



Housing Service Retention Schedule 2020

Introduction

This retention schedule sets out the time periods that certain types of records must be retained for. This document lists the types of records we Dover District Council process in terms of your tenancy and the applicable retention periods for each record type.

The retention periods are based on business needs and legal requirements. We will only keep personal data for as long as is necessary or for as long as required by law.

In some circumstances it may be necessary to retain documents for longer than the retention period specified in this schedule. The principal reason why this may be necessary is because the document is required for the establishment, exercise or defense of a legal claim. For more information regarding your privacy please visit our website to view our privacy notice at www.dover.gov.uk/privacy, You can also email our data protection team at data.protection@dover.gov.uk.

Record	Recommended retention period	Storage format	Reference
Records, documents or information relating to an individual current tenant	For the lifetime of the tenancy and then 6 years after the tenancy comes to an end	Paper/electronic	Limitation Act 1980
Former tenant's tenancy agreements, records and details of their leaving	6 years after the tenancy comes to an end	Paper/electronic	Limitation Act 1980
Records, documents or information relating to any outstanding income from an individual tenant	4 years from the date the debt arose	Paper/electronic	Limitation Act 1980
Support plans	Destroy when superseded by new support plan. Hold latest plan for 6 years after the tenancy comes to an end.	Paper/electronic	Limitation Act 1980
Tenancy Agreements	For the lifetime of the tenancy and then for 6 years after the tenancy comes to an end	Paper/electronic	Limitation Act 1980
Housing register application	Lifetime of tenancy	Paper/microfiche/electronic	
Single agency assessment details and or medical evidence	Lifetime of tenancy	Paper/microfiche/electronic	

Hard copies of original tenancy and assignment agreements	Lifetime of tenancy	Paper	
Photograph of tenant	Lifetime of tenancy	Paper/microfiche/electronic	
Contacts from and to tenants including requests for service and complaints	Lifetime of tenancy	Paper/microfiche/electronic	
ASB case management	Lifetime of tenancy	Paper/microfiche/electronic	
ASB monitoring spreadsheet	lifetime of tenancy if added to tenancy file	Electronic only	
Disclosed information from enforcement agencies	Until Court case or after 6 months	Paper/microfiche/electronic	
Tenancy notes	Lifetime of tenancy	Paper/microfiche/electronic	
Contact details	Lifetime of tenancy	Paper/microfiche/electronic	
Legal paperwork for Court action	Lifetime of tenancy	Paper/microfiche/electronic	
Complaints about tenants from private residents	Lifetime of tenancy	Paper/microfiche/electronic	
Independent living plans	3 Years	Paper/electronic	
Contacts from tenants - file notes	Lifetime of tenancy	Paper	
Support referrals action plan	Lifetime of tenancy	Paper/electronic	
Daily call sheets	2 Years from creation date	Paper and electronic	
Information in fire boxes (personal evacuation plans)	5 Years	Paper and electronic	

Scheme surgery records	1 Year	Paper and electronic	
TV licensing	Lifetime of tenancy	Paper	
Records, documents or information relating to a responsive repair, capital investment, cyclical or planned maintenance contract	15 years from practical completion	Paper/electronic	Building Regulations 2010 Town and Country Planning Act 1990 Planning Act 2008 Localism Act 2011 Individual Contracts Housing Grants, Construction and Regeneration Act 1996 Local Democracy, Economic Development and Construction Act 2009 (Part 8) Limitation Act 1980 Latent Damage Act 1986