

Document Retention Schedule

CORPORATE

| Corporate Governance 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 server | 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 server | Tax purposes | Corporate Services | Regulatory Bodies | Permanently |
| Registration documents | Hard copy in a locked cupboard in the Corporate Services room and stored electronically on server | Statutory requirement | Corporate Services | Publicly Available | Permanently |
| Certificate of employer's liability insurance | Stored electronically on server Displayed on staff notice boards | 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 |
| Current and former insurance certificates | Stored in H Drive -archive- and in **** for post 2018. | To prove continuing cover | CS staff Finance staff Factoring staff | Solicitors and factored owners as appropriate | Permanently |
| Claims and related correspondence | Stored in H drive | To prove process | CS staff Finance staff | solicitors | 2 years after claim settled |

| Corporate Governance Documents | | | | | |
|--|--|---|--|--|------------------|
| Information processed or held | Location | Purpose | Access internally | Shared with | Retention period |
| Group health policies | Stored on H drive | To provide record of continuing cover | CS staff | Solicitors TPT | Permanently |
| Minutes of Board meetings | Stored electronically from 2013 on server and current and previous years (from 2020) available on the Association's website. Hard copy in cupboard for rest in Corporate cupboards | Record of Board meetings | All Staff | Housing Regulator Auditors Publicly Available on website | Permanently |
| H/S Committee meeting minutes | Stored on K drive | Record of meetings. Fulfil legal obligation | All staff | Housing regulator HSE Insurance Solicitor ACS as part of audit process | Permanently |
| Annual returns to SHR | K drive and on the SHR electronic portal | To meet SHR requirements. Record of information submitted to SHR. | Line managers Management Team Corporate Services Team Payroll Officer | Scottish Housing Regulator | 5 years |
| Annual returns to SHR – working papers | K drive | Record of workings for annual returns | Line managers Management Team Corporate Services Staff | Housing Regulator | 3 years |

| Governance & Corporate Documents | | | | | |
|--|--|---|---|---|--------------------------------------|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Audited returns and financial statements | Stored electronically on K drive and on SHR portal / OSCR website | Record of Association's financial management position | Management Team Finance staff | Board of Management Lenders, Members, OSCR, Scottish Housing Regulator, Auditors | Permanently |
| Declaration of interest | Saved on server and for current staff in People HR | Governance - record of staff and Board members declarations of interest | Director | n/a | 3 years |
| Register of Share Certificates | PA drive and hard copy in locked Corporate cupboard | Record of Share certificates issued and cancelled | Director, Corporate Services staff and Manager | Auditors, Chairperson | Permanently |
| AGMs - mailing lists | PA Drive | Governance | Corporate Services Staff | n/a | 3 years |
| Register of Members | PA drive | Record of Members and ex Members | Director, Corporate Services staff and Manager All staff | Auditors, Chairperson | Permanently |
| Board members names, addresses, dates of birth and code of conduct | Stored electronically on PA drive. Hard copy locked in Corporate cupboard Names and brief resume on website | Regulatory requirement | Director, Corporate Services staff and Manager | Training Organisations, Scottish Housing Regulator Public on website (names and resume only) | 1 year after Board membership ceases |

| Governance & Corporate Documents | | | | | |
|---|----------------------------------|--|---|---|--|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Complaints to the Association and the SPSO, FOI and GDPR requests | Stored electronically on H drive | To monitor and record complaints | Information Officer Management team Line managers as required CS staff and manager | 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, committee and customers at events) | K Drive | Staff identification, publications, website | All Staff | PR Company Newsletter publisher Local Newspaper | Staff ID deleted on leaving. Permanently unless delete requested |
| Public Relations - staff signatures, letters | H Drive | Information held to provide staff with updated letters | Corporate Services Staff | N/A | Deleted on staff member leaving |
| MP/Cllr Enquiries - residents/waiting list applicants name, address, personal circumstances | Spreadsheet on PA Drive | To deal with enquiries | All Staff | N/A | 2 years |
| Mailing Lists - for distribution of letters, leaflets and newsletters | PA 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 | Janitorial staff Corporate Services Staff IT staff | Police HSE | 1 month |

| Governance & Corporate Documents | | | | | |
|---|-----------------|---|--|-----------------------|-------------------------|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Business Continuity - contains senior staff phone nos. Emergency contacts for some properties | K Drive | Information held for reference purposes | Restricted to those on call or key holders | Police Contractors | 1 year |
| Rent Payments – name, address, payment amount | K Drive | Process rent payment at reception | Reception staff Finance Staff | N/A | 1 month |

HUMAN RESOURCES

| HR Documents | | | | | |
|--|--|---|--|---|---|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Job Application Form - name, address, phone number, email address | Paper copies. Locked HR Cupboard. Outlook folder of applications received | Recruitment and selection | Line manager of Post Corporate Services staff and Manager | EVH Interview panel Board Member | 9 months after end of process On start date of successful applicant |
| Recruitment Interviews - interview notes, feedback, panel communications, references | Paper copies locked HR Cupboard Electronic info on Sharepoint | Recruitment and selection | Line manager of Post Corporate Services staff and Manager | EVH Interview panel Board Member | 9 months after 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 | H drive, People HR for successful candidate | Administration of contracts of employment | Line manager of Post Corporate Services staff and Manager Finance Officer (Payroll) | N/A | Six years after the end of employment for successful candidate Unsuccessful interviewees – Id, rehab offenders destroyed on recruitment of successful candidate. Remainder deleted as above |
| Contract of Employment - Offer letter, contract, contract variation, flexible working application | People HR In locked cupboard in CS room | Administration of contracts of employment | Line manager of Post Corporate Services staff 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 People HR Locked cupboard in CS cupboard | Absence/attendance management | Line manager of Post Corporate Services staff and Manager Finance Officer (Payroll) | N/A | Three years after conclusion of absence |
| Amalgamated staffing spreadsheet | Electronic on Sharepoint | Collates key information | CS staff and manager | Payroll | Keep current and previous year. |
| Pay/Pension – Salary data/letters, pension information, NI & tax information | Sage Payroll People HR | Payment of salaries, pension and associated benefits | Finance Officer (Payroll) Corporate Services staff and Manager Line Manager of Post and Management 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 | People HR | Administration of contracts of employment | Corporate Services | Solicitor Disciplinary Panel including Board Member | Five years to cover civil action proceedings |
| Personal Development – Training records, PDR, 121 meetings | People HR | Training and development | Corporate Services staff and Manager, Line Manager of Post | N/A | Five years after conclusion |
| Family Friendly – pregnancy/adoption/ Paternity/shared parental leave etc. | Sage Payroll People HR | Administration of contracts of employment | Finance Officer (Payroll) Corporate Services staff and Manager Line Manager of Post | N/A | Three years after tax period in which leave ends |

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|---|---|-------------------------|---|------------------------------|-----------------------------|
| Redundancy and ill health retirement | SAGE payroll H Drive People HR Hard copy in CS locked cupboard (only accessible to one CS staff member) | To prove proper process | Head of CS/HR CS staff (password protected to limit access levels) | Solicitor SHR as required | 7 years after claim settled |
| Settlement agreement | Paper file held in secure cabinet and electronic file on Sharepoint. Limited access | To prove proper process | Head of CS/HR. PA to Director | SHR as required | Permanently |

HEALTH & SAFETY

| Health & Safety Documents | | | | | |
|-------------------------------------|---|---|---|---|----------------------------------|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Driving License Checks | People HR. Saved on Sharepoint | Health and Safety – Occupational Driving | Finance Officer (Payroll) Corporate Services staff and Manager Line Manager of Post | Insurance Company HSE | Two years after contract ends |
| DSE Assessments | People HR. Saved on Sharepoint | Health and Safety | Finance Officer (Payroll) Corporate Services staff and Manager Line Manager of Post | N/A | Five years after conclusion |
| Eye Tests | People HR. Saved on Sharepoint | Health and Safety | Finance Officer (Payroll) Corporate Services staff and Manager Line Manager of Post | N/A | Two years after conclusion |
| Fit for work assessments | People HR. Saved on Sharepoint | Health & Safety, Absence management | CS staff Manager | Solicitor Insurance Pension provider SHR | Five years after conclusion |
| Accident records and reports | Accident report and record held electronically Sharepoint | To record health and safety incidents and any action required | Cs staff Director Health & Safety Committee – anonymised report | HSE | 6 years after date of occurrence |

FINANCE & IT

| Finance Documents | | | | | |
|---|--|--|--|--|---|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| <p>Rent Accounting- Customer's name & address will appear on Open Housing. All transactions are integrated to Open Accounts without tenant details. We retain the backup to payments from customers. These details will again often contain customer name and address.</p> | Open Housing/Open Accounts / K drive / paper files stored in Finance | Management of customer account balances. | Open Housing open to all staff who require access to the Housing Management system. Read/Write access for a variety of staff to K drive although only Finance staff have access to the Finance folders. Limited access to Finance paper files. | Solicitor, Debt Advice Internal / External Auditors Survey Companies | 6 years following the end of the financial year to which they relate. |
| <p>Annual Accounts -supporting papers (K drive) include customer names and addresses for Arrears reports. Used to calculate year end arrears / prepaid balances, bad debt provisions etc. Some annual account 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 and prepaid balances.</p> | Opening Housing / K drive/ paper files stored in Finance | To fulfill a statutory responsibility | Open Housing open to all staff who require access to the Housing Management system. Read/Write access for a variety of staff to K drive although only Finance staff have access to the Finance folders. Limited access to Finance paper files. | 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>Budget Setting- Working papers on k drive will contain staff member's name etc. The working papers detailing some zero based approaches to budget setting calculations will contain names of some staff members. e.g. downloads from Open Housing / Open Accounts at transactional level.</p> | K drive / paper files stored in Finance | Budget setting purposes | Read/Write access for a variety of staff to K drive although only Finance staff have access to the Finance folders. Limited access to Finance paper files. | External / Internal Auditors Lenders / Funders (no customer / staff names etc included) | 6 years following the end of the financial year to which they relate. |
| <p>Financial Reporting- customers name, addresses and staff names may be included in working papers but no personal details shared with Committees / external parties</p> | K drive / paper files stored in Finance / Outlook | Monthly a quarterly reporting of incomes and costs / assets and liabilities against budget. | Read/Write access for a variety of staff to K drive although only Finance staff have access to the Finance folders. Limited access to Finance paper files. Outlook access restricted to each individuals own account | External / Internal Auditors Lenders / Funders (no customer / staff names etc included) | 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 Transaction records – Cash transaction records are maintained in Open Accounts; this includes transactions with customers / suppliers and staff members from time to time. Back up to cash book transactions are stored on Open Housing and will also contain names and addresses of customers / suppliers and staff names. Cash receipt books and cash receipt record sheets are retained in Finance offices. These may also have customer personal information on them e.g name and address & bank account details.</p> | <p>K drive / Open Housing / Open Accounts / paper files stored in Finance</p> | <p>Maintenance of Association's cash transaction records</p> | <p>Read/Write access for a variety of staff to K drive although only Finance staff have access to the Finance folders. Limited access to Finance paper files.</p> | <p>External / Internal Auditors Funders in support of grant claims</p> | <p>6 years following the end of the financial year to which they relate.</p> |

| Finance Documents | | | | | |
|--|---|--|--|---|--|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| <p>Purchase Ledger – excel analysis of payments due stored on the K drive will be drawn down from Open Accounts at a transactional level and will contain details of suppliers' names and addresses and sometimes tenants' addresses but not usually their names. Supplier invoices filed on SharePoint and paper files will sometimes contain names & addresses of customers. Paper copies of invoices are stored in lever-arch files for 6 years from the end of the financial year to which they relate. Scanned purchases invoices are stored on the network for 6 years. Suppliers will email in invoices which may be stored for between 3-6 months on Outlook.</p> | <p>K drive / Open Housing / Open Accounts / paper files stored in Finance / Outlook</p> | <p>Maintenance of the Association's Accounts Payable ledgers</p> | <p>Read/Write access for a variety of staff to K drive and Open Housing although only Finance staff have access to the Finance folders and Open Accounts. Limited access to Finance paper files. Email files open to Finance staff destroyed after 3-6 months.</p> | <p>External / Internal Auditors Funders in support of grant claims</p> | <p>6 years following the end of the financial year to which they relate.</p> |

| Finance Documents | | | | | |
|---|---|---|--|---|--|
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| <p>Sales Ledger - excel analysis of arrears stored on the K drive drawn down from Open Housing contain details of customers names and addresses and staff names. Recharge and Sales invoices filed on on the K drive and in paper files will usually show names and addresses of customers and sometimes staff</p> | <p>K drive / Open Housing / Open Accounts / paper files stored in Finance / Outlook</p> | <p>Maintenance of the Association's Accounts Receivable ledgers</p> | <p>Read/Write access for a variety of staff to K drive and Open Housing although only Finance staff have access to the Finance folders and Open Accounts. Limited access to Finance paper files. Email files open to Finance staff destroyed after 3-6 months.</p> | <p>Customers External / Internal Auditors</p> | <p>6 years following the end of the financial year to which they relate.</p> |
| <p>Financial Accounting/General Ledger - excel analyses drawn down from Open Housing and Open Accounts will go down to a transactional level and as such may contain details of customers' / suppliers' names and addresses and staff names. Journals filed on K drive may occasionally contain details of customers' addresses.</p> | <p>K drive/ Open Housing / Open Accounts / paper files stored in Finance / Outlook</p> | <p>Maintenance of the Association's nominal ledgers which support the preparation of management information for the senior management team and Management Committee</p> | <p>Read/Write access for a variety of staff to K drive and Open Housing although only Finance staff have access to the Finance folders and Open Accounts. Limited access to Finance paper files.</p> | <p>External / Internal Auditors</p> | <p>6 years following the end of the financial year to which they relate.</p> |

| Finance Documents | | | | | |
|---|---|--|--|--|---|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| <p>Grant Funding/Development Accounting - excel analyses drawn down from Open Housing or Open Accounts, and saved on the K drive will be at a transactional level and as such may contain staff names.</p> <p>Correspondence to do with development projects is stored in lever arch files. These files may include customer names and address e.g. property buybacks.</p> | K drive/ Open Housing / Open Accounts / paper files stored in Finance / Outlook | Recording and monitoring of grants received and expenditure incurred on development contracts and other grant-funded activities. | Read/Write access for a variety of staff to K drive and Open Housing although only Finance staff have access to the Finance folders and Open Accounts. Limited access to Finance paper files. | External / Internal Auditors Funders in support of grant claims / lawyers | NFHA best practice 12 years after settlement of all issues. |
| VAT returns | Excel – for subsidiary records | Legal and HM Revenue & Customs requirement | Finance Staff | 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>House Sales - excel analysis drawn down from Open Housing at a transactional level and saved on the K drive will contain details of customers' names and addresses and staff names</p> | K drive / Open Accounts / Open Housing | Accounting for House Sales | Read/Write access for a variety of staff to K drive and Open Housing although only Finance staff have access to the Finance folders and Open Accounts. Limited access to Finance paper files. | Legal/Funders/Internal & External Audit | 12 years after settlement of all issues. |
| <p>Insurance - excel analysis on the K drive will contain details of customers names and addresses. For example 3rd Party Insurance Claims. Annual insurance renewal declarations on the K drive will include property address listings. Regular claims reports from the brokers received by email will be in Outlook</p> | K drive / Open Accounts / Open Housing / paper files in Finance and in Maintenance | Building and Insurance Cover for the Association and factored owners | Read/Write access for a variety of staff to K drive and Open Housing although only Finance staff have access to the Finance folders and Open Accounts. Limited access to Finance / Maintenance paper files. Email files open to Finance / Maintenance staff destroyed after 3-6 months. | Insurers and Brokers / Internal / External Auditors Lawyers | 10 years |

| Finance Documents | | | | | |
|--|---|---|--|---|--|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| <p>Factoring - Copies of owners' invoices in both word & pdf format are stored on the K drive. Details of Arrears cases, NOP details etc will be stored in the K Drive and in paper files (both will show details of names and addresses of customers). Correspondence with customers will include names & addresses are stored on the K drive and in Open Housing with the exception of some larger mail merges that are stored on the. Manual bill calculations e.g. apportionment of larger contract costs, change of ownership, recharge of legal fees etc. will be saved on the K drive and in paper files. All these are likely to contain customer names and addresses</p> | <p>K drive/ Open Housing / Open Accounts / paper files stored in Finance and Factoring/ Outlook</p> | <p>Provision of a factoring service to Owners and Sharing Owners.</p> | <p>Read/Write access for a variety of staff to K drive and Open Housing although only Finance staff have access to the Finance folders and Open Accounts. Limited access to Finance / Factoring paper files. Email files open to Finance / Factoring staff destroyed after 3-6 months.</p> | <p>Lawyers Debt Agencies /Sheriff Officers Internal / External Auditors</p> | <p>6 years following the end of the financial year to which they relate.</p> |

| 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 on what customer advises at time of phone call. These details are not accessible to staff going forward.</p> <p>Cancellations of direct debits. These files will contain names and address of customers & bank details.</p> | Allpay Website / K drive /Open Housing / Outlook | To process customer payments | <p>Authorised staff members (users). These users are set up by IT.</p> <p>Payment downloads which are imported into Open Housing are stored in the Finance section of the K drive which is only accessible by Finance Staff</p> <p>Allpay DIR files are emailed to Rent Team for information.</p> | Internal / External Auditors | 6 years following the end of the financial year to which they relate. |

| IT Documents | | | | | |
|--------------------------------------|------------------------------------|------------------------------------|--------------------------|------------------------------|---|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Tender Documentation | K drive and paper files in Finance | To support management of contracts | IT and Finance Staff | Internal / External Auditors | <p>1 year for unsuccessful tenders.</p> <p>6 years after end of contract for successful Tender.</p> |

HOUSING & PROPERTY SERVICES

| Housing 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 | Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access | To confirm identity, proof of access to children, proof of employment | Housing Services Staff, Housing Manager | Support agencies, Interpreters | Whilst application is live or tenancy awarded |
| Matching & Allocation Audit Paperwork - list of applicants on waiting lists being considered for a property, has application number, short name, address, phone number | Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access | For transparency for property allocation | Housing Services Staff, Housing Manager | External/internal auditors | For duration of tenancy |
| Transfer Application Forms - proof of pregnancy, medical self assessment forms | Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access | To confirm change in circumstances | Housing Services Staff | N/A | Until transfer application cancelled |
| Child protection cases | On H drive | Child protection | Housing Services staff Head of Housing Housing Manager | Social Work Services | Duration of tenancy |
| Change of circumstances - copies of marriage/birth/divorce/death certificates | Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access | To confirm change of circumstances for tenancy management (e.g. successions, permission to reside etc.) | Housing Services Staff | N/A | Duration of tenancy |

| Housing 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. | Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access | Administration of tenancy agreement | Housing Services staff | Glasgow City Council Solicitors | Duration of tenancy |
| Termination Form - name, address, telephone number, email address, forwarding address | Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access | Required when a tenant wishes to end their tenancy | Housing Services Staff | N/A | 1 year |
| Abandonment Notice - name, address | Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access | A 1st and 2nd aband is served when it is believed a tenant is not residing in the property | Housing Services Staff | CSG, Police Scotland, GCC , Prisons in order to establish whereabouts | Duration of tenancy or once tenancy has ended |

Housing Services Documents

| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
|---|---|---|---|---|-------------------------------------|
| <p>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</p> | <p>Held in open Housing and in the files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access</p> | <p>To record and deal effectively with ASB complaints relating to our tenants</p> | <p>Housing Services Staff Head of Housing</p> | <p>Police Scotland Community Safety Glasgow</p> | <p>Duration of tenancy</p> |
| <p>Recovery of Tenancy - same info as ASB and/or NOP plus decree extract if eviction granted</p> | <p>Held in open Housing and in the files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access</p> | <p>Required for court when trying to secure an eviction</p> | <p>Housing Services Staff Head of Housing</p> | <p>CSG, TC Young, Police Scotland,</p> | <p>5 years after end of tenancy</p> |
| <p>Residents/close meetings notes - name, address</p> | <p>Held in open Housing and house files. Any correspondence is saved to H drive which is limited in access</p> | <p>To address any communal issues</p> | <p>Housing Services Staff</p> | <p>CSG, TC Young, Police Scotland</p> | <p>5 years</p> |
| <p>Notice of Proceedings - name, address and grounds for raising action</p> | <p>Held in open Housing and in the allocations files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access</p> | <p>Served for a number of reasons e.g. condition of property</p> | <p>Housing Services Staff Head of Housing</p> | <p>CSG, Police Scotland</p> | <p>Duration of tenancy</p> |

| Housing 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 | Held in open Housing and in the files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access | Normally instigated by the tenant wanting something answered or resolved | Housing Services Staff Corporate Services Staff Housing Manager Head of Housing Director | N/A | Duration of tenancy |
| Solicitor Letters - name and address of tenant(s) and nature of letter | Held in open Housing and in the files which are in the lockable storage cupboard in HS room. Any correspondence is saved to H drive which is limited in access | Normally instigated by the tenant wanting something answered or resolved | Housing Services Staff Corporate staff Housing Manager Head of Housing Director | N/A | Duration of tenancy |
| Retirement Housing - emergency contact details, GP details, next of kin | Stored in house file and on open housing. | In case of emergency | Housing Services Staff, Head of Housing | Shared with Alert A call | 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 Services Staff, Head of Housing | Potentially: tenant's named contact; GP; Social Work, Fire and Rescue | Duration of tenancy and at termination of tenancy, delete |
| Housing Services Documents | | | | | |

| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
|--|--|---|--|--|---|
| Supported Accommodation - information from support providers, possibly Social Work regarding proposed referral | Stored on open housing, in H drive and in locked cupboard | To process/assess housing referral | Senior Housing Officer Housing manager Head of Housing | Support provider Glasgow City Council and Fire service for HMO purposes | Duration of tenancy and at termination of tenancy, delete |
| HOMESWAPPER | 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 6 monthly to confirm whether they wish to remain registered. If no response, cancelled immediately and info deleted from website within a 4 week period |
| GOSIP service – name, address, phone number, email, medical info, DOB, family comp, care responsibilities, employment status/benefits, next of kin, protected characteristics, NI, immigration status, notes of meetings or claims | On electronic Gosip database which is restricted in access | To assist clients in any claims or other issues they might have | GOSIP Co ordinator | n/a | For the period GOSIP acts as confirmed representative and an additional two years if consent is given in relation to a claim or appeal |

| Housing Services Documents | | | | | |
|---|--|---|--|---|--|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Welfare Benefits Documents | | | | | |
| Welfare benefits clients — name, address, phone number, email, medical info, DOB, family comp, care responsibilities, employment status/benefits, next of kin, protected characteristics, language, NI, immigration status, notes of meetings or claims | Held on electronic welfare rights access database with restricted permissions in H drive Notes of meetings held in paper file on Open Housing in Capita or personal desktop which is accessible only by the individual staff member. Held in locked filing cabinets in nearby location. | To maintain a record of client contact and for follow up action | Welfare Rights staff Notes accessed by rents team staff | DWP HMRC Southseeds Foodbank Solicitors South east carers network GCC Translators/Interpreters as part of discussions MPs/MSPs Some of above with mandated authorisation | For the period we act as confirmed representative and an additional two years if consent is given in relation to a claim or appeal, an agreed period of retention will be agreed |
| Maintenance Documents | | | | | |

| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
|---|---|---|--|-------------------------------|--|
| Emails from repairs email - name and address | Repairs inbox | To process repairs | Repairs Staff, Senior Maintenance Officer Head of Housing & Property Services | Contractors to organise works | Each email deleted after one month. Only kept if needed and at that point scanned to tenant's file |
| Excel table of emergency repairs received from contractors who use e service– name, address, telephone number | Individual officer inboxes | To record emergency repairs that have taken place onto Open Housing | Repairs Staff, Senior Maintenance Officer Head of Housing & Property Services | N/A | Deleted after processing |
| Repairs requests from tenants - name, address, telephone number | Open Housing | To process repairs | All staff | Contractors to organise works | Permanently on Open Housing |
| Repair request noted by hand - name, address, telephone number | Paper Notebooks | To note repairs calls | Repairs Assistants | other repairs assistants | Until notebook runs out) Disposed of in Confidential waste. |
| Inspection works | On each officer's tablet which syncs to Open Housing and into outlook diaries | To advise of inspections to be carried out | Repairs Staff, Senior Maintenance Officer Head of Housing & Property Services | N/A | As part of tenants records |

| Maintenance Documents | | | | | |
|--|--|---|---|-------------------------|--------------------------|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Medical adaptations - name, address, telephone number, details of disability, household composition | Processed as normal repair through open Housing. Any paperwork held in tenant's file | To carry out medical adaptations | Housing Services, Development & Maintenance Staff | Contractor, Social Work | 1 year past completion |
| Medical Adaptations OT Referral - name, address, date of birth, telephone number, medical history | In tenant's file and on Open Housing | To carry out medical adaptations | Housing Services, Development & Maintenance Staff | Social Work | Indefinite |
| Medical adaptations letters - name , address | Open Housing | To acknowledge receipt of medical adaptation referral | Housing Services, Development & Maintenance Staff | Social Work | Indefinite |
| Gas Servicing - name, address and contact information | Open Housing and in tenant's file | To carry out annual gas service and ensure compliance | Housing Services, Development & Maintenance Staff | Contractor | 6 years for certificate |
| Gas service letters- name and address | In tenant's file, repairs file and noted on Open Housing | To carry out annual gas service and ensure compliance | Maintenance Staff and Housing staff | N/A | As per length of tenancy |

| Rent Management 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 | Rent and Welfare Rights staff members | N/A | 1 month |
| Tenants legal action (e.g. NOP, Book to court) | | Manage rent arrears | Rent Staff | Solicitors Sheriff Officers | Remainder of tenancy excluding NOP |
| Tenant rent arrears/court action spreadsheet | Stored in K Drive | For working document | Rent Staff | N/A | Tenant information deleted on completion |
| Tenants medical information | Advice Pro (web based application) Copies kept on *** | For entitlement checks to various benefits. Copies of disability benefit forms and medical reports | Four members of Welfare Rights staff - licensed (password protected) | DWP | Deleted after award outcome |
| Direct debit and debit card payment information | Allpay (web based application) | For rent payments | Rent 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) | Welfare Rights 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 | Open Housing | Referral to Scotcash | All staff | Scotcash | 1 month |

| Rent Management 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 Rent (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 Welfare Rights 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, OPEN HOUSING | UC payment & APA & DWP RDI requests | Rent & Welfare Rights | DWP | Deleted after award outcome |
| Original copies of bank statements | These are e-mailed to HB. | Housing Benefit | Rent and Welfare Rights 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 Welfare Rights staff, access by license only. | N/A | Not retained |

| Factoring documents | | | | | |
|---|-----------------|-------------------------------|--------------------------|---|---|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Current owners – occupancy agreement, letters, welfare benefits advice, factoring bills, accidents and incidents in common areas, insurance claims, common repairs and major repairs correspondence, information regarding court proceedings | | To provide occupancy history | Factoring staff | Solicitor Insurer 1 st tier tribunal | Duration of tenancy. Once tenancy ended only basic info will be held on file along with correspondence of end of occupancy |
| Former owners- occupancy agreement, letters, welfare benefits advice, sale info, leaving correspondence, info from other agencies relating to owner and household | | To provide proof of occupancy | Factoring staff | Solicitor Insurer 1 st tier tribunal | Five years following end of occupancy, then destroyed and only basic electronic details confirming name, address, start and end of occupancy retained |

DEVELOPMENT & REGENERATION

| Development & Regeneration Documents | | | | | |
|--|---|------------------------------------|-------------------|--|---|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Statutory consents and guarantees relating to development | Held on electronic project file and also paper H/S file and electronic at completion of project | For reference and any queries | Development Staff | Consultants Contractors Participating private owners relative to their particular property | Permanently |
| Site investigation information | Held on electronic project file and also paper H/S file and electronic at completion of project | For reference and any queries | Development Staff | Consultants Contractor | Permanently |
| O&M manuals for development | Part of H/S file | For reference and any queries | Development Staff | Consultants Contractor | Permanently |
| As built drawings | Part of H/S file | For reference and any queries | Development Staff | Consultants Contractor | Permanently |
| Legal documentation for acquisitions and CPOs | Electronic on project file | For reference and any queries | Development Staff | Consultants Contractor | Permanently |
| Grant funding offers in relation to development and acquisitions | Electronic on project file | For reference and any queries | Development Staff | Consultants Contractor | Permanently |
| Title Deeds | With TC Young Solicitors | For reference and any queries | Development Staff | Solicitor | Permanently |
| Tender documentation | In paper file in secure location. PDF on project file | To support management of contracts | Development Staff | Consultant | 1 year for unsuccessful tenders 6 years after end of contract for successful tenders |

| Development & Regeneration Documents | | | | | |
|---|-------------------------|--|--------------------------|------------------------------|--|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Acquisitions | Server | Purchase new properties on the open market | Development Staff | TC Young and District Valuer | Indefinite |
| Cyclical repairs spreadsheet-name and address | Open Housing, Job files | To carry out cyclical repairs | Maintenance Staff | Contractor | Until next contract is tendered: 3/4 Years |

GOVANHILL COMMUNITY DEVELOPMENT TRUST

| Govanhill Community Development Trust | | | | | |
|---|---|--|-------------------|---|--|
| Information Processed or Held | Location | Purpose | Access Internally | Shared With | Retention Period |
| Grant funding offers - in relation to community regeneration projects | Held in secure cupboard in GCDT office | For reference and any queries | GCDT Staff | N/A | 5 years |
| Community work - customers name, address, email address, phone number, health issues, date of birth | Paper copy in locked filing cabinet in GCDT office. Secure electronic spreadsheet. | Administration of support. Reporting information for funders. To provide ongoing support to individuals | GCDT Staff | Reports for funders use anonymised information. | Personal info can be deleted after the project/support ends. Consent required if info to be held beyond this timeframe. Stats (anonymised) retained to inform future funding applications. |
| Volunteering - customers name, address, telephone number, email address, emergency contact, disability, ethnicity, reference, criminal convictions | Paper copy held in secure room in filing cabinet | Administration of volunteering programme. Reporting information for funders. To provide ongoing support to individuals | GCDT Staff. | No. Reports for funders use anonymised information. | Records held for current volunteers and for 6 months after they leave and basic statistical info held for one more year. |

| | | | | | |
|--|---|---|------------|---|--|
| Community conversations- customers name, address, telephone number, email address, age. Media consent form, medical conditions | Registration form – details saved to database. Limited access to GCDT staff | Administration of project. Reporting information for funders. To provide ongoing support to individuals | GCDT Staff | Reports for funders use anonymised information. | Personal info can be deleted after the project ends. Stats (anonymised) retained to inform future funding applications. |
| Employability project - customers name, address, telephone number, email address, age, marital status, children, right to work, benefit status, qualifications, convictions, health and medication, support required | Registration form – saved in secure room in filing cabinet | Administration of project. Reporting information for funders. To provide ongoing support to individuals | GCDT Staff | Reports for funders use anonymised information. | Personal info can be deleted after support ends. Stats (anonymised) retained to inform future funding applications. Information for ESF retained for three years. |
| ESOL project – name, address, telephone, emergency contact, DOB, age of children if using creche, media consent form, medical conditions | Registration form – saved in secure room in filing cabinet | Administration of project. Reporting information for funders. To provide ongoing support to individuals | GCDT Staff | . Reports for funders use anonymised information. | Personal info can be deleted after support ends. Consent required if info to be held beyond this timeframe. Stats (anonymised) retained to inform future funding applications. |