

State Archives and Records Authority of New South Wales

Functional Retention and Disposal Authority: FA303

This authority covers records documenting the function of provision of social housing services

This functional retention and disposal authority is approved under section 21(2)c of the *State Records Act 1998* following prior approval by the Board of the State Archives and Records Authority of New South Wales in accordance with section 21(3) of the Act.

State Archives and Records Authority of New South Wales

Functional Retention and Disposal Authority

Authority no FA303

SR file no 16/0623

Scope

This functional retention and disposal authority covers records documenting the function of provision of social housing services from 1945 onwards.

Public office

This functional retention and disposal authority applies to public offices responsible for or undertaking functions relating to the provision of social housing services. This includes: Aboriginal Housing Office, City West Housing, Housing NSW, Housing Appeals Committee and the Land and Housing Corporation NSW.

Approval date

18/02/2011

Approval of amendments

19/1/2017

(Inclusion or amendment of entries to clarify or extend the scope of current coverage for records relating to the provision of social housing services.

New entries: 2.1.5, 2.1.6, 2.7.4, 2.7.5, 2.7.6, 3.10.1, 3.2.3 and 3.8.4

Amendments to entries: 1.1.1, 1.1.2, 1.1.3, 1.2.1, 2.1.1, 2.1.2, 2.1.3, 2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.4.1, 2.4.2, 2.4.3, 2.5.1, 2.5.2, 2.6.2, 3.1.3, 3.1.9, 3.5.1, 3.7.1 and 3.9.1)

25 August 2022

(Amendment of entry 3.1.4)

About the Functional Retention and Disposal Authority

Purpose of the authority

The purpose of this functional retention and disposal authority is to identify those records created and maintained by NSW public offices which are required as State archives and to provide approval for the destruction of certain other records created and maintained by NSW public offices, after minimum retention periods have been met.

The approval for disposal given by this authority is given under the provisions of the *State Records Act 1998* only and does not override any other obligations of an organisation to retain records.

The retention and disposal of State records

The records retention and disposal practices outlined in this authority are approved under section 21(2)(c) of the *State Records Act 1998 (NSW)*. Part 3 (Protection of State Records) of the Act provides that records are not to be disposed of without the consent of State Archives and Records NSW with certain defined exceptions. These exceptions include an action of disposal which is positively required by law, or which takes place in accordance with a normal administrative practice (NAP) of which State Archives and Records NSW does not disapprove. Advice on the State Records Act can be obtained from State Archives and Records NSW.

The authority sets out how long the different classes of records generated by an organisation must be kept to meet its legal, operational and other requirements, and whether the records are to be kept as State archives. The State Archives and Records Authority of New South Wales ('State Archives and Records NSW') reviews and approves organisations' retention and disposal authorities under the *State Records Act*. It is the duty of a public office, in submitting a draft retention and disposal authority for approval, to disclose to State Archives and Records NSW any information which affects the retention of the records covered by the authority.

State Archives and Records NSW decisions take into account both the administrative requirements of public offices in discharging their functional responsibilities and the potential research use of the records by the NSW Government and the public. One of State Archives and Records NSW functions is to identify and preserve records as State archives. These are records which document the authority and functions of Government, its decision-making processes and the implementation and outcomes of those decisions, including the nature of their influence and effect on communities and individual lives. Criteria for the identification of State archives are listed in *Building the Archives: Policy on records appraisal and the identification of State archives*. The Policy also explains the roles and responsibilities of State Archives and Records NSW and of public offices in undertaking appraisal processes and disposal activities.

Implementing the authority

This functional retention and disposal authority covers records controlled by the public office and applies only to the records or classes of records described in the authority. The authority should be implemented as part of the records management program of the organisation. Two primary objectives of this program are to ensure that records are kept for as long as they are of value to the organisation and its stakeholders and to enable the destruction or other disposal of records once they are no longer required for business or operational purposes.

The implementation process entails use of the authority to sentence records. Sentencing is the examination of records in order to identify the disposal class in the authority to which they belong. This process enables the organisation to determine the appropriate retention period and disposal action for the records. For advice on sentencing see *Implementing a retention and disposal authority*.

Where the format of records has changed (for example, from paper-based to electronic) this does not prevent the disposal decisions in the authority from being applied to records

which perform the same function. The information contained in non paper-based or technology dependant records must be accessible for the periods prescribed in the classes. Where a record is copied, either onto microform or digitally imaged, the original should not be disposed of without authorisation (see also the *General Retention and Disposal Authority – Original or source records that have been copied*). Public offices will need to ensure that any software, hardware or documentation required to gain continuing access to technology dependent records is available for the periods prescribed.

Disposal action

Records required as State archives

Records which are to be retained as State archives are identified with the disposal action 'Required as State archives'. Records that are identified as being required as State archives should be stored in controlled environmental conditions and control of these records should be transferred to State Archives and Records NSW when they are no longer in use for official purposes.

The transfer of control of records as State archives may, or may not, involve a change in custodial arrangements. Records can continue to be managed by the public office under a distributed management agreement. Public offices are encouraged to make arrangements with State Archives and Records NSW regarding the management of State archives.

Transferring records identified as State archives and no longer in use for official purposes to State Archives and Records NSW control should be a routine and systematic part of a public office's records management program. If the records are more than 25 years old and are still in use for official purposes, then a 'still in use determination' should be made.

Records approved for destruction

Records that have been identified as being approved for destruction may only be destroyed once a public office has ensured that all other requirements for retaining the records are met. Retention periods set down in this authority are *minimum* periods only and a public office should keep records for a longer period if necessary. Reasons for longer retention can include legal requirements, administrative need, government directives and changing social or community expectations. A public office **must not** dispose of any records where the public office is aware of possible legal action (including legal discovery, court cases, formal applications for access) where the records may be required as evidence.

Once all requirements for retention have been met, destruction of records should be carried out in a secure and environmentally sound way. Relevant details of the destruction should be recorded. See *Destruction of records: a practical guide*.

Organisations should review functional retention and disposal authorities regularly to ensure that they remain relevant as the organisation's functions and activities, operating environment and requirements for records change. Retention requirements may change over time. This can occur when:

- business needs or practices change
- new laws, regulations or standards are introduced
- new technology is implemented
- government administration is restructured and functions are moved between entities, or
- unforeseen or new community expectations become apparent.

State Archives and Records NSW recommends that organisations check any functional retention and disposal authorities more than 5 years old to ensure that the retention periods and disposal actions remain relevant.

Regardless of whether a record has been approved for destruction or is required as a State archive, a public office or an officer of a public office must not permanently transfer possession or ownership of a State record to any person or organisation without the explicit approval of State Archives and Records NSW.

Administrative change

This functional retention and disposal authority has been designed to link records to the functions they document rather than to organisational structure. This provides for a stable retention and disposal authority that is less affected by administrative change. The movement of specified functions between branches or units within the public office does not require the authority to be resubmitted to State Archives and Records NSW for approval. However, when functions move from one public office to another the public office that inherits the new function should contact State Archives and Records NSW to discuss use of any existing retention and disposal authority approved for use by a predecessor organisation.

Amendment and review of this authority

State Archives and Records NSW must approve any amendment to this authority. Public offices that use the authority should advise State Archives and Records NSW of any proposed changes or amendments to the authority.

State Archives and Records NSW recommends a review of this authority after five years to establish whether its provisions are still appropriate. Either the public office or State Archives and Records NSW may propose a review of the authority at any other time, particularly in the case of change of administrative arrangements or procedures which are likely to affect the value of the records covered by this authority.

In all cases the process of review will involve consultation between State Archives and Records NSW and the public office. If the process of review reveals that this authority requires amendment, the necessary amendments should be made and approved. Contact Information:

State Archives and Records NSW
PO Box 516
Kingswood NSW 2747
Telephone: (02) 9673 1788
E-mail: govrec@records.nsw.gov.au

Functional Retention and Disposal Authority Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

List of Functions and Activities covered

Function	Activity	Reference	Page
CLIENT MANAGEMENT		1.0.0	7
	Advice	1.1.0	7
	Clients	1.2.0	9
	Policy	1.3.0	12
	Procedures	1.4.0	13
	Surveys	1.5.0	13
HOUSING PROGRAMS		2.0.0	14
	Advice	2.1.0	15
	Funding and financial assistance	2.2.0	17
	Planning and program development	2.3.0	20
	Policy and standards	2.4.0	21
	Procedures	2.5.0	22
	Regulation	2.6.0	22
	Research and analysis	2.7.0	23
	Training	2.8.0	25

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

List of Functions and Activities covered

Function	Activity	Reference	Page
PROPERTY SERVICES		3.0.0	25
	Acquisition and disposal	3.1.0	27
	Allocation	3.10.0	35
	Authorisation	3.2.0	29
	Construction	3.3.0	30
	Fire safety	3.4.0	32
	Inspections	3.5.0	32
	Insurance	3.6.0	33
	Leasing arrangements and agreements	3.7.0	34
	Portfolio administration	3.8.0	36
	Project control	3.9.0	37

Functional Retention and Disposal Authority Provision of social housing services

Authority number: FA303

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No	Function/Activity	Description	Disposal Action
1.0.0	CLIENT MANAGEMENT	<p>The function of managing the organisation's relationships with those seeking or in receipt of housing assistance and services.</p> <p>See HOUSING PROGRAMS for records relating to campaigns, policy for and delivery of services, and development of programs, including evaluation of client management programs and services.</p> <p>See PROPERTY SERVICES for records relating to the selection, acquisition, construction, development, management and disposal of properties available for tenancy.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> COMMUNITY RELATIONS - Public reaction for records relating to complaints, compliments or suggestions regarding the organisation's policies or services.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> CONTRACTING-OUT for records relating to managing the performance of work or the provision of services by an external contractor or consultant.</p>	
1.1.0	Advice	<p>The activity of providing advice and information to social housing applicants and tenants and responding to enquiries and requests for assistance. Includes advice and information developed to promote awareness of requirements and issues in relation to social housing assistance, tenancies or related issues.</p> <p>See the relevant activity where advice relates to a more specific process. For example, see CLIENT MANAGEMENT – Clients for advice to individual clients which is not disseminated to the general public, such as advice and notifications regarding the outcome of housing assistance applications, advice regarding specific client tenancy issues, etc. Or see CLIENT MANAGEMENT – Policy for advice provided to support the development of client management related policies.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> COMMUNITY RELATIONS - Customer service for records relating to the</p>	

Provision of social housing services

Authority number: FA303

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No	Function/Activity	Description	Disposal Action
<i>CLIENT MANAGEMENT - Advice</i>			
		<p>administration of specialised customer services (e.g. telephone information services) and charters, standards or guarantees relating to the provision of services to clients.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> GOVERNMENT RELATIONS - Advice for records relating to the provision of advice to the Minister.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> PUBLICATION - Production for records relating to the development and review of forms and records relating to the preparation of materials and drafts for publication (e.g. records of graphic design, records of printing/binding, records of loading to the organisation's website, etc.).</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> COMMUNITY RELATIONS - Marketing for records relating to general promotional or explanatory information about the organisation, its operations and services.</p>	
1.1.1*		<p>Final version of advice and explanatory information developed and disseminated to the general public relating to housing programs, initiatives and services for clients, or which is developed to facilitate understanding and awareness of requirements and provide assistance and support for clients. Includes fact sheets, information sheets, frequently asked questions, brochures, explanatory guides and newsletters.</p> <p>Also includes booklets, books, comics, posters or other materials developed or commissioned by the organisation to promote awareness of housing assistance, tenancy or related issues.</p>	Required as State archives
1.1.2*		Records relating to formal consultations with external stakeholders as part of the development and review of advice and information products. Includes drafts	Retain minimum of 7 years after action

* Entries amended January 2017. Entry 1.1.1 description amended. Entry 1.1.2 disposal action amended (records no longer required as State archives).

Provision of social housing services

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No	Function/Activity	Description	Disposal Action
<i>CLIENT MANAGEMENT - Advice</i>			
		distributed to external stakeholders and results of consultations such as comments and feedback and notes from consultation meetings etc.	completed, then destroy
1.1.3*		Records relating to drafting published advice and information regarding housing assistance and services. Records include drafts, feedback, research on the topic, etc.	Retain minimum of 2 years after action completed, then destroy
1.1.4		Records relating to responding to enquiries and requests for advice and assistance regarding housing assistance and services. Records include correspondence, notes of telephone conversations with enquirers, etc.	Retain minimum of 2 years after action completed, then destroy
1.2.0	Clients	<p>The activity of managing social housing applicants and tenants. Includes assessing applications for housing assistance (e.g. rental assistance), managing tenancies and evicting tenants.</p> <p>See PROPERTY SERVICES - Acquisition and disposal for client files which become purchaser files.</p> <p>See PROPERTY SERVICES - Leasing arrangements and agreements for records relating to managing non-personal tenants and housing providers (e.g. charities, community organisations, Aboriginal housing providers, etc.) leasing properties from the organisation.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> INFORMATION MANAGEMENT - Customer service for records relating to the administration of specialised information services to support the provision of customer services (e.g. telephone information services).</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> LEGAL SERVICES - Litigation for records relating to investigations into tenants which</p>	

* Entry amended January 2017. Minimum retention period reduced from 7 years after superseded or withdrawn to 2 years after action completed.

Provision of social housing services

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No	Function/Activity	Description	Disposal Action
<i>CLIENT MANAGEMENT - Clients</i>			
		lead to litigation, and records documenting appeals to external authorities (e.g. administrative decisions appeals). See General Retention and Disposal Authority <i>Administrative records</i> FINANCIAL MANAGEMENT - Accounting for records relating to debt recovery/management.	
1.2.1*		Summary records of persons receiving and applying for housing assistance. Includes registers, databases, etc., detailing tenants and persons applying for social housing and/or housing assistance. Note: Summary records should include summary personal details, property addresses (including tenant relocations over time), eligibility for housing (e.g. eligibility for priority, accelerated or Aboriginal housing, or rehousing or exchanges), circumstances warranting housing assistance, etc.	Required as State archives
1.2.2		A sample of case files for clients placed in property owned or leased by the organisation for the purpose of providing accommodation. Includes public housing tenants, Aboriginal housing tenants and community housing tenants. Also includes tenants who transfer from public to community housing tenancies and have an option to return to public housing, and tenants who enter into the prison service. Sample is to comprise 1 in 20 cases closed in each region every year, and is to be taken from all tenancy case records regardless of the reasons for conclusion of tenancy. Case files contain applications for housing, rental agreements, correspondence with client regarding tenancy, eviction notices, etc.	Required as State archives
1.2.3		Case files for clients placed in property owned or leased by the organisation for the purpose of providing accommodation that are not included in the sample.	Retain minimum of 10 years after client no

* Description amended January 2017.

Provision of social housing services

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No	Function/Activity	Description	Disposal Action
<i>CLIENT MANAGEMENT - Clients</i>			
		Includes public housing tenants, Aboriginal housing tenants and community housing tenants. Also includes tenants who transfer from public to community housing tenancies and have an option to return to public housing, and tenants who enter into the prison service. Case files contain applications for housing, rental agreements, correspondence with client regarding tenancy, eviction notices, etc.	longer requires housing, then destroy
1.2.4		Records relating to applications for housing not granted, or where the applicant is deceased prior to the application being finalised and it is established that the application cannot be transferred to any other person. Includes applications which did not proceed to tenancy where the applicants' names were removed from the waiting list because of administrative decision (e.g. declined offers of housing). Records include applications, reasons for decisions, records documenting internal appeals, letters of final outcomes, documentation related to investigations where applicable, etc.	Retain minimum of 3 years after application finalised, then destroy
1.2.5		Records relating to successful applications for housing assistance, e.g. subsidised rent and other financial assistance, help in finding and applying for rented accommodation, tenancy guarantees, applications for emergency temporary accommodation, applications for mortgage assistance and help in buying housing etc. Records include applications, information about applicants including income and household size, reasons for decisions, certificates issued to tenants on statutory income who require a rental subsidy and are required to confirm their income details/household size with the organisation, etc.	Retain minimum of 7 years after action completed, then destroy
1.2.6		Records relating to unsuccessful applications for housing assistance, e.g. subsidised rent and other financial assistance, help in finding and applying for rented accommodation, tenancy guarantees, applications for emergency temporary accommodation, applications for mortgage assistance and help in buying housing etc. Records include applications, information about applicants including income and household size, reasons for decisions, records documenting internal appeals, letters of final outcomes, etc.	Retain minimum of 3 years after action completed, then destroy

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>CLIENT MANAGEMENT - Clients</i>			
1.2.7		Records relating to appeals to the Housing Appeals Committee about tenancy matters, property management, maintenance, rehousing, the administration of rental accounts etc. Records include reports, appeals, personal details, investigations, considerations and determinations.	Required as State archives
1.2.8		Records relating to investigations into tenants which do not lead to litigation (i.e. are not reportable to the police), e.g. client fraud in eligibility for tenancy, matters relating to payments of rent, property damage, etc. Records include correspondence with tenants and other interested parties, details of complaints for investigations, reports, outcomes etc.	Retain minimum of 7 years after action completed, then destroy
1.2.9		Records relating to the moving of social housing tenants. Records include inventories, records of costings and records of arrangements with removalists.	Retain minimum of 2 years after action completed, then destroy
1.3.0	Policy	The activities associated with developing and establishing decisions, directions and precedents regarding relationships with social housing tenants and those seeking housing assistance which act as a reference for future decision making, as the basis from which the organisation's operating procedures are determined. See HOUSING PROGRAMS - Policy for records relating to policies regarding social housing programs.	
1.3.1		Records relating to the development and review of policies regarding the management of clients and eligibility for services. Records include policy proposals, research papers, results of consultations, supporting reports, final policy documents and National and State policy statements.	Required as State archives
1.3.2		Records relating to the implementation of policies regarding the management of clients and eligibility for services. Records include internal audits of the	Retain minimum of 3 years after action

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>CLIENT MANAGEMENT - Procedures</i>			
		implementation, summary timetable schedules and assignment of implementation activities or project schedules.	completed, then destroy
1.4.0	Procedures	Standard methods of operating laid down by an organisation according to formulated policy.	
1.4.1		Master set of manuals, handbooks, directives etc., detailing procedures for managing tenants, placing clients into appropriate housing, assessing applications for housing and services, criteria, etc. Includes procedures for managing tenant appeals, rent, etc.	Retain minimum of 12 years after superseded, then destroy
1.4.2		Records relating to the development of procedures for managing tenants, placing clients into appropriate housing, assessing applications for housing and services, criteria, etc. Records include background research, drafts, feedback and correspondence.	Retain minimum of 5 years after procedures superseded, then destroy
1.5.0	Surveys	The activities involved in the preparation, delivery and assessment of individual client surveys. Includes surveys regarding housing requirements, tenure reviews and client satisfaction surveys. See General Retention and Disposal Authority <i>Administrative Records Strategic management - Customer service</i> for records relating to the development and review of organisation-wide strategies to deliver quality services to clients, including organisation-wide charters, standards or guarantees of service.	
1.5.1		Final reports of the outcomes of client surveys. Includes surveys regarding housing requirements, tenure reviews and client satisfaction surveys.	Required as State archives
1.5.2		Records relating to the preparation and delivery of client surveys. Records include plans, records documenting the development of questions, mailing lists, schedules, records of follow-up on responses, draft statistic compilations, etc.	Retain minimum of 3 years after action completed, then destroy

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>CLIENT MANAGEMENT - Surveys</i>			
1.5.3		Client returns of completed surveys.	Retain minimum of 6 months after compiled into report, then destroy
2.0.0	HOUSING PROGRAMS	<p>The function of developing programs to provide access to government and non-government residential accommodation and related services by:</p> <ul style="list-style-type: none"> • developing, implementing and monitoring programs for social and affordable housing, and access to other forms of accommodation (e.g. boarding houses, hostels, supported transitional accommodation such as emergency and crisis accommodation, etc.). • applying broad systematic management planning for social housing assets • developing models and schemes to develop community capability and to increase private sector investment in social housing, including Public Equity Partnerships (PEP), Public Private Partnerships (PPP) and Housing Purchase Assistance. <p>Includes managing the delivery of housing programs (e.g. by community housing providers or Aboriginal housing organisations). Also includes local area and organisational service planning, sector regulation, sector development and property allocation.</p> <p>See PROPERTY SERVICES for records relating to the purchase and sale of housing stock, and agreements with housing providers relating to the operation and management of properties (e.g. head lease, sub lease and management agreements), including the allocation of properties to housing providers for management.</p> <p>See General Retention and Disposal Authority <i>Administrative Records COMMITTEES</i> for records relating to committees established and operated to support the administration of housing and community based programs,</p>	

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>HOUSING PROGRAMS - Advice</i>			
		<p>strategic planning, redevelopment, acquisition and disposal of property, and the organisation's participation in task forces.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> COMMUNITY RELATIONS - Public reaction for records relating to feedback and complaints about programs.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> GOVERNMENT RELATIONS - Reporting for records relating to reporting to government on the organisation's programs and services.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> TENDERING for records relating to the outsourcing of research or development and operation of housing programs by tender process.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> GOVERNMENT RELATIONS - Agreements for records relating to the negotiation, establishment and review of government agreements in relation to housing, including national partnership agreements.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> STRATEGIC MANAGEMENT - Reviewing for records relating to re-evaluation or re-examination of social housing asset strategic management processes.</p>	
2.1.0	Advice	<p>The activity of offering opinions to the community housing sector and the public regarding housing programs and initiatives, and responding to requests for advice and assistance.</p> <p>See the relevant activity where advice relates to a more specific process. For example, see HOUSING PROGRAMS - Regulation for advice to providers regarding the outcome of registration applications, or advice in relation to the ongoing assessment and compliance monitoring in accordance with registration requirements. Or see HOUSING PROGRAMS - Policy and standards, for advice provided to support the development of policies and standards.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> PUBLICATION - Production for records relating to the development and</p>	

Provision of social housing services

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No	Function/Activity	Description	Disposal Action
<i>HOUSING PROGRAMS - Advice</i>			
		<p>review of forms, and records relating to the preparation of materials and drafts for publication, e.g. records of graphic design, records of printing/binding, records of loading to the organisation's website, etc.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> COMMUNITY RELATIONS - Marketing for records relating to general promotional or explanatory information about the organisation, its operations and services.</p>	
2.1.1*		Final version of advice and explanatory information developed and disseminated to the general public relating to housing programs, initiatives and services, or which is developed to facilitate understanding of requirements and provide support and assistance to housing providers. Includes fact sheets, information sheets, frequently asked questions, brochures, posters, booklets, explanatory guides and newsletters. Also includes general information to support community understanding and awareness of issues related to social housing programs, such as homelessness.	Required as State archives
2.1.2*		Records relating to formal consultations with external stakeholders as part of the development and review of advice and information products. Includes drafts distributed to external stakeholders and results of consultations such as comments and feedback and notes from consultation meetings, etc.	Retain minimum of 7 years after action completed, then destroy
2.1.3*		Records relating to drafting advice and information regarding housing programs and initiatives. Records include drafts, feedback, research on the topic, etc.	Retain minimum of 2 years after action completed, then destroy
2.1.4*		Records relating to responding to enquiries regarding housing programs and initiatives. Includes operational advice concerning the management of housing	Retain minimum of 2 years after action

* Entries amended January 2017. Entry 2.1.1 description amended. Entry 2.1.2 disposal action amended (records no longer required as State archives). Entry 2.1.3 minimum retention period reduced from 7 years after superseded or withdrawn to 2 years after action completed. Entry 2.1.4 description amended.

Provision of social housing services

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<i>HOUSING PROGRAMS - Advice</i>			
		assets. Records include correspondence, notes of telephone conversations with enquirers, etc.	completed, then destroy
2.1.5*		Final version of presentations and associated materials which are not developed and disseminated to the general public, but which are used to brief and advise specific stakeholder groups, such as briefings for housing providers in regional areas regarding registration requirements and processes.	Retain minimum of 5 years after action completed, then destroy
2.1.6*		Records relating to: <ul style="list-style-type: none"> • the drafting and preparation of presentations and materials for information and briefing sessions, including internal drafts and feedback • routine administrative arrangements for the delivery of information sessions, such as venue and facility bookings, invitations, registrations, travel itineraries and arrangements, etc. • attendance lists and completed feedback/evaluation surveys. 	Retain until administrative or reference use ceases, then destroy
2.2.0	Funding and financial assistance	The activity of disbursing funds or other assistance to organisations involved in housing initiatives. Includes grants and funding provided to Aboriginal housing organisations, community housing providers or other organisations for housing programs and services, and grants and funding provided to organisations researching and investigating housing initiatives or activities. Also includes assistance provided to organisations through the allocation of properties. See HOUSING PROGRAMS - Policy and standards for records relating to policies regarding grant funding. See HOUSING PROGRAMS - Procedures for records relating to procedures regarding grant funding.	

* New entry approved January 2017.

Provision of social housing services

Authority number: FA303

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No	Function/Activity	Description	Disposal Action
<i>HOUSING PROGRAMS - Funding and financial assistance</i>			
		<p>See General Retention and Disposal Authority <i>Administrative Records</i> COMMUNITY RELATIONS - Marketing for records relating to advertising and promoting funding programs.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> FINANCIAL MANAGEMENT - Accounting for records relating to financial transactions and the transfer of money.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> PUBLICATION - Production for records relating to the preparation of materials and drafts for publication, e.g. records of graphic design, records of printing/binding, records of loading to the organisation's website etc.</p>	
2.2.1*		Summary records of applications for grants, funds or other financial assistance to support housing initiatives. Includes registers of grants, funds or other financial assistance disbursed, registers of recipients, final reports submitted by recipients etc.	Required as State archives
2.2.2*		Records relating to the disbursement of grants, funds or other financial assistance to support housing initiatives. Records include applications and proposals, advice, recommendations, determinations and authorisations, agreements, progress reports from fund recipients, records of monitoring and reporting on the funding, etc.	<p>For speciality agreements (under seal):</p> <p>Retain minimum of 12 years after expiry or termination of agreement, or after action completed, whichever is later, then destroy</p>

* Entries amended January 2017. Entry 2.2.1 and 2.2.2 description amended. Entry 2.2.2 disposal trigger amended to incorporate requirements for cases where the organisation holds a registered interest in property

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
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HOUSING PROGRAMS - Funding and financial assistance

			<p>For standard agreements (under seal):</p> <p>Retain minimum of 7 years after expiry or termination of agreement, or after action completed, whichever is later, then destroy</p> <p>Where the organisation holds a registered interest in property as part of funding conditions:</p> <p>Retain minimum of 12 years after any registered interests in the land have been removed or lapse (in accordance with agreement terms and conditions), then destroy</p>
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Provision of social housing services

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No	Function/Activity	Description	Disposal Action
<i>HOUSING PROGRAMS - Funding and financial assistance</i>			
2.2.3*		Records relating to unsuccessful applications for grants, funds or other financial assistance to support housing initiatives. Records include applications and proposals, advice, recommendations, determinations, correspondence with applicants, records of appeals, etc.	Retain minimum of 3 years after date of last action, then destroy
2.2.4*		Records relating to the development of published advice regarding grant funding, e.g. advice about requirements for applications etc. Includes fact sheets, Website information etc. Records include drafts, research on the topic, final versions of published advice, etc.	Retain minimum of 7 years after superseded or withdrawn, then destroy
2.3.0	Planning and program development	<p>The process of formulating ways in which the organisation can provide positive approaches to and respond to demand for housing needs. Includes partnerships and schemes, risk assessments within housing frameworks, and implementing, reviewing and reporting on housing initiatives.</p> <p>See General Retention and Disposal Authority <i>Administrative Records STRATEGIC MANAGEMENT - Audit</i> for records relating to checking quality assurance and compliance of programs.</p> <p>See General Retention and Disposal Authority <i>Administrative Records STRATEGIC MANAGEMENT - Planning</i> for records relating to overall planning to achieve corporate objectives (e.g. strategic, corporate or business plans).</p>	
2.3.1		Records relating to the development of publications for State-wide public campaigns, e.g. homelessness. Records include final versions, background research and materials, etc.	Required as State archives
2.3.2		Final, approved strategic plans and programs to support the development and delivery of housing programs, activities and initiatives.	Required as State archives

* Description amended January 2017.

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>HOUSING PROGRAMS - Planning and program development</i>			
2.3.3		Records relating to the development, establishment, evaluation and review of strategic plans and programs to support the development and delivery of housing programs, activities and initiatives. Records include input into plans, drafts prepared for circulation and comments received, reports regarding the evaluation, review or overall implementation of plans, and summary reports regarding program outcomes.	Retain minimum of 15 years after action completed, then destroy
2.3.4		Records relating to the development, establishment, implementation and evaluation of operational plans or programs. Includes plans or programs for the promotion and maintenance of community and social housing initiatives. Records include input into plans, comments received and drafts, final operational plans and programs, program management records, schedules, delivery methods, contact lists, program objectives, methodologies, evaluations and routine summary reports of program implementation.	Retain minimum of 7 years after action completed, then destroy
2.4.0	Policy and standards	The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, as the basis from which the organisation's operating procedures are determined.	
2.4.1*		Master copy of policies and standards to support social housing related programs, initiatives and services. Includes external policies and standards adopted by the organisation.	Required as State archives
2.4.2*		Records relating to the development and review of policies and standards for social housing programs, initiatives and services. Records include proposals, research papers, results of consultations, supporting reports, drafts, etc.	Retain minimum of 15 years after policy superseded, then destroy
2.4.3*		Records relating to the implementation of policies and standards for social housing programs, initiatives and services. Records include internal audits of	Retain minimum of 3 years after

* Description amended January 2017.

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>HOUSING PROGRAMS - Procedures</i>			
		the implementation, summary timetable schedules and assignment of implementation activities or project schedules.	implementation, then destroy
2.5.0	Procedures	Standard methods of operating laid down by an organisation according to formulated policy.	
2.5.1*		Master set of manuals, handbooks, directives, etc., detailing procedures to support social housing programs, initiatives and services. Includes external procedures adopted by the organisation.	Required as State archives
2.5.2*		Records relating to the development of procedures to support social housing programs, initiatives and services. Records include background research, drafts, feedback and correspondence.	Retain minimum of 3 years after procedures superseded, then destroy
2.6.0	Regulation	<p>The processes of setting rules to guide or prescribe the conduct of non-government social housing providers. Includes delegations, monitoring requirements and licensing.</p> <p>See HOUSING PROGRAMS - Advice for records relating to general advice and information provided to housing providers regarding registration and regulatory requirements, including the delivery of information/briefing sessions to housing providers in regional areas.</p> <p>See HOUSING PROGRAMS - Funding and financial assistance for records relating to funding agreements with community housing providers and Aboriginal housing organisations.</p> <p>See HOUSING PROGRAMS - Research and analysis for records relating to the development of consolidated reports and analysis of housing provider</p>	

* Description amended January 2017.

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>HOUSING PROGRAMS - Regulation</i>			
		performance to provide a sector snapshot, or used for internal operational benchmarking purposes. See PROPERTY SERVICES - Leasing and arrangements for records relating to leasing agreements with community housing providers and Aboriginal housing organisations.	
2.6.1		Summary records detailing organisations authorised to receive assistance from the organisation to deliver social housing, e.g. community housing organisations and Aboriginal community housing providers. Includes registers, etc.	Required as State archives
2.6.2*		Records relating to the authorisation, registration, licensing and regulation of non-government social housing providers. Includes applications, assessments, complaints, correspondence, certifications, approval letters, ongoing monitoring and assessment to ensure compliance with requirements, and annual statements and reports on individual provider performance. Also includes applications for authorisations, registrations or licences which are subsequently not approved.	Retain minimum of 7 years after action completed, then destroy
2.7.0	Research and analysis	The activity of investigating or enquiring into issues surrounding the provision of housing. Includes contributions towards setting external agencies' research priorities and helping to select new projects to be funded. See General Retention and Disposal Authority <i>Administrative records PUBLICATION - Joint ventures</i> for records relating to managing co-research between the organisation and community groups for the purposes of researching published reports.	
2.7.1		Records relating to the conduct of internally and externally funded research supporting social housing and other housing initiatives. Records include	Required as State archives

* Description amended January 2017.

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>HOUSING PROGRAMS - Research and analysis</i>			
		applications for research approval and project proposals, schedules and progress reports, field notes, survey results, statistical and technical information, draft reports and findings, and final reports.	
2.7.2		Records relating to research project proposals where the project did not proceed. Records include applications for research approval and project proposals, reviews of applications, reasons for decisions, appeals and correspondence.	Retain minimum of 3 years after action completed, then destroy
2.7.3		Research data including literature searches, questionnaires, statistics, surveys and other raw data.	Retain minimum of 2 years after final report is produced or project is abandoned, whichever is later, then destroy
2.7.4*		Final version of formal reports prepared or commissioned by the organisation which provide a detailed analysis of data and information in relation to the housing sector such as sector snapshot reports and profiles, reports on population and household projections, and maps and charts outlining remoteness, distribution of housing providers in NSW, etc.	Required as State archives
2.7.5*		Records relating to the development of formal reports prepared or commissioned by the agency. Includes background research, draft versions, comments and feedback from stakeholder reviews, and approvals to release final versions.	Retain minimum of 7 years after action completed, then destroy
2.7.6*		Records relating to the development of routine internal reports which provide an analysis of data and information in relation to the housing sector for reference and operational benchmarking purposes, such as consolidated	Retain minimum of 2 years after action

* New entry approved January 2017.

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>HOUSING PROGRAMS - Training</i>			
		housing provider performance reports. Includes drafts, working documents and supporting background research and analysis.	completed, then destroy
2.8.0	Training	<p>The activity of developing and delivering training for individuals or organisations to support the provision and maintenance of social housing.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> CONTRACTING-OUT for records relating to arranging and managing the delivery of training programs by licensed registered training organisations (RTOs).</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> STAFF DEVELOPMENT - Training for records relating to employee attendance on training courses for staff development purposes.</p>	
2.8.1		Records relating to the development of training programs to support the provision and maintenance of social housing by community housing providers or Aboriginal housing organisations. Records include background research, training plans, curriculum and modules, training resources, e.g. participant and facilitator guides, manuals, activities, posters, handouts, etc., assessment tools and resources, records of consultation with stakeholders, etc.	Required as State archives
3.0.0	PROPERTY SERVICES	<p>The function of managing capital works programs, acquiring properties, and maintaining and managing properties either owned or managed by the organisation, or properties in which the organisation holds a registered interest. Includes:</p> <ul style="list-style-type: none"> • acquiring, constructing, developing, re-developing and disposing of land, properties and subdivisions • preparing design briefs, master plans, feasibility studies, drawings and specifications • maintaining and inspecting housing and related properties to ensure they are protected and meet acceptable community standards. 	

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES</i>			
		<p>See CLIENT MANAGEMENT - Clients for records relating to leasing properties under a tenancy arrangement.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> COMMITTEES for records relating to committees established and operated to support the management of capital works programs, the acquisition of properties and the maintenance of the organisation's portfolio.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> CONTRACTING-OUT for records relating to arranging, procuring and managing property maintenance, upgrade and construction services performed by an external contractor or consultant.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> GOVERNMENT RELATIONS - Advice for records relating to the provision of advice to the Minister or other government organisations about the organisation's properties.</p> <p>See HOUSING PROGRAMS for records relating to the registration of housing providers, provision of funding and financial assistance to providers for property maintenance and management, policies, standards and procedures prepared for and applicable to providers, and general advice and information to support the provision of housing services by providers.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> PROPERTY MANAGEMENT for records relating to conservation and heritage matters, property security, and plans, policies and procedures for the management of properties which are not prepared for and/or applicable to housing providers and which do not relate to specific housing programs and initiatives.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> TENDERING for records relating to tenders for purchase of property or property services, e.g. maintenance.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> PROPERTY MANAGEMENT - Maintenance for records relating to routine</p>	

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Acquisition and disposal</i>			
		<p>maintenance of properties owned or leased by the organisation which does not involve structural changes (e.g. cleaning, painting, electrical and air conditioning maintenance, pest control, etc.).</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> COMMUNITY RELATIONS - Public reaction for records relating to handling comments from the public regarding the organisation's activities in construction, property development, acquisition, disposal and maintenance work on social housing properties.</p>	
3.1.0	Acquisition and disposal	<p>The activities involving the purchase or disposal of social housing properties, including land, redevelopments, subdivisions, houses, unit blocks and individual units in blocks. Includes investigation of potential properties, impact assessments and due diligence.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> FINANCIAL MANAGEMENT - Asset register for records relating to adding and removing items from the organisation's asset register.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> PROPERTY MANAGEMENT - Acquisition for records relating to the acquisition of the organisation's offices, etc.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> PROPERTY MANAGEMENT - Disposal for records relating to the disposal of the organisation's offices, etc.</p>	
3.1.1		Master plans, feasibility studies and reports, drawings and specifications for properties acquired by the organisation.	Required as State archives
3.1.2		<p>Records relating to the acquisition and disposal of properties that are:</p> <ul style="list-style-type: none"> • recipients of prestigious State, national or international architectural or design awards • important local or regional landmarks, or 	Required as State archives

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Acquisition and disposal</i>			
		<ul style="list-style-type: none"> • heritage listed. <p>Include records of investigations into and reports on the property, environmental impact assessments and environmental reports, flood mitigation studies and plans, noise control studies, water quality reports, hazardous materials assessments, records demonstrating public reaction to the purchase, traffic studies, budget estimates, cost-benefit analyses, financial analyses, title searches, land valuations and market assessments, surveys, local environment plans, due diligence checks prior to purchase, correspondence with the vendor or owner, memoranda of understanding signed between agencies for the transfer of title, contracts of purchase, deposited plans, records of stamp duty paid, registered linens, images, e.g. digital recordings, aerial and other photographs, maps, plans, etc, including those sourced from other organisations.</p>	
3.1.3 ¹		<p>Records relating to the acquisition and disposal of properties that are not:</p> <ul style="list-style-type: none"> • recipients of prestigious State, national or international architectural or design awards • important local or regional landmarks, or • heritage listed. <p>Includes records of negotiations where the acquisition or disposal did not proceed.</p>	<p>Retain minimum of 12 years after date property disposed of, then destroy</p> <p>Where the organisation retains interest in the land or property:</p> <p>Retain minimum of 12 years after all registered interests have been removed, then destroy</p>

¹

Disposal trigger amended January 2017 to incorporate requirements for cases where the organisation holds a registered interest in property.

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Acquisition and disposal</i>			
3.1.4		<p>Superseded – see <i>the General retention and disposal authority: administrative records</i> (GA28, entry 16.1.4).</p> <p>GA28, entry 16.1.4 permits the disposal of deeds or certificates of title after administrative or reference use ceases.</p> <p><i>Note: the Registrar General of NSW declared that 11 October 2021 was the day on which all certificates of titles ceased to be issued. Under the Real Property Act a certificate of title previously issued has no force or effect for the purposes of a requirement, whether made under this Act or any other Act, for the lodgement or production of a certificate of title that is imposed in connection with the registration of a matter.</i></p> <p><i>See GA28, entry 16.1.1 for historic (e.g. linen) certificates of title that relate to heritage or landmark properties.²</i></p>	
3.2.0	Authorisation	<p>The process of seeking and granting permission to undertake a requested action.</p> <p>See PROPERTY SERVICES - Leasing arrangements and agreements for records relating to approvals to graze in accordance with requirements of grazing licences.</p>	
3.2.1		Summary records of permits or authorisations issued relating to or for the purposes of building inspections.	Retain minimum of 12 years after date of expiry or other termination of contract, then destroy
3.2.2		Curricula, course guides and handbooks for courses for inspectors on how to conduct inspections of construction work.	Retain minimum of 7 years after superseded

² Entry amended August 2022.

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Authorisation</i>			
			or withdrawn, then destroy
3.2.3*		Records relating to requests for approval to remove registered interests in land or property. Includes requests to remove interests, records of assessments and checks carried out by the organisation, legal advice sought, and liaison with applicants including advice and notifications of determinations (e.g. approval or rejection).	Retain minimum of 12 years after approval to remove registered interest/s, then destroy
3.3.0	Construction	<p>The activities involved in constructing or renovating buildings or facilities. Includes design etc.</p> <p>See PROPERTY SERVICES - Project control for summary records relating to managing construction projects.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> FINANCIAL MANAGEMENT - Accounting for records relating to financial transactions.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> FINANCIAL MANAGEMENT - Asset register for records relating to adding and removing items from the organisation's asset register.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> PROPERTY MANAGEMENT - Compliance for records relating to the organisation's compliance with standards and statutory requirements, e.g. environmental regulations, building standards, etc.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> PROPERTY MANAGEMENT - Installation for records relating to the installation of service systems within properties (e.g. heating, plumbing, air conditioning, cabling, alarms, etc) not involving structural changes.</p>	

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Construction</i>			
		See General Retention and Disposal Authority <i>Administrative Records</i> PROPERTY MANAGEMENT - Maintenance for records relating to routine maintenance of properties not involving structural changes (e.g. cleaning, painting, electrical and air conditioning maintenance, pest control, etc).	
3.3.1		Final reports of building projects funded and conducted by the organisation. Records include post project reviews and final project outcomes.	Required as State archives
3.3.2		Records relating to the design of social housing that document changes in or influences on social housing design over time. Includes plans/designs of 'estates' and of typical dwellings.	Required as State archives
3.3.3		Records relating to the construction of infrastructure, services and dwellings that are: <ul style="list-style-type: none"> • recipients of prestigious State, national or international architectural or design awards • important local or regional landmarks, or • heritage listed. <p>Includes records relating to installation and maintenance works involving structural changes, reconfiguring properties for aged tenants, disability modifications, etc. Records include building and development applications, design briefs, drawings and specifications, notifications to and certification by regulators, construction certificates, deposited plans, 88B instruments, works as executed plans, construction completion checklists, work-in-kind and developer agreements, LPI dealings, subdivision plans, easement agreements and payments, occupancy certificates, community and strata plans, etc.</p>	Required as State archives
3.3.4		Records relating to the construction of infrastructure, services and dwellings that are not :	Retain minimum of 12 years after building or structure is disposed of, then destroy or

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Construction</i>			
		<ul style="list-style-type: none"> • recipients of prestigious State, national or international architectural or design awards • important local or regional landmarks, or • heritage listed. 	transfer to new owner as required
3.3.5		Records relating to the construction of fencing, including shared costing arrangements. Records include quotations, correspondence, photographs, requests for payment, installation schedules etc.	Retain minimum of 7 years after action completed, then destroy
3.4.0	Fire safety	The activities associated with upgrading and maintaining property to meet fire safety standards. Includes fire engineering advice and solutions, compliance checks, monitoring of fire safety equipment and controls under legislative guidelines.	
3.4.1		Records relating to the organisation's compliance with mandatory or optional standards or with statutory requirements relating to fire safety. Includes the management of property in accordance with fire safety standards, maintenance for fire prevention and access to water supplies. Records include investigations, plans for fire safety program, quality procedures to protect fire safety upgrade works, field notes, correspondence, etc.	Retain minimum of 7 years after action completed, then destroy
3.4.2		Periodic internal reports on fire safety programs or upgrade works, e.g. condition reports, monthly reports, returns, etc.	Retain minimum of 2 years after action completed, then destroy
3.5.0	Inspections	<p>The activities associated with officially checking quality assurance of housing construction, maintenance and other property services.</p> <p>See General Retention and Disposal Authority <i>Administrative records</i> COMMUNITY RELATIONS - Public reaction for records relating to</p>	

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Inspections</i>			
		<p>complaints regarding inspections conducted to monitor the condition of leased or tenanted properties.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> PROPERTY MANAGEMENT - Compliance for records relating to the organisation's compliance with standards or requirements relating to the management of property.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> PROPERTY MANAGEMENT - Conservation for records relating to the remediation of contaminated sites.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> PROPERTY MANAGEMENT - Inspections for records relating to inspections to determine whether asbestos or other hazardous substances are present in buildings or land.</p> <p>See PROPERTY SERVICES - Project Control for records relating to inspections carried out to monitor and provide an update on the progress of specific projects.</p>	
3.5.1*		Records relating to routinely conducted inspections to identify and monitor conditions of tenanted or leased premises. Records include notes of inspections, records of liaison where appropriate, etc.	Retain minimum of 7 years after action completed, then destroy
3.6.0	Insurance	<p>The process of taking out premiums to cover loss or damage to property or premises.</p> <p>Note: This activity is included to cover the records of self-insurers. Other organisations should use the <i>General retention and disposal authority</i>:</p>	

* Description amended January 2017

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Insurance</i>			
		<p><i>administrative records</i>, PROPERTY MANAGEMENT - INSURANCE for records relating to insurance policies for properties.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> FINANCIAL MANAGEMENT - Reporting for records relating to reporting to Treasury on yearly premium renewals for insurance policies.</p>	
3.6.1		Records relating to property insurance policies, including information provided for renewals and summary records created to facilitate the management of policies, e.g. insurance registers. Records include routine correspondence such as notices of renewals, details of amounts of cover, advice on premiums payable and statistics.	Retain minimum of 20 years after date of expiry or other termination of contract, then destroy
3.6.2		Records relating to insurance claims and appeals by the organisation for damage to and/or loss of property.	Retain minimum of 7 years after date claim settled, then destroy
3.7.0	Leasing arrangements and agreements	<p>The activities involved in entering into lease or other arrangements for the management of properties, premises or facilities. Includes the formal documentation setting out conditions, rights, responsibilities, etc., of both parties. Also includes subleasing.</p> <p>See CLIENT MANAGEMENT - Clients for records relating to housing applications and rental agreements with social housing tenants (clients).</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> PROPERTY MANAGEMENT - Leasing-out for records relating to leasing out office space.</p> <p>See General Retention and Disposal Authority <i>Administrative Records</i> PROPERTY MANAGEMENT - Maintenance for records relating to maintaining land, including vacant land, e.g. painting, repairs, mowing, etc.</p>	

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Leasing arrangements and agreements</i>			
		See PROPERTY SERVICES - Inspections for records relating to routinely conducted inspections to identify and monitor conditions of tenanted or leased premises.	
3.7.1*		Records relating to the negotiation, establishment, review and monitoring of agreements and arrangements with housing providers, housing organisations, community groups, commercial entities or other bodies relating to the management or use of properties or facilities. Includes lease, head lease, sub lease and management agreements, or other similar arrangements.	<p>For speciality agreements (under seal): Retain minimum of 12 years after expiry or termination of agreement, or after action completed, whichever is later, then destroy</p> <p>For standard agreements (not under seal): Retain minimum of 7 years after expiry or termination of agreement, or after action completed, whichever is later, then destroy</p> <p>Where the organisation holds a</p>

* Description and disposal trigger (to incorporate requirements for cases where the organisation holds a registered interest in property) amended January 2017

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Leasing arrangements and agreements</i>			
			<p>registered interest in property:</p> <p>Retain minimum of 12 years after any registered interests in the land have been removed or lapse (in accordance with agreement terms and conditions), then destroy</p>
3.7.2		Records relating to the maintenance of vacant land through the issuing of grazing licences. Records include applications for grazing rights, approvals to graze, reports of inspections to determine whether properties are being maintained under agreements, notices to discontinue licences, etc.	Retain minimum of 2 years after action completed, then destroy
3.8.0	Portfolio administration	The activities associated with counting and valuing the government's social housing and accommodation portfolio. Includes maintaining an inventory of stock numbers and dwelling types, and planning in relation to the location and nature of housing needs at a point in time.	
3.8.1		Records of rental figures, valuations and plans. Records include working notes made by valuers on how rental figures are determined by the organisation.	Required as State archives
3.8.2		Summary records created to facilitate the management of property owned by the organisation. Includes asset registers, deed registers, property registers, land registers, etc.	Required as State archives
3.8.3		Records relating to internal or external reviews of property, e.g. requirements for stock, location of stock etc. Includes stock transfers from public to community housing, e.g. as part of the Stock Transfer Program. Records	Required as State archives

Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Leasing arrangements and a</i>			
		include documents establishing the review, background research, draft versions of review reports containing significant changes/alterations or formally circulated for comment, final, approved versions of reports, project or action plans, and statistical analysis of housing market indicators.	
3.8.4*		Records relating to the development and review of rental figures, valuations and plans. Includes rent valuation working papers.	Retain minimum of 5 years after action completed, then destroy
3.9.0	Project control	The activities associated with the control, oversight and management of projects. See PROPERTY SERVICES - Construction for records relating to post project reviews for building projects funded and conducted by the organisation.	
3.9.1*		Records relating to the control and management of specific property services projects to ensure they are delivered on time, on budget, and in accordance with agreed standards and requirements. Includes project plans and schedules, status reports and updates, project manager's reports, project memos and approvals, agenda and minutes of project meetings, budget and financial performance reports, etc. <i>Note: See the relevant activity for records relating to the actual work performed as part of the project. For example, see PROPERTY SERVICES - Construction for design briefs, plans, specifications, construction certificates etc. produced as part of the organisation's construction projects.</i>	Retain minimum of 12 years after completion of the project, then destroy
3.10.0	Allocation	The activity associated with allocating properties to social housing providers, organisation or community groups.	

* Entry 3.8.4 approved January 2017. Entry 3.9.1 description and disposal trigger amended January 2017.

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Provision of social housing services

Authority number: FA303

Dates of coverage: 1945+

No	Function/Activity	Description	Disposal Action
<i>PROPERTY SERVICES - Leasing arra</i>			
		See General Retention and Disposal Authority <i>Administrative records TENDERING</i> for records relating to the allocation of properties to housing providers or organisations through formal tendering processes. See PROPERTY SERVICES - Leasing arrangements and agreements for records relating to formal agreements and arrangements following the allocation of properties to providers, organisations or other groups.	
3.10.1*		Records relating to the allocation of properties to housing providers or housing organisations, or allocating neighbourhood facilities to groups. Includes lists of prospective providers, recommendations and briefing notes, approvals, and advice and liaison with providers as necessary.	Retain minimum of 7 years after action completed, then destroy

* Entry approved January 2017

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