RCH Group Policy: Records Management

Policy Owner	Group Services Director
Policy Manager	Business Planning & Compliance Manager
Approval Body	Audit & Risk Committee
Approval Date	20 October 2026

Contents

1. Scope 3
2. Introduction 3
3. Definitions 4
4. Policy Statement and Responsibilities 4
5. Equality, Diversity and Inclusion 7
6. Review 7
Appendix 1: Records Management Protocol 8
Appendix 2: Records Retention Protocol 11
Appendix 3: Records Retention Schedules 12

This policy is available, on request, in different languages and in other formats such as large print, audio format and braille as required.

1. Scope

1.1 This is a Group policy and therefore applies to Staff, Board and Committee members of The RCH Group of companies. As of September 2026, The RCH Group consists of River Clyde Homes (RCH) and its subsidiary, Home Fix Scotland Ltd (HFS).

1.2 It covers all records held by the RCH Group regardless of:

- format or medium; and
- whether these are on RCH Group premises or in any other location.

1.3 In this Policy, reference to a record is a reference to the original. Original records must not be disposed of other than in accordance with the Records Retention Schedules (see Appendix 3).

2. Introduction

2.1 The RCH Group Records Management Policy provides the framework for the effective management of our records and reflects our commitment to continually improving our practices.

2.2 Records are recognised as a corporate asset containing vital information and data that must be managed effectively from the point of creation until disposal. This is critical in order to:

- support better decision making and the achievement of operational and business objectives;
- provide good customer service;
- increase efficiency and productivity;
- support organisation knowledge management;
- support legal and regulatory compliance; and
- demonstrate good governance, accountability and transparency.

2.3 The aim of this policy is to ensure effective management of all RCH Group records through the refinement of our current records management framework and ensuring that this is successfully integrated with our strategic and day to day business practices.

2.4 The management of RCH Group records is carried out in line with statutory and regulatory requirements. This includes, but is not limited to:

- Data Protection Act 2018 and the UK General Data Protection Regulations
- Freedom of Information (Scotland) Act 2002
- The Environmental Information (Scotland) Regulations 2004

2.5 This policy should be read in conjunction with other group policies, including:

- RCH Group Data Protection Policy
- RCH Group Freedom of Information Policy

- RCH Group Information Security & Acceptable Use of ICT Facilities Policy

3. Definitions

3.1 A **record** is defined as information created, received and maintained as evidence and information by an organisation or a person, in pursuance of legal obligations or in the transaction of business.

3.2 It can exist in either a physical or electronic medium and encompasses all formats used to record data. The following is a non-exhaustive list of possible record formats:

- digital documents of all formats (excel, pdf, word, etc.)
- physical documents or photographs
- entries in databases or systems
- emails
- audio, visual or video footage (CCTV, call recordings, logos, infographics)
- messages (MS Teams chat history, texts)

3.3 Information that is transitory or incidental to the work of the RCH Group and is likely to have no enduring business or operational value should be disposed of promptly and not kept longer than is necessary. Examples include:

- notes, working documents and files that only have value until a Record has been developed;
- email or written correspondence without enduring value;
- unsolicited offers or CVs unless these will be followed up later;
- personal notes, files, task reminders and emails.

These are **not** deemed to be records for the purposes of this policy.

3.4 **Records Management** is defined as the field of management responsible for the efficient and systematic control of the creation, receipt, maintenance use and disposal of records, including processes for capturing, maintaining using and disposing of records.

4. Policy Statement and Responsibilities

4.1 Our records management framework comprises of this policy, and related standards for the documentation of records management processes.

4.2 We will embed our records management framework by:

- promoting awareness of good records management;
- developing and encouraging a records management culture where the value and benefits of effective records management are recognised;

- ensuring that roles and responsibilities are clearly defined and that relevant training is provided;
- ensuring that all staff are aware of what they must do to manage records in an effective and efficient way;
- promoting continuous improvement of the effectiveness of records management;
- establishing a mechanism for monitoring compliance and reporting on records management; and
- identifying and mitigating corporate business continuity risk.

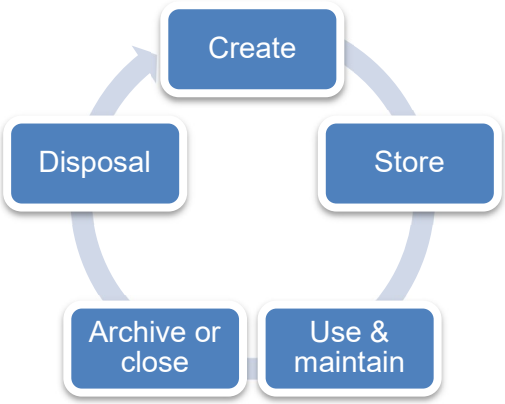
4.3 The RCH Group is committed to creating, keeping and managing records which document our principal business activities and ensuring efficient and systematic controls are in place at each stage of a record's lifecycle.

4.4 The following standards apply to **records**. Records must:

- be managed in compliance with all relevant legislative and regulatory requirements affecting their use or retention.
- contain relevant information and have appropriate context and format.
- be accurate, authentic, useable, reliable, timely and well-managed.
- directly relate to and/or support a service, function or activity of the organisation and be capable of supporting organisational decision-making.
- serve the interests of the organisation, customers, staff and other third parties.
- be adequately managed using approved systems and processes in relation to their creation, distribution, use, maintenance and disposal.
- be managed and stored in suitable format to retain quality, relevance, accessibility, durability and reliability and should only be transferred to another format with regard for these qualities.
- be retained or disposed of in accordance with the Records Retention Schedules (Appendix 3).
- undergo appropriate destruction ***when no longer required,*** in an organised, efficient, timely and, where necessary, confidential manner.

4.5 The confidentiality of records should be maintained at all times including in relation to their disposal and should be protected at all times from unauthorised or unlawful disclosure.

4.6 Records must be managed throughout their lifecycle from creation until ultimate disposal in an effective and efficient way in accordance with the appended Records Management Protocol (Appendix 1).



4.7 The Record Retention Schedules detail the records required by the RCH Group and their default retention periods and should reflect:

- any statutory obligations to retain certain types of records;
- business needs for authoritative information about past actions and decisions for current business purposes;
- the need to protect legal and other rights of the RCH Group, its staff, customers and other relevant stakeholders;
- the need to explain and, where necessary, justify past actions during an audit or investigation; and
- the data protection principle of storage limitation in relation to records containing personal data.

4.8 The Records Retention Protocol (Appendix 2) must be followed when a decision is being made about whether to retain or dispose of a document.

Responsibilities

4.9 Managers have responsibility for:

- the establishment and operation of this policy and any supporting procedures within their team;
- ensuring the establishment of business practices for record keeping within their department and monitoring compliance with these;
- ensuring that proper management of records is incorporated into all processes and systems at the earliest possible stage of development; and
- ensuring that staff members are aware of their responsibilities and have completed any required training.

4.10 All teams and individual staff have responsibility to:

- manage records effectively throughout their lifecycle from creation to disposal;
- familiarise themselves with, and adhere to, all relevant records management procedures, practices and guidance;
- achieve and demonstrate an adequate level of general awareness of records management;
- file items promptly and accurately;

- ensure records are complete, accurate and up to date when they create, use or store records;
- identify final versions and exercise version control of documents;
- ensure records can be accessed as needed;
- be familiar with any specific roles or responsibilities assigned to them;
- follow records retention procedures; and
- participate actively in records management training and exercises when required.

4.11 The Business Planning & Compliance Team can provide advice and guidance on the requirements of data protection legislation and information governance queries.

4.12 The Group Services Director has responsibility for implementation of this Policy to ensure that the RCH Group complies with its legal and regulatory duties.

4.13 Directors have overall responsibility for records management within their directorate. Directors will provide the Group Services Director with an annual statement confirming that retention schedules in their area have been followed. All records will have an identifiable record owner who is responsible for their management whilst in regular use and for appropriate retention and disposal.

4.14 All Board and Committee Members, who during the course of their duties, deal with records must comply with this Policy.

5. Equality, Diversity and Inclusion

5.1 The RCH Group will apply this policy fairly and consistently. In implementing this policy, we will not directly or indirectly discriminate against any person or group of people because of their race, religion or belief, gender, disability, age, sexual orientation, or any other grounds. Our commitment to equality and fairness will apply irrespective of factors such as age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or other personal attributes.

6. Review

6.1 This policy will be reviewed in its entirety every 3 years, unless an earlier review is required due to major organisational, technological or regulatory changes, or because monitoring and reporting reveals that a change in policy is required sooner.

Appendix 1: Records Management Protocol

1. Record Creation

1.1 Each business division must maintain a record keeping system to document its activities. This must take account of the legislative and regulatory environment in which the RCH Group operates.

1.2 Each business division should have written processes on record creation for its key records within the relevant organisational systems. The objectives of documenting record creation processes include supporting:

- Data quality
- Regulatory compliance
- Staff training
- Operational efficiency
- Process improvement
- Business continuity
- System governance

1.3 Processes must:

- Be clearly written so that a competent person can follow the process without additional guidance
- Provide sufficient detail to enable consistent execution by different staff
- Define data requirements & differentiate between mandatory and optional fields
- Support accountability by clearly identifying who is responsible for creating, reviewing and approving records where applicable
- Promote data quality by specifying validation checks and quality assurance activities

1.4 All records held by the RCH Group must be complete, up to date and accurate to:

- facilitate an audit or examination of the business;
- provide a true and accurate record of the policies and activities of the RCH Group;
- provide proof of authenticity of a record; and
- protect the legal and other rights of the RCH Group, its customers and any other persons affected by its actions.

2. Record Keeping or storage

2.1 Each business division must implement a record keeping system that allows records to be identified, located, retrieved, presented and interpreted.

2.2 An index of all records should be maintained.

3. Record Maintenance

3.1 The record keeping system must be maintained so that records:
- are properly stored and protected from unauthorised access; and
- can be easily tracked, located and retrieved.

3.2 Current paper records should be stored in clean, tidy and lockable filing cabinets to prevent damage. When paper records are no longer required for current business purposes, it is best practice to ensure that they are stored securely in our off-site storage location in line with the records retention schedules. A log of all records held off-site for long term storage must be maintained and kept up to date.

3.3 Current electronic records must be stored in such a way that they cannot be accessed by anyone other than authorised persons.

4. Record Archive or Closure

4.1 Records must be closed as soon as they have ceased to be of active use.

4.2 Once a record has been closed, a decision must be made about whether it must be retained or disposed of. All decisions about whether to retain or dispose of a document must be made in accordance with the Records Retention Protocol (Appendix 2) and the relevant Records Retention Schedules.

4.3 When a file is closed, this should be marked on the paper file, electronic file and in the index of records.

4.4 The Records Retention Protocol sets out the process that must be followed before a decision can be made about whether to dispose of a document.

4.5 The Records Retention Schedules set out the RCH Group's main categories of records together with a minimum or suggested retention period for each. Where there is a minimum retention period the record must not be disposed of before the expiry of that period.

5. Record Disposal

5.1 There are several options for disposal of records and documents:
- secure destruction by our secure destruction provider;
- hard deletion of electronic records; and
- secure destruction of records held at storage by our off-site secure storage provider once the retention period has been reached.

5.2 All records and documents containing personal, business or confidential information must never be disposed of in an ordinary waste bin. When disposing of records and documents, the services of our secure destruction provider must be used.

5.3 Copies of records may be disposed of according to operational needs as long as the original is maintained in accordance with this policy.

5.4 A document must never be disposed of where it is the subject of:

- a live subject access request under the Data Protection Act 2018/ UK GDPR;
- a live request under the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004;
- an internal audit investigation; and
- court proceedings including a court order for information.

5.5 The RCH Group may retain records for longer than the prescribed retention period in certain specific circumstances, namely:

- destruction requires the contractual consent of a third party and that consent has not yet been provided;
- the records are relevant to actual or possible legal proceedings, or to an internal investigation; and
- the records relate to an outstanding debt owed to the RCH Group.

Appendix 2: Records Retention Protocol

1. Document retention

1.1 This must be carried out by an officer who has sufficient operational knowledge of the document and its function and purpose within the RCH Group. An informed decision about whether to retain or dispose of a document should be undertaken in accordance with applicable Retention Schedules.

1.2 A document must never be disposed of where it is the subject of:

- a live subject access request under the Data Protection Act 2018/ UK GDPR;
- a live request under the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004;
- an internal audit investigation; and
- court proceedings including a court order for information.

1.3 If clarification is required, advice should be sought from Information.Governance@riverclydehomes.org.uk

2. Documents relating to disputes

2.1 There are occasions when the RCH Group becomes involved in disputes with third parties. On these occasions, it is essential that the RCH Group has access to all documentation and correspondence that is relevant to the dispute. This will assist the RCH Group to assess the merits of the dispute and to progress the dispute as necessary, whether through the court process or by negotiation. If the documentation relevant to the dispute has not been retained, this will affect the RCH Group's ability to pursue or defend the case.

2.2 However, not all media are admissible as evidence in court. In some cases only hard copy records will be acceptable for this purpose (e.g., signed tenancy agreements, contracts or an employer's records of PAYE deductions). In others, computer printouts or even photocopies may be admissible as evidence in court if records are normally kept in that form or if the original is no longer available. For this reason, advice is available from Legal@riverclydehomes.org.uk if required.

3. Legal requirement for retention

3.1 There are some statutory provisions that require records to be retained for a fixed period of time. The RCH Group must comply with legal requirements. These are contained in the Records Retention Schedules.

Appendix 3: Records Retention Schedules

These schedules set out the retention requirements for records across the Group. They note the record owner, retention period, retention trigger, and the business, statutory, regulatory, or legal basis for keeping each record type. The schedules should be read alongside

- Appendix 1: Records Management Protocol — Record Closure and Disposal sections
- Appendix 2: Records Retention Protocol

Contents

- Schedule A: General group wide records 13
- Schedule B: Business Change & Compliance 13
- Schedule C: Finance, ICT & Procurement 21
- Schedule D: Human Resources 26
- Schedule E: Housing Services 29
- Schedule F: Customer Services 30
- Schedule G: Property Services 31
- Schedule H: Home Fix Scotland 34

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
Schedule A: General group wide records					
A1	Policies	Policy Manager	Permanently – see B8	Date policy superseded	Business requirement
A2	Procedures	Author of Procedures	20 years	Date procedures superseded	Business requirement
A3	Strategies	Author of Strategy	Permanently – see B8	Date strategy superseded	Business requirement
A4	Emails	Account Holder or Manager for Group inboxes	5 years unless it forms part of another record.	Date email received or sent	Business requirement
A5	Group or RCH Business Plan	Group CEO	Permanently – see B8	Date superseded	Business requirement
A6	HFS Business Plan	HFS Managing Director	Permanently – see B8	Date superseded	Business requirement
A7	Directorate Plans	Relevant Director	10 years	Date superseded	Business requirement
A8	Records relating to plans/ projects	Relevant Manager	5 years	End of reporting year	Business requirement
A9	Processes relating to operational activities	Relevant Manager	1 year	Date superseded	Business requirement
A10	Equality Impact Assessments	Relevant Manager	10 years	Date superseded	Business requirement
A11	Equality Data	Tenant & Housing Applicant: Housing Services Manager Employee: Senior HR Manager Board Member: Head of Corporate Services	Nil	End of relationship	Business requirement
Schedule B: Business Change & Compliance					

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
GOVERNANCE					
Incorporation Documents					
B1	Certificate of Incorporation	Head of Corporate Services	Permanently (Held by Companies House)	N/A	Statutory – Companies Acts
B2	Certificate of change of company name	Head of Corporate Services	Permanently (Held by Companies House)	N/A	Statutory – Companies Acts
B3	Memorandum & Articles of Association (current & previous)	Head of Corporate Services	Permanently (Held by Companies House)	N/A	Statutory – Companies Acts
B4	Letter of charitable recognition/ registration (from HMRC & OSCR)	Head of Corporate Services	Permanently	N/A	Statutory – Charities and Trustee Investment (Scotland) Act 2005
B5	Certification of Registration with Scottish Housing Regulator	Head of Corporate Services	Permanently (Held by Scottish Housing Regulator)	N/A	Statutory – Housing (Scotland) Act 2010
Decision Making					
B6	Records of General Meetings (AGM, EGM, SGM) – Notices, Agenda, Resolutions, Minutes	Head of Corporate Services	Permanently	Date of meeting	Business Requirement (Statutory – 10 years)
B7	Records of General Meetings (AGM, EGM, SGM) – preparatory and working papers	Head of Corporate Services	Nil	Date superseded/date of meeting	Business Requirement
B8	Board/Committee meeting records – Agendas, Reports & Signed Minutes	Head of Corporate Services	Permanently	Date of meeting	Business Requirement (Statutory – 10 years)
B9	Records of minute-taking – notes, draft minutes, audio recordings	Head of Corporate Services	Nil	Date of confirmation of the minutes	Business Requirement

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
B10	Records documenting the preparation of business for consideration by Executive or Senior Leadership Team – agendas, reports/ papers for consideration, minutes, action trackers	Head of Corporate Services	10 years	Date of meeting	Business Requirement
Board & Committee Members					
B11	Records documenting Board member's declarations of interests.	Head of Corporate Services	10 years	Date member leaves the board	Statutory – Companies Act 2006, s.177, ss.182-7 and s.248
B12	Board and Committee Member's signed Code of Conduct.	Head of Corporate Services	10 years	Date member leaves the board	Business requirement
B13	Register of gifts and hospitality.	Head of Corporate Services	10 years	Date member leaves the board	Business requirement
B14	Board member appointment documentation – applications, appointment letters	Head of Corporate Services	6 years	Date member leaves the board	Statutory – Bank details destroyed immediately after membership ceases
B15	Board member appraisal and training records	Head of Corporate Services	6 years	Date member leaves the board	Business requirement
B16	Timesheets for remunerated posts	Head of Corporate Services	3 years	End of current tax year	Business requirement: aligned with entry C2 under Payroll & Pensions
Registrations & Statutory Returns					
B17	Annual returns to SHR	Head of Corporate Services	5 years	Annual requirement	Business requirement
B18	Register of directors and secretaries	Head of Corporate Services	Permanently	N/A	Statutory – Companies Acts
B19	Register of directors' residential addresses	Head of Corporate Services	Permanently	N/A	Statutory – Companies Act 2006
B20	Register of persons with significant control	Head of Corporate Services	Permanently	N/A	Statutory – Companies Act 2006. If a person ceases to be a PSC, that must be recorded but the person cannot be removed from the register until 10 years after date of cessation.
B21	Register of members	Head of Corporate Services	Permanently	N/A	Statutory – Companies Act. Records may be removed from register 10 years after membership ceases.

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
B22	Register of share certificates	Head of Corporate Services	Permanently	N/A	Statutory – Companies Acts
Internal Audit					
B23	Internal Audit Records (Internal Audit Reports, Annual Reports, terms of Reference, Audit programmes/ plans, working papers)	Head of Corporate Services	6 years	End of financial year	Business requirement
Risk Registers					
B24	Strategic Risk Register	Head of Corporate Services	1 year	Date superseded	Business requirement
B25	Operational Risk Registers	Head of Corporate Services	Nil (current only)	Date superseded	Business requirement
INFORMATION COMPLIANCE					
Freedom of Information					
B26	FOI/EIR Requests/ Requests for Review	Business Planning & Compliance Manager	3 years	Date of last communication	Business requirement
B27	FOI/EIR Appeal to SIC	Business Planning & Compliance Manager	5 years	Date of last communication	Business requirement
B28	Statistical returns on FOI data to SIC	Business Planning & Compliance Manager	3 years	Date of submission	Business requirement
B29	Publication Scheme	Business Planning & Compliance Manager	2 years	Date superseded	Business requirement – prior to destruction, ensure the rolling record of changes has been updated.
Data Protection					
B30	Data Processing Register	Business Planning & Compliance Manager	Current register only	Date superseded	Statutory – UK GDPR
B31	Personal Data Breach Register	Business Planning & Compliance Manager	Current register only	Date superseded	Statutory – UK GDPR
B32	Personal Data Breach Reports for breaches reported to ICO and data subjects **not** notified	Business Planning & Compliance Manager	5 years	Date of decision from ICO	Statutory – Prescription and Limitation (Scotland) Act 1973

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
B33	Personal Data Breach Reports for breaches reported to ICO and data subjects notified	Business Planning & Compliance Manager	5 years	Date data subjects notified of breach	Statutory – Prescription and Limitation (Scotland) Act 1973
B34	Data Protection Impact Assessments	Business Planning & Compliance Manager	5 years	End of processing activity	Business requirement
B35	Data Sharing Agreements	Business Planning & Compliance Manager	5 years	End of data sharing arrangement	Business requirement
B36	Records of Subject Access Requests/ related complaint to ICO	Business Planning & Compliance Manager	3 years	Date of last communication	Business requirement
B37	Records of other Data Subject Rights Requests/ related complaint to ICO	Business Planning & Compliance Manager	3 years	Date of last communication	Business requirement
B38	Records relating to data protection & information governance audits	Business Planning & Compliance Manager	5 years	Date of completion of audit	Business requirement
PERFORMANCE & PLANNING					
B39	Group Performance Records	Business Planning & Compliance Manager	10 years	End of reporting year	Business requirement
B40	Records relating to plans/ projects	Business Planning & Compliance Manager	5 years	End of reporting year	Business requirement
B41	Performance Framework	Business Planning & Compliance Manager	Nil	End of reporting year	Business requirement
B42	Evidence for ARC return	Business Planning & Compliance Manager	5 years	End of reporting year	Business requirement
LEGAL					
B43	Provision of legal advice	Senior Legal & Compliance Manager	Permanently	N/A	Statutory or other legal, business, or compliance reasons
B44	External Legal advice (related to individuals) – emails/ reports	Senior Legal & Compliance Manager	10 years	Date advice given	Statutory or other legal, business, or compliance reasons
B45	External Legal advice (not related to individuals) – emails/ reports	Senior Legal & Compliance Manager	Permanently	N/A	Statutory or other legal, business, or compliance reasons
B46	Civil Court Actions	Senior Legal & Compliance Manager	20 years	Date of Decree	Statutory or other legal, business, or compliance reasons
B47	Business Contracts	Senior Legal & Compliance Manager	10 years	Date Contract ended	Statutory or other legal, business, or compliance reasons

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
B48	Regulatory Actions	Senior Legal & Compliance Manager	20 years	Date Action ended	Statutory or other legal, business, or compliance reasons
B49	Title deeds	Senior Legal & Compliance Manager	Permanently	N/A	Statutory or other legal, business, or compliance reasons
B50	Leases	Senior Legal & Compliance Manager	Permanently	N/A	Statutory or other legal, business, or compliance reasons
B51	Conveyancing files related to property purchases or sales • This includes any related Right to Buy documentation	Senior Legal & Compliance Manager	10 years	Date of completion	Statutory or other legal, business, or compliance reasons
B52	Transfer Agreement	Senior Legal & Compliance Manager	35 years	December 2007	Statutory or other legal, business, or compliance reasons
B53	Other Agreements	Senior Legal & Compliance Manager	10 years	Date Agreement ended	Statutory or other legal, business, or compliance reasons
B54	Licenses	Senior Legal & Compliance Manager	10 years	Date Licence ended	Statutory or other legal, business, or compliance reasons
HEALTH & SAFETY					
Compliance					
B55	Health and Safety Executive statutory notices	Health and Safety Manager	Permanently	N/A	Business requirement
B56	Risk Assessments	Health and Safety Manager	5 Years	Date of Risk Assessment	HSE recommendation
B57	Employee file where employee exposed to asbestos	Senior HR Manager	40 years or until the employee reaches 80, whichever is longest.	Termination of employment	Statutory – Control of Asbestos at Work Regulations 2012
B58	Office Safety Manual and Awareness sheets	Health and Safety Manager	3 years	Date superseded	Business requirement
B59	Health and Safety bulletins	Health and Safety Manager	3 years	Date of publication	Business requirement
B60	Training attendance records	Health and Safety Manager	5 years	Termination of employment	Statutory – see employee file management

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
B61	Training material for Health and Safety courses	Health and Safety Manager	5 years	End of financial year	Business requirement
B62	Course certificates	Health and Safety Manager	3 years TBC	Termination of employment	Business requirement
B63	COSHH Risk assessment and other information.	Health and Safety Manager	5 Years to 40 years	Termination of employment	Statutory - Control of Substances Hazardous to Health Regulations 2002 (COSHH) states that COSHH assessment records must be kept for 5 years from the date on which the tests were carried out. COSHH regulations also state that health surveillance records should be retained for a minimum period of 40 years.
B64	Control of Lead at Work records	Health and Safety Manager	40 Years	Date of document	Statutory – The Control of Lead at Work (CLAW) Regulations 2002 - Control of Substances Hazardous to Health Regulations 2002 (COSHH) states that COSHH assessment records must be kept for 5 years from the date on which the tests were carried out. COSHH regulations also state that health surveillance records should be retained for a minimum period of 40 years.
Monitoring					
B65	Accident and incident reporting for accidents involving adults (including accidents reportable under RIDDOR) – not involving asbestos or hazardous substances	Health and Safety Manager	3 years	Date of entry into reporting software system	STATUTORY – Prescription and Limitation, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
B66	Accident and incident reporting involving children	Health and Safety Manager	3 years	Date of entry into reporting software system	Statutory – Prescription and Limitation, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
B67	Accidents and incident reporting involving vehicles	Health and Safety Manager	3 years	Date of entry into reporting software system	Statutory – Prescription and Limitation, Reporting of Injuries
B68	Accident and incident reporting for accidents involving adults (including accidents reportable under RIDDOR) – involving substances hazardous to health	Health and Safety Manager	40 years	Date of entry into reporting software system – date of last entry	Statutory – Control of Substances Hazardous to Health Regulations 2002. SI 2002 No. 2677 Regulation 11 Records kept under the 1994 and 1999 Regulations to be kept as if the 2002 Regulations had not been made
COMMUNICATIONS & MARKETING					
B69	Customer newsletters	Communications & Marketing Manager	1 year	Publication date	Business requirement
B70	Staff communications – intranet articles; staff memos/emails;	Communications & Marketing Manager	Permanent	Publication date	Business requirement
B71	Publications – reports, guides,	Communications & Marketing Manager	5 years	Publication date	Business requirement
B72	Social media activity	Communications & Marketing Manager	10 years	End of calendar month	Business requirement
B73	Campaigns/ marketing materials – final outputs	Communications & Marketing Manager	5 years	Publication date	Business requirement
B74	Campaigns/ marketing materials – concept work	Communications & Marketing Manager	5 years	Conclusion of campaign	Business requirement
B75	Media relations records – press statements, press releases	Communications & Marketing Manager	10 years	End of calendar year	Business requirement
B76	Media relations records – summary report of press coverage	Communications & Marketing Manager	10 years	End of calendar year	Business requirement
B77	Award submissions – entries and supporting materials	Communications & Marketing Manager	5 years	Date submitted	Business requirement
B78	Customer competition entries – successful/ unsuccessful entries	Communications & Marketing Manager	1 year	Date competition closed	Business requirement
B79	Log of competition winners/ vouchers paid out to winners	Communications & Marketing Manager	1 year	Date competition closed	Business requirement
B80	Data files for mailing	Communications & Marketing Manager	5 years	Date of mailing	Business requirement

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
B81	Photography	Communications & Marketing Manager	10 years	Data added to media library	Business requirement
B82	Video footage – corporate & marketing videos	Communications & Marketing Manager	10 years	Data added to media library	Business requirement
B83	Graphic Assets, clip art, stock imagery	Communications & Marketing Manager	As required by associated campaign material	Date licensed / introduced to media	Business requirement
B84	Other relevant press materials	Communications & Marketing Manager	Permanent	Publication date	Business requirement
Schedule C: Finance, ICT & Procurement					
FINANCE					
Payroll & Pensions					
C1	Payroll records major – copy payslips, payroll year end prints, salaries	Finance Manager	6 years	End of current tax year	Statutory – Income Tax (Employments Regulations) S.I. 1993/ 744; National Minimum Wage Regulations S.I. 1999/ 58; Taxes Management Act 1970;
C2	Payroll records minor – time sheets, monthly payroll prints	Finance Manager	3 years	End of current tax year	Statutory – See major payroll records
C3	P45 (Income tax – employee leaving)	Finance Manager	6 years	Termination of employment	Statutory – Taxes Management Act 1970 Section 34
C4	P60	Finance Manager	6 years	End of current tax year	Statutory – See P45
C5	Statutory Sick Pay scheme records	Finance Manager	3 years	End of current tax year	Statutory – Statutory Sick Pay (General) Regulations 1982 (SI 1982/ 89) Regulation 13
C6	Statutory Maternity Pay scheme records	Finance Manager	3 years	End of current tax year	Statutory – Maternity Pay (General) Regulations 1986 (SI 1986/1960) Regulation 26
C7	Pension scheme reports – Accounts, returns, valuation	Finance Manager	10 years	End of current tax year	Statutory – Taxes Management Act 1970; Income and Corporation Taxes Act, 1988

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
C8	Individual staff pension files	Finance Manager	10 years	End of current tax year after date of payment	Business requirement
Financial Budgeting					
C9	Budget superseded working drafts – working drafts, including spreadsheets, calculations, and analysis	Finance Manager	1 week	Date budget approved	Business requirement
C10	Budget final supporting papers – final budget supporting papers incl. spreadsheets, calculations, analysis, rationale etc.	Finance Manager	1 year	End of financial year	Business requirement
C11	Approved budget	Finance Manager	**See Governance section 'Decision Making'**		
Statutory Accounting					
C12	Records documenting the preparation of the statutory accounts and financial statements	Finance Manager	6 years	Date of approved, audited accounts	Statutory – Taxes Management Act 1970, c9
C13	Published copy of consolidated, signed annual accounts and financial statements	Finance Manager	Permanently	Retain for business and historical value	Business requirement
Financial Provisions Management					
C15	Records documenting the purchase/sale of property – Transactional records		**See Legal section**		
C16	Records documenting the purchase/sale of property – Board papers		**See Governance section 'Decision Making'**		
C17	Records related to the borrowing of money by the Group - Mortgage and other loan records	Finance Manager	6 years	Termination of loan agreement	Business requirement
C18	Loan register	Finance Manager	6 years	End of financial year	Business requirement
C19	Debt management records – debts owed to the group	Finance Manager	10 years	Date debt discharged	Regulatory requirement – Law Society of Scotland Guidelines
Asset Management					

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
C20	Records documenting the value of the Group's tangible assets – assets registers	Finance Manager	1 year	Date of approved, audited accounts	Business requirement
C21	Records documenting decisions (and authorisations) to dispose of capital assets		**See Governance section 'Decision Making'**		
Financial transactions management					
C22	Records documenting the opening and closure and routine administration of bank accounts	Finance Manager	3 years	Closure of account	Business requirement
C23	Records documenting regular payment instructions for bank accounts	Finance Manager	3 years	Termination of instruction	Business requirement
C24	Records documenting the deposits, withdrawals, and transfers of funds	Finance Manager	6 years	End of financial year	Regulatory requirement – Keeping VAT records, HMRC Reference: Notice 700/21 (October 2013)
C25	Records documenting processing and payment – purchase and sales invoices; petty cash records; expenses claims	Finance Manager	6 years	End of financial year	Internal audit standards – see VAT records, HMRC above.
C26	Refunds	Finance Manager	6 years	End of the financial year for which the records were created	Regulatory requirement – see VAT records, HMRC above
Taxation					
C27	Records documenting the preparation and submission of the Group's corporation tax returns	Finance Manager	6 years	End of current tax year	Business requirement
C28	Records documenting the preparation and submission of the Group's VAT returns	Finance Manager	6 years	End of current tax year	Regulatory requirement – see VAT records HMRC
Claims Processing					
C29	Individual Public Liability Claims files	Finance Manager	5 years If incident involves a child, then 3 years after their 16th birthday –	Date claim concluded	Implied by Health and Safety Regulations – nb. These records must not be destroyed if there is pending or ongoing court action, FOI requests or audit activity.

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
			whichever is the later date.		
C30	Individual Employee Claims files: - not involving asbestos or a substance hazardous to health	Finance Manager	5 years	Date claim concluded	Implied by Health and Safety Regulations – see liability claims above
C31	Individual Employee Claims files: - involving asbestos or a substance hazardous to health	Finance Manager	40 years	Date claim concluded	Implied by Health and Safety Regulations – see liability claims
Insuring against loss					
C32	Certificate of Insurance and Insurance policy documentation (for all policies with the exception of employers' liability insurance)	Finance Manager	5 years	Date policy expired or date policy cancelled	Statutory – see Prescriptions and Limitations
C33	Certificate of Insurance and Insurance policy documentations – employer's liability insurance	Finance Manager	40 years	Date policy expired or date policy cancelled	Implied by Health and Safety Regulations – see liability claims
			ICT		
C34	Supplier Account Management records (account management meeting notes, Schedule of works, contact details.)	ICT Manager	5 years	End of contract	Business requirement
C35	Hardware Inventory	ICT Manager	1 year	Disposal date	Business requirement
C36	Service desk incident and request records	ICT Manager	5 years	Closure date	Business requirement
C37	Solutions – Knowledge base articles	ICT Manager	Nil (current only)	Date superseded	Business requirement
C38	Application records – user guides / how Tos	ICT Manager	Nil (current only)	Date superseded	Business requirement
C39	Change records	ICT Manager	5 years	Date of Entry	Business requirement
C40	Project management records – action logs, risk register, decision log, test records, lessons learned.	ICT Manager	5 years	Project closure date	Business requirement
C41	Vulnerability and Penetration scan results	ICT Manager	3 years	End of financial year	Business requirement

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
C42	DR test run book, testing and completion logs.	ICT Manager	3 years	End of financial year	Business requirement
C43	Cyber Accreditation – answer collation and back up records	ICT Manager	3 years	End of financial year	Business requirement
C44	Mobile Call records – number allocation and outbound call history	ICT Manager	3 years	End of financial year	Business requirement
C45	Audit logs for system use	ICT Manager	3 years	End of financial year	Business requirement
C46	Cyber Incident Records	ICT Manager	5 years	Closure date	Business requirement
C47	Network Diagrams	ICT Manager	3 years	Closure date	Business requirement
C48	Software Inventory	ICT Manager	3 years	Closure date	Business requirement
PROCUREMENT					
Contract preparation/planning stage					
C45	Procurement strategy	Procurement Officer	5 years	Date superseded	Statutory
C46	Annual procurement report	Procurement Officer	3 years	Date superseded	Statutory
C47	Data Collection and Analysis Documentation	Procurement Officer	5 years	Date of contract end	Business requirement
C48	Advertising Records	Procurement Officer	Nil	Date of contract end (inclusive of extensions)	Business requirement
Tender process					
C49	Unregulated – Invitation to Tender Documentation	Procurement Officer	5 years from contract awarded	Date of contract end (inclusive of extensions)	Business requirement
C50	Unregulated – Tender Evaluation	Procurement Officer	5 years from contract awarded	Date of contract end (inclusive of extensions)	Statutory
C51	Unregulated – Contract Award & Management	Procurement Officer	5 years from contract awarded	Date of contract end (inclusive of extensions)	Statutory

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
C52	Regulated – Invitation to Tender Documentation	Procurement Officer	5 years from contract awarded	Date of contract end (inclusive of extensions)	Statutory
C53	Regulated – Tender Evaluation	Procurement Officer	5 years from contract awarded	Date of contract end (inclusive of extensions)	Statutory
C54	Regulated – Contract Award & Management	Procurement Officer	5 years from contract awarded	Date of contract end (inclusive of extensions)	Statutory
C55	Statistical reports to Scottish Government on contracts awarded	Procurement Officer	3 years	Date of submission	Business requirement
Unsuccessful SPDs/Tenders					
C56	Unregulated Tenders – Invitation to Tender Documentation	Procurement Officer	6 months (Records held on	Contract start	Business requirement
C57	Unregulated Tenders – Related correspondence	Procurement Officer	6 months	Contract start	Business requirement
C58	Regulated Tenders – Invitation to Tender Documentations	Procurement Officer	3 years	Contract start	Statutory
C59	Regulated Tenders – Related correspondence	Procurement Officer	3 years	Contract start	Statutory
Contract and Supplier Registers					
C60	Contracted supplier lists or databases	Procurement Officer	Nil	Date superseded	Business requirement
C61	Contract Register	Procurement Officer	Nil	Expiration of contract	Statutory
Contract Management					
C62	Contract Management records	Procurement Officer	5 years	Date of contract end	Business requirement
C63	Community Benefit records	Procurement Officer	3 years	Date of contract end	Business requirement
Schedule D: Human Resources					
Managing employees					

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
D1	Employee file includes training records	Senior HR Manager	5 years	Termination of employment	Statutory – Prescription and Limitation (Scotland) Act 1973
D2	Employee file where employee subject to statutory health surveillance or sustains a major injury arising from a workplace accident	Senior HR Manager	40 years	Termination of employment	Statutory – The Control of Substances Hazardous to Health Regulations 2002
D3	DSE Assessments	Health and Safety Manager	3 Years	Termination of employment	Business Requirement
D4	Identification of documents of foreign nationals (ensuring from the obligation to retain copies of documents used to perform immigration checks)	Senior HR Manager	2 years	Termination of employment	Statutory – Immigrations (Restrictions on Employment Order) 2007/3290 Article 6 (1) (b)
Sickness Absence					
D5	Employee sickness absence records	Senior HR Manager	5 years	Termination of employment	Statutory – Prescription and Limitation (Scotland) Act 1973
D6	Absence reporting (for business purposes)	Senior HR Manager	1 year	Date superseded	Business requirement
Disciplines/ Grievances					
D7	Discipline – Dismissal records	Senior HR Manager	5 years	Termination of employment	Statutory
D8	Discipline – No warning given	Senior HR Manager	Nil	Date of decision not to proceed	Business requirement
D9	Discipline – Written warning – where post not subject to PVG membership	Senior HR Manager	6 months	Date written warning issued	Business requirement
D10	Discipline – written warning – where post subject to PVG membership	Senior HR Manager	3 years	Date written warning issued	Professional membership requirement
D11	Discipline – final warning – where post not subject to PVG membership	Senior HR Manager	1 year	Date written warning issued	Business requirement
D12	Discipline – final warning – where post subject to PVG membership	Senior HR Manager	3 years	Date final warning issued	Professional membership requirement
D13	Formally counsel	Senior HR Manager	6 months	Date of outcome letter	Business requirement
D14	Informally counsel	Senior HR Manager	6 months	Date of letter or note of discussion	Business requirement

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
D15	Grievance and dignity at work	Senior HR Manager	5 years	Termination of employment	STATUTORY – Prescription and Limitation
D16	Disciplinary reporting (for business, statistical purposes	Senior HR Manager	1 year	Date superseded	Business requirement
D17	Employment tribunal records	Senior HR Manager	5 years	Date of receipt of Employment Tribunal application	STATUTORY – Prescription and Limitation
Trade Union					
D18	Trade Union Liaison	Senior HR Manager	10 years 20 years for consultations	Date superseded. Date of consultation closure	STATUTORY – Trades Union Act 2006
Workforce Planning					
D19	Workforce Planning	Senior HR Manager	5 years	Date of decision or end of calendar year	STATUTORY – Prescription and Limitation
D20	ER/VR - employee	Senior HR Manager	Cross reference to employee records		
D21	ER/VR - employer	Senior HR Manager	6 months	Date superseded	Business requirement
D22	ER/VR – budget log	Senior HR Manager	6 months	End of financial year	Business requirement
D23	Resignations, retirements	Senior HR Manager	Cross reference to employee records		
D24	Structural review – consultation preparation/consultation process/finalised outcome	Senior HR Manager	1 year – consultation preparation 3 years – process &	Completion of review	Business requirement

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
			finalised outcome		
Recruitment					
D25	Job Profiles	Senior HR Manager	5 years	Date superseded	Corporate memory
D26	Recruitment pack	Senior HR Manager	1 year	Date of decision	Regulatory requirement - CIPD
D27	Recruitment: unsuccessful candidate	Senior HR Manager	6 months	Date of decision	Business requirement
D28	Recruitment: successful candidate	Senior HR Manager	5 years	Termination of employment	Statutory – Prescription and Limitation
D28	Work experience	Senior HR Manager	1 year	Termination of placement	Business requirement
Equalities and Wellbeing					
D32	Gender Pay Gap report	Senior HR Manager	3 years	Date superseded	The Equality Act 2010 (Gender Pay Gap Information) Regulations 2017
D33	RCH Benefit reporting	Senior HR Manager	2 years	End of financial year	Business requirement
Schedule E: Housing Services					
E1	Housing Applications register	Housing Services Manager	1 year	The applicant is housed or confirms they wish to cancel their application.	Business requirement
E2	Successful Housing Applications	Housing Services Manager	See row re tenant files	Delete files 5 years from when application form cancelled or applicant has been housed for 1 year.	Business requirement
E3	Cancelled Housing Applications	Housing Services Manager	5 years	Delete files 5 years from when application form cancelled	Business requirement
E4	Section 5 (homeless person referral) where person permanently housed	Housing Services Manager	See row re tenant files	End of financial year	Business requirement

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
E5	Section 5 (homeless person referral) where person not permanently housed	Housing Services Manager	Date of decision for non-compliance	End of the financial year	Business requirement
E6	Tenant Files (Tenancy Agreement; tenancy management records; communication/ meeting records; payment arrangements/permissions)	Housing Services Manager	5 years after end of tenancy	End of tenancy	Business requirement
E7	Power of Attorney records	Housing Services Manager	5 years after end of tenancy	End of tenancy	Business Requirement
Schedule F: Customer Services					
F1	Mail processing – incoming & Outgoing mail logs and registers	Customer Experience Manager	1 year	End of calendar year	Business requirement
F2	CCTV recordings	Customer Experience Manager	14 days	Date of recording (Auto deletion)	Business Requirement
F3	Call recordings	Customer Experience Manager	13 weeks	Date of recording (Auto deletion)	Business Requirement
F4	Inboxes – Internal/ External	Customer Experience Manager	18 months	Auto deletion	Business Requirement
F5	Complaints - Stage 1 & Stage 2 (Response letters; notes regarding investigation of complaint matter) Records of	Customer Experience Manager	5 Years	In line with “Tenant Files”	Business Requirement
F6	Elected Reps – Stage 1 & Stage 2	Customer Experience Manager	5 Years	In line with “Tenant Files”	Business Requirement
F7	Subject Access Requests		**See Information Compliance section ‘Data Protection’**		
F8	Visitor Log	Customer Experience Manager	1 Year	End of Calendar Year	Business Requirement
F9	Key Log	Customer Experience Manager	1 Year	End of Calendar Year	Business Requirement
Sheltered Housing Services					

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
F10	Customer File (Records documenting the preparation, review and revision of a 'Personal Plan'; Personal Risk Assessment; Person-Centred Fire Risk Assessment)	Support Services Manager	6 years	Date file closed	Business Requirement
F11	Notification to the Care Inspectorate (spreadsheet of notifications)	Support Services Manager	5 years	End of financial year/ End of service	Business Requirement
F12	Certificate of Registration (Care Inspectorate)	Support Services Manager	6 years	Date superseded /	Statutory
F13	House Files	Support Services Manager	5 years	End of calendar year	Business Requirement
F14	Complex Folder	Support Services Manager	3 years	End of calendar year	Business Requirement
F15	Alertacall Records	Support Services Manager	3 years	End of calendar year	Business Requirement
Financial Wellbeing Services					
F16	Welfare Benefits Case Files	Support Services Manager	6 years	Date file closed. (Auto deletion)	Business requirement
Schedule G: Property Services					
PROPERTY COMPLIANCE					
G1	Electrical Inspection Condition Report	Senior Asset & Compliance Manager	6 years	Date of inspection	Statutory – Housing (Scotland) Act 2014, Section 23 Inserts Section 198 into the 2006 Act
G2	Gas Safety Certificate	Senior Asset & Compliance Manager	2 years	Date of check	Business requirement – Gas Safety (Installation and Use) Regulations 1998 SI 1998 No. 2451 Part F 36 (3)(c). Refers to landlord's responsibilities. Also, see liability claims.
G3	Asbestos Register	Senior Asset & Compliance Manager	Permanently	N/A	Business requirement – asbestos registers are live
G4	Water Management Report	Senior Asset & Compliance Manager	6 years	Date of finalised report	Business requirement

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
G5	Lifts & Hoists Insurance Certification	Senior Asset & Compliance Manager	5 years	Date of certification	Business requirement
G6	Electrical Inspection	Senior Asset & Compliance Manager	6 years	Date of certification	Business requirement
G7	Legionella Risk Assessment	Senior Asset & Compliance Manager	Nil	Date superseded	Business requirement
G8	Fire Risk Assessment	Senior Asset & Compliance Manager	Nil	Date superseded	Business requirement
G9	EN81 Lift Assessment	Senior Asset & Compliance Manager	Nil	Date superseded	Business requirement
G10	Energy Performance Certificates	Senior Asset & Compliance Manager	10 years	Date superseded	Business requirement – Scottish Government Guidance.
Property Management					
G11	Buildings insurance for owners	Senior Asset & Compliance Manager	5 years	Date policy expired/cancelled or date of contract expiry for contracts requiring insurance	Statutory – Prescriptions and Limitations
G12	Property security – records documenting property access controls i.e. key/fob registers	Senior Asset & Compliance Manager	6 months	Date superseded	Business requirement
G13	Property security – records documenting the investigation of a security incident in a property, and action taken	Senior Asset & Compliance Manager	3 years	Date of completion of investigation	Business requirement
G14	Equipment and consumables - stock	Senior Asset & Compliance Manager	3 years	End of financial year	Business requirement – subject to specific requirements for particular categories of items
Housing Enforcement					
G15	Assessment – housing standards	Head of Property Services	5 years	Date of last assessment	Business requirement
Estate Management					
G16	Garage (Lock-up) rentals – applications, letters granting permissions, termination records	Head of Property Services	2 years	Date of expiry	Business requirement

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
Demolition					
G17	Demolition project records – Health and Safety file, such as: asbestos air monitoring, survey, geo-tech reports, building warrants, planning permissions, utility disconnection confirmation and completion certificates	Head of Property Services	Permanently	N/A	Business requirement – Demolition project records are live records
G18	Demolition project records – contractual correspondence i.e. signed stewardship letters, final account payment records etc.	Head of Property Services	5 years	Date of project completion	Business requirement
G19	Demolition project grants – Conditions attached	Head of Property Services	6 years	Date of project completion or last date of expiry of conditions, whichever is the later	Business requirement
G20	Demolition project grants – No conditions attached	Head of Property Services	6 years	Date of project completion	Business requirement
New-Build					
G21	New Build project records – Health and Safety file (see documents listed in demolition project records entry)	Head of Property Services	Permanently	N/A	Business requirement – New build project records are live records
G22	New Build project records – Contractual records	Head of Property Services	6 years	Date that the practical completion certificate was issued to the contractor	Business requirement
G23	New Build project records – Grant records, such as - grant offer, grant calculation, tender report, sales valuations etc.	Head of Property Services	30 years	Date of project completion or last date of expiry of conditions,	Business requirement

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
				whichever is the later	
Capital Investment					
G24	Capital investment – contract files	Head of Property Services	5 years	Date of contract end	Business requirement
G25	Capital investment – specification files – no roof work undertaken	Head of Property Services	30 years	Date of contract end	Business requirement
G26	Capital investment – specification files – roof work undertaken	Head of Property Services	60 years	Date of contract end	Business requirement
G27	Capital investment – Health & Safety files	Head of Property Services	Permanently	N/A	Business requirement – Capital investment Health & Safety records are live records
Leases					
G28	Leases (both registered and unregistered in Books of Council and Session)	Head of Property Services	**Cross reference to Legal retention**		
Housing Stock					
G29	Property Adaptation grants – Conditions attached	Head of Property Services	6 years	Date of work completion or last date of expiry of conditions, whichever is the later	Business requirement
G30	Property Adaptation grants – No conditions attached	Head of Property Services	6 years	Date of work completion	Business requirement
G31	Property Adaptations – description of works: plans, specifications	Head of Property Services	Permanently	N/A	Business requirement – plans and specifications of works are live records
G32	Repair Notice (house in serious disrepair)	Head of Property Services	5 years	Date of notice	Business requirement – The Form of Repair Notice (Scotland) Regulations 2003. SSI 2003 No. 335. Regulation 2.
Schedule H: Home Fix Scotland					
H1	Site Safety Inspections	Business Operations Manager	5 years	End of calendar year that record completed	Business requirement

Ref.	Record Type	Record Owner	Retention Period	Trigger	Basis
H2	Records of repairs works (before and after photographs; descriptions of work completed)	Business Operations Manager	5 years	Date repair completed	Business requirement
H3	Invoices	Business Operations Manager	6 years	End of financial year	Statutory
H4	Quotes	Business Operations Manager	2 years	Date quote issued	Business requirement
H5	Records relating to sub-contracted works – Minutes/Notes from Contract Management Meetings	Business Operations Manager	5 years	End of contract	Business requirement
H6	Dynamic Risk Assessments	Business Operations Manager	5 years	Date of risk assessment	HSE recommendation
H7	Waste Management Licenses	Business Operations Manager	5 years	Date license expires	Business requirement
H8	Accreditations	Business Operations Manager	5 years	Date superseded or lapsed	Business requirement
H9	Guarantee – Certificate of Works completed	Business Operations Manager	5 years	End of guarantee period	Business requirement
H10	Toolbox Talks/Training • Training Content • Training Attendance Records	Business Operations Manager	 10 years 5 years	 Date of training End of employment	Business requirement
H11	Fire Safety Records (fire drill and alarm tests)	Business Operations Manager	5 years	End of calendar year	Business requirement
H12	Machinery/ tools records	Business Operations Manager	5 years	End of calendar year	Business requirement
H13	Fleet Vehicle Tracking	Business Operations Manager	3 years	End of calendar year	Business requirement
H14	Fleet Management Records – Allocation, maintenance, lease or purchase records, vehicle records.	Business Operations Manager	3 years	Disposal of the vehicle	Business requirement