

**Tenancy management  
WM Housing retention schedule**

<b>Document</b>	<b>Statutory Retention Period</b>	<b>Recommendation Retention Period</b>	<b>Comments</b>
Successful applications for accommodation		6 Years	
Unsuccessful applications and documentation		1 Year	
Core data records forms		None - destroy immediately after data is recorded	
Housing benefit notifications		2 Years	
Rent statements		2 Years	
Tenancy files (including rent payment records, details of complaints & ASB)		Life of tenancy	Complaints/ASB can be destroyed 6 years from it being closed
Former tenant arrears (debt) information		Retain for 7 years	
Former tenancy agreements & details of their leaving		6 Years	
Care plans & related documents		Permanently	
Documentation correspondence and information provided by other agencies relating to the special needs of current tenants		Life of tenancy	
Records relating to offenders, ex-offenders and persons subject to cautions		Life of tenancy	
Resident meeting minutes		1 Year	
Case files and associated documents		5 Years until end of legal action	
subsidy claims, support plans, single assessments (including supporting information)		Duration of tenancy	

**Tenancy management  
WM Housing retention schedule**

Safeguarding		paper documents should not be kept. All notes should be made on case management system. Only keep documents, while case is live	Live on-going cases, any documentation should be under lock and key. Once case is closed, notes recorded on case management system and documents confidentially destroyed.
CCTV	31 Days	3 - 6 Months	
Call recordings		13 Months	