

Reference	Category/Function	Activity / Records Series	Description / Example Record Types	Trigger event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation/ Notes	Edit History	Version	Publication Date
14	<b>HOUSING</b>										
14.001	<b>Advice</b>										
14.001.001	Advice	Private Landlord and Tenant Assistance, Intervention & Enforcement - Tenancy & Property Conditions	Electronic information relating to enquiries, complaints, assistance provided, RSEO & RRO issued by First Tier Tribunal, action plans, monitoring and compliance.	Date of last action	Current + 5 years	Destroy	Business requirement		taken from SCARRS, name and description updated by Service	1.1	
14.001.002	Advice	Private Landlord and Tenant Assistance, Intervention & Enforcement - Landlord Registration	Electronic information relating to registrations, renewals, intervention and enforcement action (Rent Penalty Notices, Licensing Committee & Procurator Fiscal reporting), as well as bulk email distribution lists.	End of tenancy	5 years	Destroy	Business requirement	Housing (Scotland) Act 2006. Section 19 To be in writing. Section 187	taken from SCARRS, name and description updated by Service	1.1	
14.001.003	Advice	Scheme of Assistance - guidance about availability and amount of assistance	spreadsheets property conditions, recording grant assistance awarded and paid, assistance information collected within financial year and reported via Housing Statistical Annual Return (HSAR).	Superseded	5 years	Destroy	Business requirement	Housing (Scotland) Act 2006. Section 72 Statement to be publicly available	taken from SCARRS, name and description updated by Service	1.1	
14.002	<b>Enforcement</b>										
14.002.01	Enforcement	Assessment - housing standards		Date of last assessment	3 years	Destroy	Business requirement	Housing Standard information also held within the Private Sector Team for Homeowners (14.001.003) and Private Landlords (14.001.001)	taken from SCARRS, notes updated by Service	1.1	
14.002.03	Enforcement	HMO (House in multiple occupation) Licence	Includes safety inspections and amenity notices	Expiry of licence	6 years	Destroy	Business requirement	Housing (Scotland) Act 2006. Sections 124, 160. Schedule 4. Details to be kept in a register	taken from SCARRS, description and retention updated by Service.	1.1	
14.003	<b>Estate management</b>										
14.003.003	Estate management	Garage applications	Application and Missive	Termination (inc death)	5 years	Destroy	Business requirement		taken from SCARRS, description, trigger and retention period updated by Service	1.1	
14.003.004	Estate management	Garage rentals	Application and Missive	Termination (inc death)	5 years	Destroy	Business requirement		taken from SCARRS, description, trigger and retention period updated by Service	1.1	
14.003.006	Estate management	Neighbour disputes		Case closure	5 years	Destroy	Business requirement	If a "Known family" and still within the LA's remit retain on tenant client file.	taken from SCARRS, trigger updated by Service	1.1	
14.004	<b>Housing Provision</b>										
14.004.001	Housing Provision	Allocations - waiting list		Date superseded	Current	Destroy	Business requirement	Maintain current only, and update as required	taken from SCARRS, agreed by Service	1.0	
14.004.002	Housing Provision	Case file - Homeless person where individual <b>does</b> become permanently housed	Assessment, Decisions, Temporary Accommodation, etc	Date of Decision	See Tenant Case File		Business requirement		taken from SCARRS, citation / notes removed by Service	1.1	
14.004.003	Housing Provision	Case file - Homeless person where individual <b>does not</b> become permanently housed	Assessment, Decisions, Temporary Accommodation, etc	Date of last action	Current + 5 years	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.0	
14.004.005	Housing Provision	Case file - successful applicants	Council housing application forms and supporting material	Date of decision	See Tenant Case File		Business requirement	Move to individual tenant's case file	taken from SCARRS, description updated by Service	1.1	
14.004.005a	Housing Provision	Case file - successful applicants (transfer / mutual exchange)	Application for transfer of tenancy and supporting papers, including mutual exchange	Date of decision	5 years	Destroy	Business requirement		Added by Service	1.1	
14.004.006	Housing Provision	Case file - unsuccessful applicants (or where application is withdrawn by applicant)	Council housing application forms, needs assessment and supporting material	Date of decision/last action/no response	Current + 1 year	Destroy	Business requirement		taken from SCARRS, updated by service	1.1	

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<b>14.004.006a</b>	Housing Provision	Case file - unsuccessful applicants (transfer / mutual exchange)	Application for transfer of tenancy and supporting papers, including mutual exchange	Date of decision	See Tenant Case File	Destroy	Business requirement		Added by Service	1.1	
<b>14.004.008</b>	Housing Provision	Housing exchanges - Mutual exchange list	Online System - Homeswapper	Date superseded	Current	Destroy		Maintain current only, and update as required	taken from SCARRS, agreed by Service	1.0	
<b>14.004.011</b>	Housing Provision	Case file - Sheltered housing		Date of last action	5 years	Destroy	Business requirement		taken from SCARRS, retention updated by Service	1.1	
<b>14.004.013</b>	Housing Provision	Private Sector Leased File	Paper copy of application form, compliance documents (gas, EPC, EICR etc.), lease agreements	End of tenancy	10 years	Destroy	Business requirement	See Records Retention Schedules for: Procurement; Finance – Financial Accounting ; Equipment & Consumables Management	taken from SCARRS, name, description and retention period updated by Service	1.1	
<b>14.004.13a</b>	Housing Provision	Private Sector Leased File (Homeless)	Paper copy of application form, compliance documents (gas, EPC, EICR etc.), lease agreements	End of tenancy	5 years	Destroy	Business Requirement		Added by Service	1.1	
<b>14.004.014</b>	Housing Provision	Case file - temporary accommodation allocated to homeless person		End of tenancy	5 years	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.1	
<b>14.004.015</b>	Housing Provision	Records documenting arrangements with a hostel/bed and breakfast establishment used to provide temporary accommodation.	Records documenting the booking of accommodation and monitoring payments	Current year	5 years	Destroy	Business requirement		taken from SCARRS, retention updated by Service	1.1	
<b>14.004.016</b>	Housing Provision	Homeless Housing support services assessment		Superseded	5 years	Destroy	Business requirement	The Homeless Persons Interim Accommodation (Scotland) Regulations 2002. SSI 2002 No 412 Regulation 4 (b) (v) To be in writing	taken from SCARRS, retention updated by Service	1.1	
<b>14.004.017</b>	Housing Provision	Homeless Interview record	Housing options interviews	Date of interview	5 years	Destroy	Business requirement	The Homeless Persons Advice and Assistance (Scotland) Regulations 2002. SSI 2002 No 414. Regulation 6 (c). To be in writing including Braille, translation or large print	taken from SCARRS, description and retention updated by Service.	1.1	
<b>14.004.018</b>	Housing Provision	Rapid Rehousing Transition Plan		Until superseded	5 years	Destroy	Business requirement	Housing (Scotland) Act 2001. 2001 asp 10. Section 1. Copy to be provided on request	taken from SCARRS, name updated by Service	1.1	
<b>14.004.019</b>	Housing Provision	Local Housing Strategy		Until superseded	2 years	Destroy	Business requirement	Housing (Scotland) Act 2001. 2001 asp 10. Section 89. Copies to be provided on request	taken from SCARRS, retention updated by Service	1.1	
<b>14.005</b>	<b>Housing Stock</b>										
<b>14.005.001</b>	Housing Stock	Property file - Demolition		Date of last action	Current + 7 years	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.0	
<b>14.005.006</b>	Housing Stock	Property file - Planned maintenance		Date of last action	Current + 2 years	Destroy	Business requirement		taken from SCARRS	1.0	
<b>14.005.009</b>	Housing Stock	Property files - major repairs	Over £50,000	Date of last action	10 years	Destroy	Business requirement		taken from SCARRS	1.0	
<b>14.005.010</b>	Housing Stock	Property files - minor repairs	Under £50,000	Date of last action	5 years	Destroy	Business requirement		taken from SCARRS	1.0	
<b>14.005.011</b>	Housing Stock	Unauthorised occupants	Successions / change of tenancy where occupants do not leave	Date of last action	5 years	Destroy	Business requirement		taken from SCARRS, description updated by Service	1.1	

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14.005.012	Housing Stock	Grant Assistance File - Rejected		Last action on application	Current + 1 year	Destroy	Business requirement	Previously known as Improvement Grant or Repair Grant files	taken from SCARRS, name updated by Service	1.1	
14.005.017	Housing Stock	Notices, Orders and Plans under the Housing (Scotland) Act 2006	Paper copy of notices, orders and plans issued by the Environmental Protection Unit that do not have a grant assistance file.	Expiry, revocation or completion of notice.	5 years	Destroy	Business requirement	Housing (Scotland) Act 2006 Sections 30, 37, 42, 62  To be in writing Section 187	taken from SCARRS, name and description updated by Service	1.1	
14.005.019	Housing Stock	Notices, Orders and Plans under the Housing (Scotland) Act 2006		Superseded		Destroy	Business requirement	Housing (Scotland) Act 2006. Section 60 To be in writing. Section 187	taken from SCARRS, trigger and retention updated by service	1.1	
14.005.020	Housing Stock	Housing grants - Notice of cessation of conditions		Date of notice	5 years	Destroy	Business requirement	The Housing Grants (Form of Cessation or Partial Cessation of Conditions Notice) (Scotland) Regulations 2003. SII 2003 No 337. Regulation 2 To be in the form of the Schedule	taken from SCARRS	1.0	
14.005.022	Housing Stock	Care and Repair Assistance File	Paper copies of referral details, correspondence (various parties), minute of agreement, specification / plan, funding reports, copy of some grant assistance file documentation	Date of payment	10 years	Destroy	Business requirement	The Housing Grants (Application Forms) (Scotland) Regulations 2003. SSI 2003 No 420 Regulation 2, 3, 4, 5. To be in the form of Schedule 1  Previously known as Care and Repair Files	taken from SCARRS, name, description and retention period updated by Service	1.1	
14.005.023	Housing Stock	Grant Assistance File	Paper copies of grant application, works notice, specification / plan, contractor quotes, notice of decision and grant conditions, grant memo, property condition survey, copy of title deeds and completion certificate, payment mandate and notice of payment.	Date of payment	10 years	Destroy	Statutory	The Housing (Scotland) Act 2001 (Assistance to Registered Social Landlords and Other Persons) (Grants) Regulations 2004. SSI 2004 No 117. Regulation 5  Previously known as Improvement Grant or Repair Grant files	taken from SCARRS, name, description, retention period and authority updated by Service	1.1	
14.005.025	Housing Stock	Provision of repairs and list of contractors		Until superseded		Destroy	Statutory	The Scottish Secure Tenants ( Right to Repair) Regulations 2002 SSI 2002 No 316 Regulation 14 To be in writing	taken from SCARRS	1.0	
14.005.026	Housing Stock	Electrical safety	Copy of electrical safety inspection retained by landlord	Date of inspection	10 years	Destroy	Business requirement	Housing (Scotland) Act 2014. Section 23 Inserts Section 19B into the 2006 Act	taken from SCARRS	1.0	
14.005.026a	Housing Stock	Gas safety certificate	Gas safety information also held within the Private Sector leasing file for leased properties		2 years	Destroy	Business Requirement	See RRS for Property, series 05.003.005	taken from SCARRS, description and retention updated by Service.	1.1	
14.005.FC.001	Housing Stock	Factoring records	records documenting process involved in becoming factor	Date of decision	5 years	Destroy	Business Requirement	The current written statement of service is published on website	Added by service	1.1	
14.005.FC.002	Housing Stock	Factoring Satisfaction Returned Questionnaires (Annual)	Information exported from CitizenSpace into Excel. Contains name, address, contact numbers and responses.	Survey closure date	5 years	Destroy	Business requirement	Scottish Housing Regulator Reporting	Added by Service	1.1	
14.006	<b>Managing tenancies</b>										

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14.006.001	Managing tenancies	Tenant file	Encompasses all aspects of house file / tenancy file	Termination of tenancy	5 years	Destroy	Business requirement	These may need to be kept for a longer period of time in order to prove that the tenant was actually housed properly by the authority where there is a dispute	taken from SCARRS, description updated by Service	1.1	
14.006.FC.004	Managing tenancies	Tenant file	Alteration and Improvement		Permanent	Retain	Business requirement	By tenant to council property.	Added by Service	1.4	
14.006.005	Managing tenancies	Tenant file - Housing Options		When superseded	5 years	Destroy	Business requirement	This will be updated on regular (yearly and/or when new need is identified) basis	taken from SCARRS, name and description updated by Service	1.1	
14.006.007	Managing tenancies	Tenant files - Evictions	Conflict Resolution (in conjunction with Local Housing Office) where anti-social behaviour or drug related evictions	Date of last action	5 years	Destroy	Business requirement		taken from SCARRS, description and retention updated by Service.	1.1	
14.006.008	Managing tenancies	Tenant file - Housing repairs		Date of last action	Current + 2 years	Destroy	Business requirement	"golden" copy held in property file, retain tenant file copy til business use ended	taken from SCARRS, agreed by Service	1.0	
14.006.009	Managing tenancies	Tenant file - Rent arrears (Council property)		Date closed	5 years	Destroy	Business requirement		taken from SCARRS, retention updated by Service	1.1	
14.006.011	Managing tenancies	Tenant file - Right to buy		Date sold	10 years	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.0	
14.006.013	Managing tenancies	Tenant file - Welfare services - disadvantaged persons		Date closed	6 years	Destroy	Business requirement		taken from SCARRS, retention updated by Service	1.1	
14.006.014	Managing tenancies	Tenant file - Welfare benefit advice		Date closed	6 years	Destroy	Business requirement		taken from SCARRS, retention updated by Service	1.1	
14.006.016	Managing tenancies	Tenant file - Contents insurance for council tenants	application forms; authorisation forms	Financial Year	6 years	Destroy	Business requirement		taken from SCARRS, trigger and retention updated by service	1.1	
14.006.017	Managing tenancies	Tenant and Customer Participation Strategy		Date superseded	3 years	Destroy	Business requirement	Housing (Scotland) Act 2001. 2001 asp 10 Section 53	taken from SCARRS, name and retention period updated by Service	1.1	
14.006.018	Managing tenancies	Register of Tenants Organisations		Keep up to date	Keep up to date		Statutory	Housing (Scotland) Act 2001. 2001 asp 10. Section 53(3). To be open for public inspection	taken from SCARRS, agreed by Service	1.0	
14.006.019	Managing tenancies	Register of abandoned property		Date landlord took possession of the property	5 years	Destroy	Statutory	The Scottish Secure Tenancies (Abandoned Property) Order 2002 SSI 2002 No 313 Regulation 8	taken from SCARRS, agreed by Service	1.0	
14.006.021	Managing tenancies	Register of Tenant Organisations - Application for registration	Applications to be added to the Register of Tenant Organisations should be made in writing.	Until superseded	Current	Destroy	Business requirement	The Housing (Scotland) Act 2001 (Registration of Tenant Organisations) Order 2002. SSI 2002 No 416 Regulation 5 To be in writing	taken from SCARRS, name, description and trigger updated by Service	1.1	
14.006.022	Managing tenancies	Register of Tenant Organisations - Removal from Register	Applications to be removed from the Register of Tenant Organisations should be made in writing.	Until superseded	Current	Destroy	Business requirement	The Housing (Scotland) Act 2001 (Registration of Tenant Organisations) Order 2002. SSI 2002 No 416. Regulation 6. To be in writing	taken from SCARRS, name and description updated by Service	1.1	

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14.006.022a	Managing tenancies	Register of Tenant Organisations		Until superseded	Current	Destroy	Business requirement	The Housing (Scotland) Act 2001 (Registration of Tenant Organisations) Order 2002. SSI 2002 No 416. Regulation 6. To be in writing	Added by Service	1.1	
14.006.027	Managing tenancies	Ballot papers – Community Right to buy		Date of the ballot	2 years	Destroy	Statutory	The Community Right to Buy (Ballot) (Scotland) Regulations 2004. SSI 2004 No 228. Regulation 8 To be in writing	taken from SCARRS, agreed by Service	1.0	
14.006.029	Managing tenancies	Notice of proceedings for recovery of possession		Date of notice	5 years	Destroy	Business requirement	The Scottish Secure Tenancies (Proceedings for Possession) Regulations 2002. SSI 2002 No 320 Regulation 2 To be in writing as per Schedule	taken from SCARRS, agreed by Service	1.1	
14.006.030	Managing tenancies	Form SSS1 (Notice under Section 34 to be served on a prospective Tenant of a short Scottish secure tenancy)		Life of tenancy	5 years	Destroy	Business requirement	The Short Scottish Secure Tenancies (Notices) Regulations 2002 SSI 2002 No 315 Regulation 2 To be in writing as per schedule	taken from SCARRS, agreed by Service	1.1	
14.006.031	Managing tenancies	Tenements - Notice of potential liability for costs		date of NOPL registration	6 years	Destroy	Statutory	Tenements (Scotland) Act 2004 asp 24 Section 13 (3) (Form shown at Schedule 2)	taken from SCARRS	1.0	
14.006.FC.001	Housing Provision	Deposit Guarantee Applicant - Case File (Approved)	Paper copy of referral form, reference information, Proof of Identify (bank statements, NHS medical card, benefit information etc.), ASB & Housing information, Tenancy Agreement, Deposit Guarantee Bond agreement).	End of Gaurantee	2 years	Destroy	Business requirement	Action within LHS Indicators	Added by Service	1.1	
14.006.FC.002	Housing Provision	Deposit Guarantee Applicant - Case File (Refused)	Paper copy of referral form, reference information, Proof of Identify (bank statements, NHS medical card, benefit information etc.), ASB & Housing information.	Notification of refusal	6 months	Destroy	Business requirement	Action within LHS Indicators	Added by Service	1.1	
14.006.FC.003	Housing Stock	Small Repair and Handyperson Service	Information held on SRHS database including name, address, contact details and job information.	Completion of job	5 years	Destroy	Business requirement	Links to the Scheme of Assistance	Added by Service	1.1	