Requests and Complaints	
<ul style="list-style-type: none"> GDPR subject access request register Third party disclosure register Environmental information request register 	6 years from date of register entry
<ul style="list-style-type: none"> GDPR subject access request case files, personal data provided, including legal advice and internal communications regarding request Environmental information request case file, including record of correspondence with applicant and information provided 	3 years from date of response / last contact
<ul style="list-style-type: none"> Complaints to the Information Commissioner (GDPR) and the Scottish Information Commissioner (environmental information) Complaints (including stage 2 complaints, correspondence with the SPSO and complaints performance reports) Data security incident and breach investigation documentation 	6 years from date of last action / report production / end of investigation
<ul style="list-style-type: none"> GDPR general compliance records 	3 years
<ul style="list-style-type: none"> Data security incident and breach register 	Permanent

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Health and Safety	
<ul style="list-style-type: none"> • Health and safety assessments • Health and safety policy statements • Records of consultations with safety representatives 	Permanent
<ul style="list-style-type: none"> • Health and safety statutory notices 	6 years after compliance
<ul style="list-style-type: none"> • Records of reportable injuries, diseases or dangerous occurrences, including reportable incidents, reportable diagnoses and injury arising out of accident at work (and associated investigations and the accident book) 	5 years from date of the entry
<ul style="list-style-type: none"> • Records of reportable injuries, diseases or dangerous occurrences, including reportable incidents, reportable diagnoses and injury arising out of accidents involving children (and associated investigations and the accident book) 	Depends on the requirements of the insurer (but minimum of 25 years)
<ul style="list-style-type: none"> • Record of employees exposed to asbestos dust, including health records of each employee • Medical records and details of biological tests under the Control of Lead at Work Regulations • Medical records specified by the Control of Substances Hazardous to Health Regulations (COSHH) 	40 years from the date of the last entry made in the record
<ul style="list-style-type: none"> • Records of monitoring of exposures to hazardous substances (where exposure monitoring is required under COSHH) 	<p>Where the record includes the personal exposures of identifiable employees, 40 years from the date of the last entry made in the record</p> <p>Otherwise, 5 years from the date of the last entry made in the record</p>
<ul style="list-style-type: none"> • Records of tests and examinations of control systems and protective equipment under COSHH 	5 years from the date on which the record was made
Recruitment and Human Resources	

Type of data	Recommended retention period
<ul style="list-style-type: none"> Rejected job applicant records, including application letters or forms (including equal opportunities monitoring forms), CVs (including copies of qualifications), references and other pre-employment checks, interview notes, assessment and psychometric test results and correspondence concerning application 	6 months from date of notification of rejection
<ul style="list-style-type: none"> Application records of successful candidates, including application letters or forms (including equal opportunities monitoring forms), CVs (including copies of qualifications), references and other pre-employment checks, interview notes, assessment and psychometric test results and correspondence concerning employment 	7 years from date of termination of employment
<ul style="list-style-type: none"> Criminal records requirement assessments for a particular post, consisting of criminal records information forms and the recorded outcomes of Disclosure Scotland checks 	<p>12 months after the assessment was last used</p> <p>All other information, as soon as practicable after the check has been completed and the outcome recorded, unless the DPO assesses – in exceptional circumstances – that retention is relevant to the ongoing employment relationship, in which case, maximum retention period of 6 months after the check has been completed</p>
<ul style="list-style-type: none"> Copies of identification documents 	2 years from date of termination of employment
<ul style="list-style-type: none"> Identification documents of foreign nationals (including right to work) 	2.5 years from date of termination of employment
<ul style="list-style-type: none"> Employment contracts, including personnel and training records, written particulars of employment and changes to terms and conditions of employment Employee performance and conduct records, probationary period reviews, review meeting and assessment interviews, appraisals and evaluations and promotions and demotions Death benefit nomination and revocation forms Resignation, termination and retirement records Grievances Collective workforce agreements 	7 years from date of termination of employment

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<ul style="list-style-type: none"> Records concerning temporary employees 	
<ul style="list-style-type: none"> Disciplinary investigations, including warnings 	6 months after conclusion of investigation or expiry of warning
<ul style="list-style-type: none"> Records relating to and / or showing compliance with Working Time Regulations, including registration of work and rest periods and working time opt-out forms 	3 years from the date on which the record was made
<ul style="list-style-type: none"> Trade union agreements 	10 years after ceasing to be effective
<ul style="list-style-type: none"> Occupational health records 	40 years after completion of assessment
<ul style="list-style-type: none"> Redundancy records 	7 years from date of redundancy
Contracts and Procurement	
<ul style="list-style-type: none"> Transfer Agreement 	30 years after the date of stock transfer
<ul style="list-style-type: none"> Contracts executed under seal 	20 years after the end of the contract
<ul style="list-style-type: none"> Contracts for the supply of goods or services, including professional services Documentation relating to small one-off purchases of goods and services where there is no continuing maintenance or similar requirement Licensing agreements Rental and hire purchase agreements Indemnities and guarantees 	6 years after the end of the contract
<ul style="list-style-type: none"> Loan agreements Right to buy sale documents 	Permanent
<ul style="list-style-type: none"> Forms of tender 	6 years after notification of award decision
<ul style="list-style-type: none"> Document relating to unsuccessful tenderers 	3 years after contract award
<ul style="list-style-type: none"> Documents relating to successful tenderers 	6 years after the end of the contract
Property Records	
<ul style="list-style-type: none"> Leases and titles to property 	20 years after the end of the lease / ownership ceases

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<ul style="list-style-type: none"> Development documentation 	Permanent
<ul style="list-style-type: none"> Wayleaves, licences and servitudes 	20 years after the rights that were granted or received cease to exist
<ul style="list-style-type: none"> Planning and building control permissions Title searches undertaken prior to purchase of property 	20 years after ownership ceases
<ul style="list-style-type: none"> Property maintenance records 	Permanent
Vehicles	
<ul style="list-style-type: none"> Ownership and registration documentation Maintenance records, including MOT tests and servicing Mileage records 	2 years after the date of disposal of vehicle
PR, Communications and Website	
<ul style="list-style-type: none"> Newsletter distribution lists (post) 	Until the recipient opts out of receiving the newsletter
<ul style="list-style-type: none"> Social media posts 	Depends on internal business requirements
<ul style="list-style-type: none"> Website contact forms / requests / enquiries / complaints 	Delete as soon as the form / request / enquiry / complaint has been transferred to the document management system, although the original may be retained for audit trail purposes
<ul style="list-style-type: none"> Photographs (including consent forms, where available) 	Until the subject of the photograph objects to their photograph being used
Office and Administration	
<ul style="list-style-type: none"> Visitor book entries 	6 months from date of visit