

State Records NSW

Functional Retention and Disposal Authority: FA435

This authority covers records documenting the function of Social housing, housing assistance & protected tenancies

This 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 Records NSW in accordance with section 21(3) of the Act.

State Records NSW

Functional Retention and Disposal Authority

Authority no FA435

SR file no 22/0167

Scope This retention and disposal authority covers records documenting the function of social housing, housing assistance & protected tenancies.

Public office NSW public offices involved in the management & provision of social housing, housing assistance and protected tenancies. Includes:

- Department of Communities & Justice
- Department of Customer Service
- Department of Planning & Environment
- Department of Regional NSW
- Housing Appeals Committee
- NSW Land and Housing Corporation
- NSW Aboriginal Housing Office

Approval date 10 May 2023

About the Functional Retention and Disposal Authority

Purpose of the authority

The purpose of this 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 the State 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 Records NSW does not disapprove. Advice on the State Records Act can be obtained from State 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. State 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 Records NSW any information which affects the retention of the records covered by the authority.

State Records NSW's 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 Records NSW's 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 Records NSW and of public offices in undertaking appraisal processes and disposal activities.

Implementing the authority

This 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 further advice 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-dependent 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 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 Museums of History 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 Museums of History NSW regarding the management of State archives.

Transferring records identified as State archives and no longer in use for official purposes to Museums of History NSW 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 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 Records NSW.

Administrative change

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

State 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 Records NSW may propose a review of the authority at any other time, particularly in the case of change of administrative arrangements, procedures or to operating environments 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 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 Records NSW
PO Box 516
Kingswood NSW 2747
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E-mail: govrec@staterecords.nsw.gov.au

Functional Retention and Disposal Authority

Social housing, housing assistance & protected tenancies

Authority number: FA435

Dates of coverage: Open

| No. | Description of records | Disposal action |
|-----|------------------------|-----------------|
|-----|------------------------|-----------------|

1.0.0 SOCIAL HOUSING, HOUSING ASSISTANCE & PROTECTED TENANCIES

The function of managing the provision of social housing, housing assistance and protected tenancies.

See General Retention and Disposal Authority *Administrative records* **PROPERTY MANAGEMENT - Acquisition, construction or disposal** for records relating to the acquisition, construction and disposal of housing stock.

See General Retention and Disposal Authority *Administrative records* **PROPERTY MANAGEMENT - Leasing-out** for records relating to the leasing of property to Government employees such as teachers and police officers, and provision of affordable housing.

1.1.0 Advice

The activity of providing advice and information relating to social housing and housing assistance. Includes applicants, tenants, the community and stakeholders.

See **CLIENT MANAGEMENT** for records relating to advice to individual clients and tenants.

See General Retention and Disposal Authority *Administrative records* **COMMUNITY RELATIONS - Customer service** for records relating to the administration of specialised customer services (e.g. telephone information services) and charters, standards or guarantees relating to the provision of services to clients, and for records relating to the management of bookings for events, programs or other activities held by the organisation, and evaluation forms or surveys providing feedback on the organisations services, events, programs or other activities.

See General Retention and Disposal Authority *Administrative records* **COMMUNITY RELATIONS - Enquiries** for records relating to the provision of general advice about housing assistance and services, and housing programs and initiatives.

See General Retention and Disposal Authority *Administrative records* **COMMUNITY RELATIONS - Marketing** for records relating to general promotional or explanatory information about the organisation, its operations and services.

See General Retention and Disposal Authority *Administrative records* **GOVERNMENT RELATIONS - Advice** for records relating to the provision of advice to the Minister.

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| 1.1.1 | Final versions of advice and explanatory information developed or commissioned by the organisation relating to: <ul style="list-style-type: none"> • housing programs • initiatives | Required as State archives |
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SOCIAL HOUSING, HOUSING ASSISTANCE & PROTECTED TENANCIES - Advice

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| | <ul style="list-style-type: none"> assistance and support for clients and housing providers training programs to support the provision and maintenance of housing by community housing providers. <p>Includes State-wide campaign material promoting awareness of housing assistance, tenancy or related issues, such as homelessness</p> | |
| 1.1.2 | Records relating to drafting advice, information and training materials regarding housing assistance and services, housing programs and initiatives etc. | Retain until administrative or reference use ceases, then destroy |
| 1.1.3 | Records relating to responding to general enquiries about housing assistance and services, programs and initiatives. Records include correspondence, notes of telephone conversations with enquirers, etc. Note: see individual case management files for specific advice to individual clients. | Retain minimum of 2 years after action completed, then destroy |

1.2.0 Client management

The activity of managing housing applicants and tenants. Includes assessing applications for housing assistance (e.g. rental assistance), managing tenancies and evicting tenants.

Note: Social housing includes public housing tenants, Aboriginal housing tenants, community housing tenants, tenants who transfer from public to community housing tenancies and have an option to return to public housing, tenants who enter into the prison service, and protected tenants who live in rent-controlled properties.

See **HOUSING PROGRAMS** for records relating to programs to provide access to government and non-government residential accommodation and related services.

See **PROPERTY SERVICES** for records relating to the management of properties available for tenancy.

See General Retention and Disposal Authority *Administrative Records* **COMMUNITY RELATIONS - Public reaction** for records relating to complaints, compliments or suggestions regarding the organisation's policies or services.

See General Retention and Disposal Authority *Administrative Records* **CONTRACTING-OUT** for records relating to managing the performance of work or the provision of services by an external contractor or consultant.

See General Retention and Disposal Authority *Administrative records* **FINANCIAL MANAGEMENT - Accounting** for records relating to debt recovery/management.

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SOCIAL HOUSING, HOUSING ASSISTANCE & PROTECTED TENANCIES - Client management

See General Retention and Disposal Authority *Administrative records* **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).

See General Retention and Disposal Authority *Administrative records* **LEGAL SERVICES - Litigation** for records relating to investigations into tenants which lead to litigation, and records documenting appeals to external authorities (e.g. NCAT).

See General Retention and Disposal Authority *Administrative records* **PROPERTY MANAGEMENT - Leasing-out** for records relating to the leasing of property to Government employees such as teachers and police officers.

See General Retention and Disposal Authority *Administrative records* **STRATEGIC MANAGEMENT - Policy** for records relating to the development and review of policies regarding the management of clients and eligibility for services.

See General Retention and Disposal Authority *Administrative records* **STRATEGIC MANAGEMENT - Procedures** for records relating to manuals, handbooks, directives etc detailing procedures for managing tenants, placing clients into appropriate housing, assessing applications for housing and services, criteria etc.

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| 1.2.1 | <p>Key records relating to the management and provision of housing. Includes:</p> <ul style="list-style-type: none"> • summary records of social housing tenants and protected tenants • reports of the outcomes of social housing client surveys e.g. surveys regarding housing requirements, tenure reviews and client satisfaction • appeals to the Housing Appeals Committee about tenancy matters, property management, maintenance, rehousing, the administration of rental accounts etc. <p>Note: Summary records should include summary personal details, property addresses (including tenant relocations over time), eligibility for housing, circumstances warranting housing assistance etc.</p> | Required as State archives |
| 1.2.2 | <p>Records relating to the case management of social housing clients:</p> <ul style="list-style-type: none"> • where issues are raised and the case demonstrates systemic issues with the provision of social housing services, or | Required as State archives |

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| | <ul style="list-style-type: none"> • which lead to changes in the way housing services are provided • collections of client records identified as being of continuing value for research purposes. <p>Case files contain applications for housing, rental agreements, correspondence with client regarding tenancy, eviction notices, complaints etc.</p> <p>Note: research value may include the following:</p> <ul style="list-style-type: none"> • multi-generational clients • clients where the housing is sold to the private sector, e.g. Millers Point, the Sirius. • clients of the Glebe Housing Estate which is a heritage listed estate managed by the Aboriginal Housing Office • cases which may have resulted in changes to the implementation of tenant relocation programs or management transfer programs to community housing providers. • protected tenants case files from the beginning of the program and for the current remaining clients. • client files for clients residing in heritage listed properties or properties that have been proposed for heritage listing. | |
| 1.2.3 | <p>Case files for social housing clients placed in property owned or leased by the organisation for the purpose of providing accommodation that do not illustrate systemic issues with the provision of social housing services or lead to changes in the way housing services are provided.</p> <p>Case files contain:</p> <ul style="list-style-type: none"> • applications for housing, rental agreements, correspondence with client regarding tenancy • eviction notices, investigations into fraud, non-payment of rent, property damage etc. • correspondence with tenants and other interested parties etc. | Retain minimum of 10 years after client no longer requires housing, then destroy |

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SOCIAL HOUSING, HOUSING ASSISTANCE & PROTECTED TENANCIES - Client management

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| 1.2.4 | <p>Records relating to successful applications for housing assistance, for example:</p> <ul style="list-style-type: none"> • 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. <p>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.</p> | Retain minimum of 7 years after action completed, then destroy |
| 1.2.5 | <p>Short-term records relating to social housing services. Includes:</p> <ul style="list-style-type: none"> • applications for housing that do not result in tenancy • unsuccessful applications for housing assistance • the preparation, delivery and return of client surveys. • the moving of social housing tenants, e.g. inventories, costings, arrangements with removalists etc. • implementation of policies regarding client management etc | Retain minimum of 3 years after action completed, then destroy |

1.3.0 Housing programs

The activity of developing programs to provide access to government and non-government residential accommodation and related services by:

- 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)

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SOCIAL HOUSING, HOUSING ASSISTANCE & PROTECTED TENANCIES - Client management

- 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.

Includes managing the delivery of housing programs (e.g. by community housing providers or Aboriginal housing organisations). Also includes sector regulation, sector development and property allocation.

See **ADVICE** for records relating to the provision of advice about housing programs.

See **PROPERTY SERVICES** for records relating to the purchase and sale of housing, 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.

See General Retention and Disposal Authority *Administrative Records* **COMMITTEES** for records relating to committees established and operated to support the administration of housing and community based programs, strategic planning, redevelopment, acquisition and disposal of property, and the organisation's participation in task forces.

See General Retention and Disposal Authority *Administrative Records* **COMMUNITY RELATIONS - Public reaction** for records relating to feedback and complaints about programs.

See General Retention and Disposal Authority *Administrative Records* **TENDERING** for records relating to the outsourcing of research or development and operation of housing programs by tender process.

See General Retention and Disposal Authority *Administrative records* **COMMUNITY RELATIONS - Celebrations, ceremonies, functions** for records relating to arrangements for the delivery of information sessions, such as venue and facility bookings, invitations, registrations, travel itineraries and arrangements, etc.

See General Retention and Disposal Authority *Administrative records* **COMMUNITY RELATIONS - Customer service** for records relating to feedback/evaluation surveys.

See General Retention and Disposal Authority *Administrative records* **GOVERNMENT RELATIONS - Agreements** for records relating to the negotiation, establishment and review of government agreements in relation to housing, including national partnership agreements.

See General Retention and Disposal Authority *Administrative records* **GOVERNMENT RELATIONS - Reporting** for records relating to reporting to government on the organisation's programs and services.

See General Retention and Disposal Authority *Administrative records* **STRATEGIC MANAGEMENT - Planning** for records relating to strategic plans and programs to support the development and delivery of housing programs, activities and initiatives.

See General Retention and Disposal Authority *Administrative records* **STRATEGIC MANAGEMENT - Procedures** Master set of manuals, handbooks, directives etc detailing

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procedures to support social housing programs, initiatives and services. Includes external procedures adopted by the organisation.

See General Retention and Disposal Authority *Administrative records* **STRATEGIC MANAGEMENT - Reviewing** for records relating to re-evaluation or re-examination of social housing asset strategic management processes

See General Retention and Disposal Authority *Higher and Further education & research* **RESEARCH** for records relating to the management of research projects.

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| 1.3.1 | <p>Key records relating to the provision of support for housing initiatives. Includes:</p> <ul style="list-style-type: none"> • summary records of recipients, grants, funds, or other assistance disbursed. • the national register of community housing providers • the investigation of complaints against community housing providers where there is serious non-compliance. • summary records detailing organisations authorised to receive assistance from the organisation to deliver social housing, e.g. community housing organisations, Aboriginal community housing providers etc. • final reports submitted by recipients of funding. | <p>Required as State archives</p> |
| 1.3.2 | <p>Records relating to the disbursement of funds or other 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> <p>Note: see entry 1.3.5 for unsuccessful applications.</p> | <p>Retain minimum of 10 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</p> |

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SOCIAL HOUSING, HOUSING ASSISTANCE & PROTECTED TENANCIES - Housing programs

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| | | registered interests in the land have been removed or lapse (in accordance with agreement terms and conditions), then destroy |
| 1.3.3 | <p>Records relating to the authorisation, registration, licensing and regulation of non-government social housing providers.</p> <p>Includes applications, assessments, complaints, correspondence, certifications, approval letters, ongoing monitoring and assessment to ensure compliance with requirements, minor complaints (i.e. where a formal investigation is not conducted), and annual statements and reports on individual provider performance.</p> <p>Includes applications which are not approved.</p> | Retain minimum of 7 years after action completed or expiry of approval, then destroy |
| 1.3.4 | 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 |
| 1.3.5 | <p>Short-term records relating to housing programs. Includes:</p> <ul style="list-style-type: none"> • unsuccessful applications for grants, funds or other financial assistance to support housing initiatives. • the development of presentations and associated materials for stakeholder groups, such as housing providers in regional areas regarding registration requirements and processes • the implementation of policies and standards for social housing programs, initiatives and services • the development of procedures to support social housing programs, initiatives and services and routine internal reports which provide an analysis of data and information in relation to the housing sector for reference and operational | Retain minimum of 3 years after action completed or superseded, then destroy |

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SOCIAL HOUSING, HOUSING ASSISTANCE & PROTECTED TENANCIES - Housing programs

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| | benchmarking purposes, such as consolidated housing provider performance reports, e.g. background research, drafts, feedback and correspondence etc. | |
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1.4.0 Property services

The activity of managing and maintaining properties either owned or managed by the organisation, or in which the organisation holds a registered interest. Includes counting and valuing the government's social housing and accommodation portfolio.

See **SOCIAL HOUSING, HOUSING ASSISTANCE & PROTECTED TENANCIES - Client management** for records relating to leasing properties under a tenancy arrangement.

See **SOCIAL HOUSING, HOUSING ASSISTANCE & PROTECTED TENANCIES - 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.

See General Retention and Disposal Authority *Administrative Records* **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.

See General Retention and Disposal Authority *Administrative Records* **CONTRACTING-OUT** for records relating to arranging, procuring and managing property maintenance, upgrade and construction services performed by an external contractor or consultant.

See General Retention and Disposal Authority *Administrative Records* **GOVERNMENT RELATIONS - Advice** for records relating to the provision of advice to the Minister or other government organisations about the organisation's properties.

See General Retention and Disposal Authority *Administrative records* **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.

See General Retention and Disposal Authority *Administrative records* **PROPERTY MANAGEMENT - Acquisition** for records relating to the acquisition of properties.

See General Retention and Disposal Authority *Administrative records* **PROPERTY MANAGEMENT - Construction** for project management records.

See General Retention and Disposal Authority *Administrative records* **PROPERTY MANAGEMENT - Disposal** for records relating to the disposal of properties.

See General Retention and Disposal Authority *Administrative records* **PROPERTY MANAGEMENT - Insurance** for records relating to the management of property insurance.

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See General Retention and Disposal Authority *Administrative records* **PROPERTY MANAGEMENT - Leasing-out** for 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

See General Retention and Disposal Authority *Administrative records* **PROPERTY MANAGEMENT - Maintenance** for records relating to routine 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.).

See General Retention and Disposal Authority *Administrative records* **STRATEGIC MANAGEMENT - Planning** for records relating to master plans and feasibility studies and reports for properties.

See General Retention and Disposal Authority *Administrative Records* **TENDERING** for records relating to tenders for purchase of property or property services, e.g. maintenance.

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| 1.4.1 | <p>Key records relating to the management of property portfolios. Includes:</p> <ul style="list-style-type: none"> • final reports of building projects funded and conducted by the organisation, e.g. post project reviews and final project outcomes. • the determination of rents payable • records of rental figures, valuations and plans • reviews of property, e.g. requirements for stock, location of stock etc. • stock transfers from public to community housing, e.g. as part of the Stock Transfer Program, e.g. establishment of review, reports, project or action plans, and statistical analysis of housing market indicators. | <p>Required as State archives</p> |
| 1.4.2 | <p>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> | <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</p> |

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SOCIAL HOUSING, HOUSING ASSISTANCE & PROTECTED TENANCIES - Property services

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| | | <p>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> |
| 1.4.3 | Summary records of permits or authorisations issued relating to or for the purposes of building inspections. | Retain minimum of 12 years after expiry or other termination of contract, then destroy |
| 1.4.4 | 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 |
| 1.4.5 | Operational records relating to the management of property. Includes: <ul style="list-style-type: none"> • training material for inspectors on how to conduct inspections of construction work. • routine inspections to identify and monitor conditions of tenanted or leased premises. • allocation of properties to housing providers or housing organisations • allocating neighbourhood facilities to groups • the development and review of rental figures, valuations and plans. | Retain minimum of 7 years after action completed, then destroy |
| 1.4.6 | 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 7 years after expiry of licence, then destroy |

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