



Document Retention Schedule

Governance & Corporate Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Letter of charitable registration	Hard copy in a locked cupboard in the Corporate Services room and Stored electronically on Invu	Statutory requirement	Corporate Services	Funders, solicitors, HMRC	Permanently
Letter re charitable status	Hard copy in a locked cupboard in the Corporate Services room and Stored on Invu	Tax purposes	Corporate Services	Regulatory Bodies	Permanently
Registration documents	Hard copy in a locked cupboard in the Corporate Services room and Stored electronically on Invu	Statutory requirement	Corporate Services	Publicly Available	Permanently
Certificate of employer's liability insurance	Stored electronically on Invu	The Employers Liability (Compulsory Insurance) Act came into force on 1 st January 1999. Authorised inspectors have the power to require employers to provide them with a copy of both current and past certificates.	All Staff	Publicly Available	40 years
Minutes of Board meetings	Stored electronically on Invu and available on the Association's website. Hard copy in cupboard in corporate Services room	Record of Board meetings	All Staff	Housing Regulator Auditors Publicly Available	Permanently

Governance & Corporate Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Annual returns to SHR	K drive and on the SHR electronic portal	To meet SHR requirements. Record of information submitted to SHR.	Operational Management Team Executive Management Team Corporate Services Team Payroll Officer	Scottish Housing Regulator Benchmarking Groups	5 years
Annual returns to SHR – working papers	K drive	Record of workings for annual returns	Operational Management Team Executive Management Team Corporate Services Staff	Housing Regulator	3 years
Audited returns and financial statements	Invu	Record of Association’s financial management position	Executive Management Team Finance Manager	Board of Management Lenders, Members, OSCR, Scottish Housing Regulator, Auditors	Permanently
Declaration of interest	Invu	Governance - record of staff and Board members declarations of interest	Chief Executive, Corporate Services Officers and Manager	N/A	Two years after conclusion
Tender Documents	Invu	To support management of contracts	Corporate Services Staff	N/A	1 year for unsuccessful tenders 6 years after end of contract for successful tender

Governance & Corporate Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Register of Seals	In a locked cupboard in the corporate services room	Record of use of seal	Chief Executive, Corporate Services Officers and Manager	N/A	Permanently
Register of Share Certificates	K drive and QL	Record of Share certificates issued and cancelled	Chief Executive, Corporate Services Officers and Manager All staff - QL	Auditors, Chairperson	Permanently
AGM's - mailing lists	K Drive Invu	Governance	Corporate Services Staff	Iemail	1 year
Register of Members	K drive and QL	Record of Members and ex Members	Chief Executive, Corporate Services Officers and Manager All staff - QL	Auditors, Chairperson	Permanently
Board members names, addresses, dates of birth and code of conduct	Stored electronically on K drive	Regulatory requirement	Chief Executive, Corporate Services Officers and Manager	Training Organisations, Scottish Housing Regulator	1 year after Board membership ceases
Complaints to the Association and the SPSO	Stored electronically on QL, the K drive and Invu	To monitor and record complaints	All Staff	N/A	Length of Tenancy plus one year or in case of factored owner one year after ceasing to be a customer
Photos of people (including staff and customers at events)	K Drive Hard copies in archive	Staff identification, publications, website	All Staff	PR Company Newsletter publisher Local Newspaper	Staff ID deleted on leaving. Permanently unless delete requested

Governance & Corporate Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Public Relations - staff signatures, letters	K Drive - HR folder	Information held to provide staff with updated letters	Corporate Services Staff	N/A	Deleted on staff member leaving
Iemail – Mail delivery and non delivery reports containing name and address	K Drive	Information held to match up with invoices	Corporate Services Staff	N/A	Deleted on receipt of invoice
MP/Cllr Enquiries - residents/waiting list applicants name, address, personal circumstances	Invu Spreadsheet on K Drive	To deal with enquiries	All Staff	N/A	2 years
Mailing Lists - for distribution of letters, leaflets and newsletters	K Drive	Downloaded for printing company and staff for large mailings	Corporate Services Staff	PR Company, Newsletter Publisher	Deleted after being sent to supplier
CCTV – covering office reception area and car park	CCTV Hard Drive	Security purposes	Corporate Services Staff ICT Manager	Police	1 month
Business Continuity - contains "first staff contacts" phone nos. Emergency contacts for some properties	K Drive	Information held for reference purposes	All staff	Police Contractors	1 year
Rent Payments – name, address, payment amount	K Drive	Process rent payment at reception	Corporate Services Staff Finance Staff	N/A	1 month

HR Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Application Form - name, address, phone number, email address	Paper copies (received by EVH) - Locked HR Cupboard Spreadsheet containing, contact info on K Drive	Recruitment and selection	Line manager of Post Corporate Services Officers and Manager	EVH Interview panel Board Member	Un-interviewed - 4 months Interviewed - 12 months at end of process
Recruitment Interviews - interview notes, feedback, panel communications, references	Paper copies (received by EVH) - Locked HR Cupboard	Recruitment and selection	Line manager of Post Corporate Services Officers and Manager	EVH Interview panel Board Member	Un-interviewed - 4 months Interviewed - 12 months at end of process
Information gained from Personal Record Sheet and updates - name, address, phone number, emergency contact, date of birth, NI number, Passport No, gender, disability and ethnic origin	Sage Payroll Sage HR	Administration of contracts of employment	Line manager of Post Corporate Services Officers and Manager Finance Officer (Payroll)	N/A	Six years after the end of employment
Contract of Employment - Offer letter, contract, contract variation, flexible working application	Sage Payroll Sage HR	Administration of contracts of employment	Line manager of Post Corporate Services Officers and Manager Finance Officer (Payroll)	EVH (if temporary position) Recruitment agency (if temporary position)	Six years after the end of employment



HR Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Absence - Self Certificates, Fit notes, OH Referrals, OH Reports, Return to work interview forms, attendance letters	Sage Payroll Sage HR	Absence/attendance management	Line manager of Post Corporate Services Officers and Manager Finance Officer (Payroll)	N/A	Two years after conclusion
Pay/Pension – Salary data/letters, pension information, NI & tax information	Sage Payroll Sage HR Payroll Spreadsheet on K Drive	Payment of salaries, pension and associated benefits	Finance Officer (Payroll) Corporate Services Officers and Manager Line Manager of Post and Executive Team	Pension Trust/HMRC/ Internal & External Audit/Debt Collection agencies/Salary Sacrifice agencies/Unions/Credit Unions	Six years after the end of employment
Discipline/Grievance – investigation reports, suspension letters, meeting minutes	Sage HR	Administration of contracts of employment	Corporate Services	Solicitor Disciplinary Panel including Board Member	Two years after conclusion
Personal Development – Training records, PDR, six monthly review	Sage HR	Training and development	Corporate Services Officers and Manager, Line Manager of Post	N/A	Two years after conclusion
Family Friendly – pregnancy/adoption/ Paternity/shared parental leave etc.	Sage Payroll Sage HR	Administration of contracts of employment	Finance Officer (Payroll) Corporate Services Officers and Manager Line Manager of Post	N/A	Two years after conclusion



Health & Safety Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Driving License Checks	Sage HR	Health and Safety – Occupational Driving	Finance Officer (Payroll) Corporate Services Officers and Manager Line Manager of Post	Insurance Company	Two years after conclusion
DSE Assessments	Sage HR	Health and Safety	Finance Officer (Payroll) Corporate Services Officers and Manager Line Manager of Post	N/A	Two years after conclusion
VDU Eye Tests	Sage HR	Health and Safety	Finance Officer (Payroll) Corporate Services Officers and Manager Line Manager of Post	N/A	Two years after conclusion
Accident records and reports	Invu. Individual pages from accident book stored securely in Corporate Services room	To record health and safety incidents and any action required	Corporate Services Chief Executive Health & Safety Committee – anonymised report	HSE	6 years after date of occurrence

Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
<p>Rent Accounting- Customer's name & address will appear on Aareon RA. A rent accounting cash book is maintained on the kdrive (excel). Details of some transactions in this cash book will include name/address of customers. We will also save the backup to payments from customers in Invu. These details will again often contain customer name & address.</p>	QL/kdrive/Invu	Management of customer account balances.	QL RA open to all staff. Read/Write access for a variety of staff to Kdrive & Invu	Legal, Debt Advice. Internal/External Audit/Survey Companies	Payment received records will be retained for 6 years following the end of the financial year to which they relate.
<p>Annual Accounts -supporting 'papers' (kdrive) include customer name & address. Used to calculate year end rent figures, bad debt provisions etc. some AA creditor schedules include staff names eg on accrual calculations and other analysis of employee costs. Creditors schedules will also include details of customer names & addresses e.g analysis of Factoring Floats.</p>	Kdrive/ Lever Arch Files	To fulfill a statutory responsibility	Read/Write access to various staff on Kdrive. Lever Arch files in HOF's room	External/Internal Auditors	6 years following the end of the financial year to which they relate.

Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Budget Setting- Working papers on k drive will contain staff members name etc. The working papers detailing some zero based approaches to budget setting calculations will contain names of some staff members. Eg downloads from Aareon at transactional level.	Kdrive	Budget setting purposes	Read/Write access to various staff on Kdrive.	External/Internal Auditors/ Lenders/Funders	6 years following the end of the financial year to which they relate.
Financial Reporting- customers name, addresses and staff names	Kdrive/Invu/Outlook	Monthly & quarterly reporting of incomes & costs against budget.	Read/Write access to a variety of staff on Kdrive & Invu. Outlook access restricted to each individuals own account	External/Internal Auditors/Banks/Funders	6 years following the end of the financial year to which they relate.

Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
<p>Cash Book - excel cash books stored on the kdrive will sometimes contain name & address of customers & names of staff members. Back up to cash book transactions are stored on Invu and will also contain names & addresses of customers & staff names. Cheque stubs & chip & pin receipts are retained for a period in lever arch files. These may also have customer personal information on them e.g name & address & bank account details.</p>	Kdrive/QL/Invu/Cupboards in Finance	Maintenance of Association's cash book	Read/Write access for various staff on Kdrive & Invu. QL cash book open to Finance staff & some others. Access to cupboards to Finance staff.	External/Internal Auditors/Funders in support of grant claims	6 years following the end of the financial year to which they relate.
<p>Component Accounting - the excel databases on the k drive will contain details of customer addresses</p>	Kdrive	Accounting/Asset management purposes	Read/Write access to a variety of staff on Kdrive	External/Internal Auditors	6 years following the end of the financial year to which they relate.

Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
<p>Purchase Ledger - excel analysis stored on the kdrive will be drawn down from QL at a transactional level and will contain details of customers names & addresses & staff names. Supplier invoices filed on Invu will sometimes contain names & addresses of customers. Paper copies of invoices are stored in lever arch files for between 3-6 months. Suppliers will email in invoices they again will be stored for between 3-6 months on outlook.</p>	Kdrive/Invu/QL/Lever Arch/Outlook	Maintenance of the Association's PL	Read/Write access to a variety of staff to Kdrive & Invu. QL PL open to Finance staff & some others. Lever Arch in Finance cupboards (contents shredded at 3-6 month intervals). Email files open to Finance staff destroyed after 3-6 months.	External/Internal Auditors/Funders in support of grant claims	6 years following the end of the financial year to which they relate.
<p>Sales Ledger - excel analysis stored on the kdrive drawn down from QL contain details of customers names & addresses & staff names. Sales invoices filed on Invu will occasionally show names & addresses of customers & staff names. Sales ledger invoices generated on QL the previous day emailed to Finance & Thenue Communities by task centre the following day.</p>	Kdrive/Invu/QL/Outlook	Maintenance of the Association's SL	Read/Write access to a variety of staff to Kdrive & Invu. QL SL access open to Finance staff & some others. Outlook accessible to Finance & Centre staff. Emails generated by task centre are retained for a period of 3-6 months & then deleted	Customers/External/Internal Auditors	6 years following the end of the financial year to which they relate.

Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Financial Accounting/General Ledger - excel analysis drawn down from QL will go down to a transactional level & as such will contain details of customers names & addresses & staff names. GL journals filed on Invu will occasionally contain details of customers' names & addresses.	Kdrive/Invu/QL	Maintenance of the Association's GL	Read/Write access to some staff to Kdrive & Invu. QL GL open to Finance staff & some others.	External/Internal Auditors	6 years following the end of the financial year to which they relate.
Grant Funding/Development Accounting - excel analysis drawn down from QL & saved on the kdrive will be at a transactional level & as such will contain staff names. Correspondence to do with development projects is stored in lever arch files. These files may include customer names & address e.g. property buybacks.	Kdrive/Invu/Cupboards in Finance	Recording & monitoring of grant received & expenditure incurred on development contracts.	Read/Write access for various staff on Kdrive & Invu. Access to cupboards to Finance staff.	Legal/Funders/Internal & External Audit	NFHA best practice 12 years after settlement of all issues.
VAT returns	Invu Excel – for subsidiary records	Legal and Inland Revenue requirement	Finance Staff	External/Internal Auditors	6 years



Finance Documents					
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House Sales - excel analysis drawn down from QL at a transactional level & saved on the k drive will contain details of customers' names & addresses & staff names	Kdrive	Accounting for House Sales	Read/Write access to a variety of staff to the Kdrive	Legal/Funders/Internal & External Audit	12 years after settlement of all issues.
Insurance - excel analysis on the kdrive will contain details of customers names & addresses. For example 3rd Party Insurance Claims. Annual insurance renewal declarations on the kdrive will include property address listings.	Kdrive/Invu	Building & Insurance Cover for the Association	Read/Write access to a variety of staff to both the Kdrive	Insurers/Internal & External Auditors/Legal	10 years
Factoring - Copies of owners' invoices in both word & pdf format are stored on the kdrive. Details of Arrears cases,NOPL details etc. will be stored in excel (both will show details of names & addresses of customers). Correspondence with customers will include names & addresses are stored on Invu (see CRM above) with the exception of some larger mail merges that are stored on the kdrive (Word.) Manual bill calculations e.g. apportionment of larger contract costs, change of ownership, recharge of legal fees etc. will be saved on the kdrive (excel). All these are likely to contain customer name & addresses	Kdrive/Invu	Provision of a factoring service to Owners, Sharing Owners & Commercial Services.	Read/Write access to a variety of staff to both the Kdrive & Invu.	Legal/Debt Agencies/Sheriff Officers/Internal & External Auditors	6 years following the end of the financial year to which they relate.

Finance Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
<p>Allpay Systems - Over the phone web payment systems (Allpay) retain no personal customer information. Staff key in bank details based what customer advises at time of phone call. These details are not accessible to staff going forward. Cancellations of direct debits. These files will contain name & address of customers & bank details.</p>	<p>Allpay Website/kdrive/Invu/Ou tlook</p>	<p>To process customer payments</p>	<p>Authorised staff members (users). These users are set up by Finance. Read/Write access to the Kdrive & Invu for some staff. Allpay DIR files are emailed to Imax staff for information.</p>	<p>Internal & External Auditors</p>	<p>6 years</p>
<p>Bottom-line Technologies (Epay) - Facilitates payment by BACS to staff members & suppliers. Bacs payment files to suppliers which contain bank details are automatically stored on the Xdrive. These are not automatically overwritten by the next file. In payroll this is the case.</p>	<p>Various local drives in Finance including the Xdrive</p>	<p>Bacs Payment software</p>	<p>Authorised Finance staff members only.</p>	<p>Internal & External Auditors</p>	<p>1 Year</p>

Area Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Consideration interviews - Bank Statements, copies of ID (passport or driving license), wage slips, correspondence letters	Shredded after approval, but stored in locked drawer whilst awaiting approval	To confirm identity, proof of access to children, proof of employment	Area Services Staff, Tenancy Support Officer, Income Max Staff.	Section 5 team support agencies, Interpreters	until approved (3 days from interview)
Matching & Allocation Audit Paperwork - list of applicants on waiting lists being considered for a property, has application number, short name, address, phone number	Once property is relet, should be moved from K:drive and saved in Invu under matching heading	For transparency for property allocation	Area Services Staff, Tenancy Support Officer and Housing Support Manager	External/internal auditors	For duration of tenancy
Transfer Application Forms - proof of pregnancy, medical self assessment forms	Once change is made, saved in INVU by TC or ASO	To confirm change in circumstances	Area Services Staff Housing Support Officer	N/A	Until transfer application cancelled
Child protection cases	INVU (Protected file)	Child protection	Head of Housing Area Services and Repairs Manager	N/A	Duration of tenancy
Change of circumstances - copies of marriage/birth/divorce/death certificates	File in INVU against tenant's account	To confirm change of circumstances for tenancy management (e.g. successions, permission to reside etc.)	Area Services Staff	N/A	Duration of tenancy

Area Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Sign up pack - name, address, DOB, NI number, telephone number, email address, household compositions, next of kin info - name, address, telephone number, relationship. Housing Benefit Info - name, address, NI No, telephone number, H/H comp & DOB. Council Tax form - name & address, sometimes previous tenants name & address.	Tenancy Agreement is saved in Archive, all other paperwork saved in INVU in tenants file	Administration of tenancy agreement	Area Services Staff Income Max Staff	Glasgow City Council	Duration of tenancy
Termination Form - name, address, telephone number, email address, forwarding address	Saved to tenancy account in Invu - will be stored in locked drawer until keys arrive/tenancy is terminated	Required when a tenant wishes to end their tenancy	Area Services Staff	N/A	1 year
Abandonment Notice - name, address	Noted in QL but notice saved in Invu	A 1st and 2nd aband is served when it is believed a tenant is not residing in the property	Area Services Staff	Income Max, CSG, Police Scotland	One year
Notice of Proceedings - name, address and grounds for raising action	Noted in QL but notice saved in Invu	Served for a number of reasons e.g. condition of property	Area Services Staff Head of Housing	Income Max, CSG, Police Scotland	Duration of tenancy

Area Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Anti Social Behaviour - name, address, telephone number, email address of subject if provided and also of the perpetrator(s) and details of incident(s), 1st and 2nd warnings, ASBO's, Notice of Proceedings. Corroboration info from neighbours and possibly from e.g. Police or CSG	Paperwork held by staff whilst conducting investigation, could also have information on their email account. Detail also held on QL and paperwork should eventually be saved to Invu	To record and deal effectively with ASB complaints relating to our tenants	Area Services Staff Head of Housing	Police Scotland Community Safety Glasgow	Duration of tenancy
Recovery of Tenancy - same info as ASB and/or NOP plus decree extract if eviction granted	Termination folder in Invu or if confidential in disclosure file in Invu.	Required for court when trying to secure an eviction	Area Services Staff Head of Housing	CSG, TC Young, Police Scotland,	5 years after end of tenancy
Vulnerability Assessment Form - name, address, telephone number, email address of subject but also of the perpetrator(s) where known, details of incident/why potential vulnerable	Invu	Tenancy support	Area Services Staff Head of Housing Tenancy Support Officer	NA	Duration of tenancy
Residents/close meetings notes - name, address	Invu	To address any communal issues	Area Services Staff	CSG, TC Young, Police Scotland	5 years

Area Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Councillor Enquiries - name and address of tenant(s) and nature of letter	Noted in QL, saved to Invu	Normally instigated by the tenant wanting something answered or resolved	Area Services Staff Corporate Services Staff Area services and Repairs Manager Head of Housing Chief Executive	N/A	Duration of tenancy
Solicitor Letters - name and address of tenant(s) and nature of letter	Noted in QL, saved to Invu	Normally instigated by the tenant wanting something answered or resolved	Area Services Staff Corporate Services Staff Area services and Repairs Manager Head of Housing Chief Executive	N/A	Duration of tenancy
Garden Maintenance Scheme - proof of DLA	Noted in QL, application form saved in INVU	To add to Garden Maintenance Scheme	Area Services Staff	N/A	Shred proof of DLA once application been approved / denied

Housing Support Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Retirement Housing - emergency contact details, GP details, next of kin	Stored in K Drive (restricted access)	In case of emergency	Housing Support Team, Head of Housing, IT Manager	N/A	Duration of tenancy and at termination of tenancy, delete
Retirement Housing - name and address of vulnerable individuals or involved in incidents and accidents	Stored in K Drive (restricted access)	To record incidents and accidents, referrals and smoke alarm callouts	Housing Support Team, Head of Housing, IT Manager	Potentially: tenant's named contact; GP; Social Work, Fire and Rescue	Duration of tenancy and at termination of tenancy, delete
Tenancy Support - name, address, any health issues, housing needs	Stored in K Drive (restricted access)	To carry out tenancy support work with individuals who have been identified as vulnerable	Housing Support Team, Head of Housing, IT Manager	Potentially: tenant's named contact; GP; Social Work, Fire and Rescue	Duration of tenancy and at termination of tenancy, delete
Application Form - name, address, telephone number, email, NI number, family composition, disability, health problems, GP details	Application information loaded onto QL. Supporting information, eg, medical stored in Invu along with copy of application	To process/assess housing application	All staff	Applicant only	Retain until rehoused. At termination of tenancy, delete after five years
Cancelled/Withdrawn/Rejected Application Form - as above	Application Information loaded onto QL and scanned into Invu	To process/assess housing application	All staff	Applicant only	6 months after cancelled/withdrawn or rejected date
Supported Accommodation - information from support providers, possibly Social Work regarding proposed referral	Stored with Application Form in Invu	To process/assess housing referral	All staff	N/A	Duration of tenancy and at termination of tenancy, delete

Housing Support Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Registration of mutual exchanges onto our website	On Website	To advertise a property where the tenant is seeking to swap with another public sector landlord	Members of the public and staff	Members of the public	Tenants contacted annually to confirm whether they wish to remain registered. If no response, cancelled immediately and info deleted from website within a 4 week period
Repairs Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Emails from admin email - name and address	Repairs admin inbox	To process repairs	Repairs Staff, Senior Repairs Officer Area Services and Repairs Manager	Contractors to organise works	Each email deleted after one week. Only kept if needed and at that point scanned to INVU
Excel table of emergency repairs received from City Tech – name, address, telephone number	Repairs admin inbox and City tech portal	To record emergency repairs that have taken place onto the QL system	Repairs Staff, Senior Repairs Officer Area Services and Repairs Manager	N/A	Deleted after processing
Repairs requests from tenants - name, address, telephone number	QL	To process repairs	All staff	Contractors to organise works	Permanently on QL



Repairs Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Repair request noted by hand - name, address, telephone number	Paper Notebooks	To note repairs calls	Repairs Assistants	other repairs assistants	Until notebook runs out (2-3weeks). Disposed of in Confidential waste.
City Tech job report - name, address, telephone number	Reporting services & K Drive	To enable performance reports to be carried out	Senior Repairs Officer Area Services and Repairs Manager	City Tech	3 years
Inspection paperwork – Maintenance Officers use for inspections	Emailed to Maintenance Officer daily	To advise of inspections to be carried out	Maintenance Officer Senior Repairs Officer Area Services and Repairs Manager	N/A	Disposed daily
Maintenance Officer inspection notes	Stored in folder in briefcase	Take notes of inspections	Maintenance Officer	N/A	Disposed daily
Recorded calls from tenants	Held on voicemail on each assistant's phone.	To record abusive calls etc.	Any member of staff	N/A	System automatically deletes as voicemail box reaches full capacity.

Property Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Major repairs tenants spreadsheet - name, address, telephone number	Server, job files	To carry out major repairs to properties	Property Services Staff	Contractor	1 year past completion
Major repairs letters - name and address	Server	To communicate major repair dates and work to be carried out	Property Services Staff	Contractor	1 year past completion
Medical adaptations spreadsheet - name, address, telephone number	Server, Job files	To carry out medical adaptations	Property Services Staff	Contractor	1 year past completion
Medical Adaptations Waiting List - name, address, telephone number	QL	To carry out medical adaptations	Property Services Staff	Contractor	Indefinite
Medical Adaptations OT Referral - name, address, date of birth, telephone number, medical history	Invu	To carry out medical adaptations	Property Services Staff	Social Work	Indefinite
Medical adaptations letters - name , address	QL	To acknowledge receipt of medical adaptation referral	Property Services Staff	Social Work	Indefinite
Gas Servicing general - name, address and contact information	QL	To carry out annual gas service and ensure compliance	Property Services Staff	Contractor	2 years

Property Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Gas service letters- name and address	Server	To carry out annual gas service and ensure compliance	Property Services Staff	N/A	2 years
Acquisitions	Server, Invu	Purchase new properties on the open market	Property Services Staff	TC Young and District Valuer	Indefinite
Cyclical repairs spreadsheet- name and address	Server, QL, Job files	To carry out cyclical repairs	Property Services Staff	Contractor	Until next contract is tendered: 3/4 Years
Development documentation	Invu and hard copy in files	Details of developments within the Association's programme	Property Services Staff	Contractor	12 years
Tender documentation	Invu and K Drive	To support management of contracts	Property Services Staff	Consultant where used	6 years after end of contract
Fire Risk Assessments	Invu. These are currently stored in the K Drive	Health & Safety legislation	Property Services Staff. Unrestricted at present	N/A	3 years
HMO application and licenses	Stored on Invu and original kept of the license in paper file	For reference and any LA /police/neighbour queries	Property Services Staff. Unrestricted at present	GCC and Police Scotland	Permanently

Property Services Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Statutory permissions relating to development	Invu	For reference and any queries	Property Services Staff	Consultants Contractor	Permanently
Planning building warrants	Invu	For reference and any queries	Property Services Staff	Consultants Contractor	Permanently
Roads consents	Invu	For reference and any queries	Property Services Staff	Consultants Contractor	Permanently
Scottish Water approvals	Invu	For reference and any queries	Property Services Staff	Consultants Contractor	Permanently
Site investigation information	Invu	For reference and any queries	Property Services Staff	Consultants Contractor	Permanently
O&M manuals for development	Invu	For reference and any queries	Property Services Staff	Consultants Contractor	Permanently
As built drawings	Invu	For reference and any queries	Property Services Staff	Consultants Contractor	Permanently
Legal documentation for acquisitions and CPOs	Invu	For reference and any queries	Property Services Staff	Consultants Contractor	Permanently
Grant funding offers in relation to development and acquisitions	Invu	For reference and any queries	Property Services Staff	Consultants Contractor	Permanently
Title Deeds	With TC Young Solicitors	For reference and any queries	Property Services Staff	Solicitor	Permanently
Tender documentation	Invu	To support management of contracts	Property Services Staff	Consultant	1 year for unsuccessful tenders 6 years after end of contract for successful tender

Community Regeneration Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Grant funding offers in relation to community regeneration projects	Invu	For reference and any queries	Community Regeneration Staff	N/A	5 years
Learning Works - customers name, address, email address, phone number, health issues, criminal convictions, date of birth	Upshot. Some info held on K drive.	Administration of Learning Works course. Reporting information for funders. To provide ongoing support to individuals	Community Regeneration Staff	Upshot not shared. Reports for funders use anonymised information.	Personal info can be deleted after the project ends. Stats (anonymised) retained to inform future funding applications.
Volunteering - customers name, address, telephone number, email address	Upshot. Some info held on K drive.	Administration of volunteering programme. Reporting information for funders. To provide ongoing support to individuals	Community Regeneration Staff.	Upshot not shared. Reports for funders use anonymised information.	Upshot not shared. Reports for funders use anonymised information.
Smart Communities - customers name, address, telephone number, email address, age. For children and young people we support we also have parent / guardian information, including any health issues affecting their children.	Upshot. Some personal information is held on a Google account (for coding clubs), this is password protected. Some older information is held on Excel databases held on K Drive.	Administration of Smart Communities programme. Reporting information for funders. To provide ongoing support to individuals	Community Regeneration Staff	Upshot not shared. Google account info is shared with our partners, Coderdojo. Reports for funders use anonymised information.	Personal info can be deleted after the project ends. Stats (anonymised) retained to inform future funding applications.

Income Maximisation Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Housing Benefit notifications	Stored electronically in K Drive. Electronic downloads received and password protected.	For reference and entitlement checks	Income Max and Financial Inclusion staff members	N/A	1 month
Tenants legal action (e.g. NOP, Book to court)	Invu	Manage rent arrears	Income Max Staff	Solicitors Sheriff Officers	Remainder of tenancy excluding NOP
Tenant rent arrears/court action spreadsheet	Stored in K Drive	For working document	Income Max Staff	N/A	Tenant information deleted on completion
Tenants medical information	Advice Pro (web based application) Copies kept on Invu	For entitlement checks to various benefits. Copies of disability benefit forms and medical reports	Four members of financial inclusion staff - licensed (password protected)	DWP	Deleted after award outcome
Direct debit and debit card payment information	Allpay (web based application)	For rent payments	Income Max staff via password protected portal	Allpay	Not retained
Tenant's name, address, contact number and reason for referral	HES Portal	Referral to Home Energy Scotland (HES)	Financial Inclusion and Digital Inclusion by protected password	H.E.S.	not retained by us but can access on HES portal
Tenant's name and phone number & reason for referral	QL	Referral to Scotcash	All staff	Scotcash	1 month

Income Maximisation Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Tenant's name, address, contact number, rent payment history	Rentsense Portal	Rent arrears management	Six members of Income Max (password protection)	Rentsense	Until tenants no longer in arrears
Tenants name, address, debt and payment history	Advice Pro (web based case management system) and Invu for copies of paperwork & Invu.	To enable us to contact creditors and to complete a financial statement and offer of payment. Copies of debt paperwork held in Invu	Two members of Financial Inclusion Staff - licensed (password protected)	Advice pro	When agreement reached and case closed
Tenant's name, address, DOB, NI No. & Rent	DWP Criminal Justice secure email (encrypted) e-mail, QL & Invu	UC payment & APA & DWP RDI requests	Income Max & Financial Inclusion	DWP	Deleted after award outcome
Original copies of bank statements	These are e-mailed to HB.	Housing Benefit	Income Max and Financial Inclusion Staff	HB	Not retained - deleted after emailed to HB
Tenants name, address, household composition and ages, household income details.	Stored on server	Lisson Grove Benefits Programme -Check for entitlement to various social security benefits.	3 Financial Inclusion staff, access by license only.	N/A	Not retained



ICT Documents					
Information Processed or Held	Location	Purpose	Access Internally	Shared With	Retention Period
Tender Documentation	Invu	To support management of contracts	ICT Staff	N/A	1 year for unsuccessful tenders 6 years after end of contract for successful tender