

Service name	Records description	Legislation name	Retain permanently	Start event	Retention period (years)	Retention period (months)	Retain until
Affordable housing	All records relating to the provision and management of affordable housing	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	0	
Allocated council homes	Case files relating to receipt of Notices served pursuant to section 26 of the Landlord And Tenant Act 1954	Limitation Act 1980 (Section 2)	FALSE	Close of case	6	0	
Allocated council homes	Documents related to housing applications.	Limitation Act 1980 (Section 2)	FALSE	Date of application	6	0	
Allocated council homes	Documents related to unsuccessful housing applications.	Limitation Act 1980 (Section 2)	FALSE	Date of application	6	0	
Allocated council homes	The register of individual housing applications.	Limitation Act 1980 (Section 2)	FALSE	Date of application	6	0	
Caretaking	All records relating to the provision of caretaking services in council property	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	0	
Change of housing tenancy	All records relating to changes in existing tenancies	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	0	
Communal heating charge	All records relating to the allocation and collection of communal heating charges	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	6	

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Demoted tenancy	All records relating to application for and management of a demoted tenancy	Limitation Act 1980 (Section 2)	FALSE	Date demoted tenancy ends	6	0	
Empty residential properties	All records relating to the management of empty residential properties	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	6	
Furnished tenancies	All records relating to the provision of specified range of furniture and appliances up to a certain value when a tenant moves into their property. They sign an agreement to pay over a fixed period of time. This is subject to eligibility.	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	0	
Garage lettings	All records relating to the management of garage lettings	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	6	
Hard to let properties	All information relating to the management of hard to let properties		FALSE	Year records created	6	6	
Home contents insurance	All records relating to the provision of home contents insurance schemes to council tenants	Limitation Act 1980 (Section 2)	FALSE	Date of last payment	6	6	

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House clearance and re-housing	All records relating to the demolition and redevelopment of site including the rehousing of current tenants	Limitation Act 1980 (Section 2)	FALSE	Completion of the redevelopment of the site	6	6	
Housing allocation system	All records relating to the allocation of system	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	0	
Housing association nomination and registration	Information about housing associations in the borough	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	6	
Housing evictions	All records relating to the eviction of tenants from local authority properties	Limitation Act 1980 (Section 2)	FALSE	Date of enforcement action	6	0	
Housing evictions	Case files relating to repossession of council properties held under an unsecured tenancy	Limitation Act 1980 (Section 2)	FALSE	Close of case	6	0	
Housing evictions	Case files relating to service of s.25 s.27 and other Notices to quit	Limitation Act 1980 (Section 2)	FALSE	Close of case	6	0	
Housing insurance claims	All records relating to the management of housing insurance claims	Limitation Act 1980 (Section 2)	FALSE	Date claim settled	6	6	
Housing referrals	All records relating to the management of housing referrals	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	0	

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Housing rent setting	All records relating to the setting of housing rent	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	6	
Housing rent setting	Case files relating to rent reviews	Limitation Act 1980 (Section 2)	FALSE	Close of case	6	0	
Housing rent	All records relating to deposits paid for housing	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	6	
Housing rent	Documentation relating to the notification and enforcement of breaches of council tenancy agreements.	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	6	
Housing tenant support	All records relating to support given to housing tenants	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	6	
Introductory council tenancies	All records relating to introductory council tenancies	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	0	
Late tenancy arrears	All records relating to the repayment to late tenancy arrears	Limitation Act 1980 (Section 2)	FALSE	Date of last repayment	6	6	
Mutual home exchange	All records relating to the management of mutual home exchange	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	6	

Service name	Records description	Legislation name	Retain permanently	Start event	Retention period (years)	Retention period (months)	Retain until
Property deeds	All records relating to property deeds where the property is housing owned by the Council		FALSE	Date ownership commenced	0	0	Property is sold
Registering for a council property	All records relating to the registration for a council property	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	0	
Rent arrears	Documentation relating to rent collection and the notification and enforcement of rent arrears process, housing benefit and debt management advice	Limitation Act 1980 (Section 2)	FALSE	Last action on the tenancy	6	6	
Rent arrears	Documentation relating to setting rents for council housing and rent accounting	Limitation Act 1980 (Section 2)	FALSE	Last action on the tenancy	6	6	
Right to buy your home	All records relating to the management of right to buy schemes	Limitation Act 1980 (Section 2)	FALSE	Date property purchased	12	12	
Right to buy your home	Case file relating to Right to Buy pursuant to the Housing Act 1985	Limitation Act 1980 (Section 2)	FALSE	Close of case	6	0	

Service name	Records description	Legislation name	Retain permanently	Start event	Retention period (years)	Retention period (months)	Retain until
Social housing policy	All records relating to the development, implementation and monitoring of a social housing policy		FALSE	Date policy expires	3	0	
Tenant housing alterations	All records relating to alterations made to council housing stock by tenants	Limitation Act 1980 (Section 2)	FALSE	Date the work on the property is completed	6	0	
Tenant participation	All records relating to the full involvement of tenants in how their homes and estates are managed, with the aim of improving housing services and improving the quality of life in local communities		FALSE	Year records created	3	0	
Tenant support	All records relating to the provision of support to new tenants	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	0	
Unauthorised house occupants	All records relating to the management of unauthorised house occupants	Limitation Act 1980 (Section 2)	FALSE	Date of enforcement action	6	6	

Service name	Records description	Legislation name	Retain permanently	Start event	Retention period (years)	Retention period (months)	Retain until
Homelessness support	All records relating to short term and emergency accommodation for homeless people.	HMRC - Compliance Handbook Manual CH15400	FALSE	Last contact	6	6	
Hostels and emergency accommodation	All records relating to the provision of hostels and other temporary accommodation	Limitation Act 1980 (Section 2)	FALSE	Creation of records	6	0	
Council tenant advice	Documentation relating to the tenancy agreement.		FALSE	Last action on the tenancy	6	6	
Council tenant advice	Information about housing transfers, applications, removals	Limitation Act 1980 (Section 2)	FALSE	End of the tenancy	6	6	
Drainage	All records relating to the provision of help and advice on highway drainage, land drainage or private drainage and may arrange for clearance of a blocked drain	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	0	
Energy efficiency	All records relating to the assessment of properties for energy efficiency		FALSE	Date of assessment	6	0	
Housing and public health	All records relating to the enforcement of public health and housing regulations.	Limitation Act 1980 (Section 2)	FALSE	Date of enforcement action	6	0	

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Housing and public health	All records relating to the provision of advice and information to the public on all aspects of public health relating to housing.		FALSE	Year records created	1	0	
Housing legal advice	All records relating to legal advice given to homeowners and tenants relating to housing matters	Limitation Act 1980 (Section 2)	FALSE	Date legal advice given	6	6	
Housing mediation	All records relating to the provision and management of housing mediation services	Limitation Act 1980 (Section 2)	FALSE	Date case resolved	6	0	
Local authority mortgage scheme (LAMS)	All records relating to the management of the Local Authority Mortgage Scheme (LAMS)	Limitation Act 1980 (Section 2)	FALSE	Last payment on the mortgage	12	0	
Mortgage references	All records relating to the provision of references to a mortgage lender for tenants wishing to purchase their own property.	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	0	

Service name	Records description	Legislation name	Retain permanently	Start event	Retention period (years)	Retention period (months)	Retain until
Private housing advice	All records relating to advice given to tenants and landlords in the private sector on housing related matters such as tenancies, welfare benefits, rent, repairs		FALSE	Year records created	1	0	
Private tenant advice	Advice about housing related issues such as exclusion, mortgage arrears, homeless prevention, single homeless advice	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	6	
Private tenant advice	General information and advice about housing given to home owners and tenants		FALSE	Year records created	3	3	
Shared home ownership	All records relating to the creation and management of Shared Home Ownership	Limitation Act 1980 (Section 2)	FALSE	Date of last payment on the scheme	12	0	
Communal housing repairs	All records relating to repairs made to communal areas within council accommodation	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	6	

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Demolitions - alternative housing	All records relating to the demolition of property and the offer to tenants of alternative accommodation	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	0	
Demolitions - disturbance allowance	All records relating to disturbance allowance paid to tenants in council property when nearby property is demolished	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
Demolitions - tenants' responsibilities	All records relating to advice and support given to tenants when the property is demolished	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	0	
Emergency out of hours housing repairs	Housing repairs, renovation major works and planned maintenance relating to specific properties, external maintenance of grounds and building cleaning	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	6	
House surveying - major repairs	All records relating to surveys undertaken by the council of housing stock	Limitation Act 1980 (Section 2)	FALSE	Date of the survey	6	0	

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Housing Care and Repair scheme	All records relating to the management of housing care and repair schemes	HMRC - Compliance Handbook Manual CH15400	FALSE	Completion of the work	6	0	
Housing improvements - temporary accommodation	All records relating to the provision of temporary accommodation to tenants whilst major works are being carried out	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	6	
Housing modernisation schemes	All records relating to the management of housing modernisation schemes	Limitation Act 1980 (Section 2)	FALSE	Last action on the scheme	6	6	
Housing repairs	Permission requested by tenants to undertake alterations.	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	6	6	
Housing repairs	Permission requested by tenants to undertake alterations.	Limitation Act 1980 (Section 2)	FALSE	End of tenancy	0	6	
Rechargeable home repairs	All records relating to the management of rechargeable home repairs	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	6	
Fair rents inspection	All records relating to fair rents inspections	Limitation Act 1980 (Section 2)	FALSE	Date of inspection	6	6	

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Houses in multiple occupation register	All records relating to the registration of houses in multiple occupation	Limitation Act 1980 (Section 2)	FALSE	Date registration expires	6	0	
Houses in multiple occupation safety inspection	All records relating to safety inspections of houses in multiple occupation	Limitation Act 1980 (Section 2)	FALSE	Date of inspection	6	6	
Landlord accreditation	All records relating to the administration of landlord accreditation schemes		FALSE	Date accreditation ends	3	0	
Private landlord support	All records relating to the provision of information and support to anyone who is providing property for rent in the local area.		FALSE	Year records created	1	0	