

ASSETS				
Document	Storage Format	Retention Period	Reason for Retention	Data Rating
Letters to and from Tenants (Scheme File)	Electronic	Duration of Tenancy + 2 yrs.	Good Practice	High
Circulars sent to Tenants (Scheme Files)	Electronic	2 Years post practical Completion	Good Practice	High
Letters to Third Parties	Electronic	2 years	Good Practice	Low
Occupational Therapists Recommendations	Electronic	Duration of Tenancy + 2 yrs.	Good Practice	High
Report & File Notes on Property (Scheme)	Electronic	Duration of Tenancy + 2 yrs.	Good Practice	Medium
Redecoration/Displacement Grant Details	Electronic	Duration of Tenancy + 2 yrs.	Good Practice	High
Insurance Claims	Electronic	6 Years from Completion	Good Practice	Medium
Public Liability Claims	Electronic	6 Years from Completion	Good Practice	High
Completed Works Orders	Electronic	UH Stores Full History	Good Practice	Medium
Completed post inspections	Electronic	2 Years from Completion	Good Practice	Medium
Completed pre inspections	Electronic	2 Years from Completion	Good Practice	Medium
CORPORATE SERVICES				
Document	Storage Format	Retention Period	Reason for Retention	Data Rating
BUSINESS ASSURANCE				
Accident books and RIDDOR Records	Manual/Electronic	6 years	HSE Requirement	High
Risk Assessments Records	Manual/Electronic	5 years		High
Complaints	Manual/Electronic	6 years	NHF Recommendation	High
Tenant surveys	Electronic	4 years	BA Decision	High
Accident Near Miss Records	Manual/Electronic	3 years	Good Practice	High
Fire File	Manual/Electronic	2 years	Good Practice	High
CCTV	Electronic	28 Days	CCTV Policy	High
CCTV	Downloads	6 months unless attached to tenancy	CCTV Policy	High
Subject Access Request Data	Electronic	4 years	Good Practice	High
COMMUNICATIONS				
Photographs and videos of Tenants	Electronic	Until Consent is Withdrawn	CS Decision	High
News Stories, quotes and photographs (tenant and staff) on Clanmil's Website	Electronic	Remove after 5 years	CS Decision	Low
Facebook enquires	Electronic	Remove after 6 months	CS Decision	Medium
DEVELOPMENT				
Document	Storage Format	Retention Period	Reason for Retention	Data Rating
All Scheme / Property Development Files	Manual/ Electronic	15 years for relevant data	Information is subject to external audit	Low
House Sale Files (incl. Right to Buy Application)	Manual/ Electronic	10 years post sale		Low
FINANCE				
Document	Storage Format	Retention Period	Reason for Retention	Data Rating
ACCOUNTING SYSTEMS - INCOME				
Rent Received	Electronic	6 years	Statutory	High
Rental Adjustments	Electronic	6 years	Statutory	High
Debit Adjustments	Electronic	6 years	Statutory	High
Debit Charges	Electronic	6 years	Statutory	High
AllPay Net Payment Files	Electronic	6 years	Statutory	High
Rent Reconciliation Sheets	Electronic	6 years	Statutory	High
Direct Debit Files	Electronic	6 years	Statutory	High

Standing Order Files	Electronic	6 years	Statutory	High
Lodgement Book Stubs	Manual	6 years	Statutory	High
Housing Benefit Records	Electronic	6 years	Statutory	High
Housing Benefit Schedules	Electronic	6 years	Statutory	High
Health Trust Claim Records	Electronic	6 years	Statutory	High
Direct Deduction Records	Electronic	6 years	Statutory	High
Rent Refunds File	Electronic	6 years	Statutory	High
ACCOUNTING SYSTEMS				
Cheques Received	No scan - lodgement with sufficient details electronically	6 years	Statutory	High
ACCOUNTING SYSTEM - HOUSING WITH CARE				
Resident Bank Account Files	Manual	Term of Tenancy + 6 years	Statutory	High
Resident Bank Account Files (Current)	Manual	6 years	Statutory	High
Resident Account Cashbook	Manual	6 years	Statutory	High
Petty Cash File	Print Out	6 years	Statutory	Medium
Resident Comfort Fund Bank Account File	Manual	Permanent	Statutory	High
Resident Comfort Fund Bank Account File (Current)	Manual	6 years	Statutory	High
Resident Comfort Fund Cashbook	Manual	6 years	Statutory	High
Resident Comfort Fund Bank Statements	Printout	6 years	Statutory	High
Cash Received Records (Other Income)	Manual	6 years	Statutory	High
Cash Received Records (Service Charges)	Manual	6 years	Statutory	High
Lodgement Slips	Manual	6 Years	Statutory	High
Monthly Cash and Banking Summary	Manual	6 years	Statutory	High
Income Schedules	Manual	6 years	Statutory	High
HOUSING				
NEIGHBOURHOODS				
Document	Storage Format	Retention Period	Reason for Retention	Data Rating
Transfer Application Forms	Manual/Electronic	6 years after TOT	Statutory	High
Transfer Assessment	Electronic	6 years after TOT	Statutory	High
Direct Exchange	Electronic	6 years after TOT	Statutory	High
Allocations / Void Sheet	Electronic	2 years from date of offer	Good Practice	High
Current Tenant File, incl. Tenancy Agreement and Next of Kin/Emergency contact details	Manual/Electronic	Life of Tenancy	Good Practice	High
Past Tenant File, incl. Tenancy Agreement and Next of Kin/Emergency contact details	Manual/Electronic	6 years after TOT	Good Practice	High
Details of Schedule 1 Offenders	Manual	Life of Tenancy	Good Practice	High
WL Correspondence ref SC1 Offenders	Electronic	3 Years	Good Practice	High
ASB Files	Electronic	5 years after case closed	Good Practice	High
Rent/Rates	Manual	Permanently	Good Practice	Medium
Past Tenant rent account/arrears	Electronic	6 Years after TOT or if repayment plan in place after 6 years, until debt has been repaid	The Limitation Act 1980, Good Practice	High
Abandonment Inventory	Electronic	6 years after TOT	Good Practice	Medium
Scheme Visit Checklist	Manual/Electronic	2 years	Good Practice	High
BCPs	Electronic	2 years	Good Proactive	High

Housing Management Update Minutes	Electronic	2 Years	Good Practice	Low
Disqualification Applications	Electronic	6 years after TOT	Good Practice	High
Waiting List Correspondence	Electronic	3 years	Good Practice	High
NICORE	Manual	Up to One Year	NIFHA guidance	High
Completed 6 week visit form	Electronic	2 years after visit	Good practice	High
PSNI information requests and Reports with incident details	Electronic	2 years	Good practice	High
Personal Emergency Evacuation Plans (PEEP) - Active PEEP	Manual/Electronic	Duration of Tenancy	Statutory	High
Personal Emergency Evacuation Plans (PEEP) - Superceded PEEP	Manual/Electronic	3 years from the date of update	Good practice	High
Tenant Emergency Call System (pull cord/pendent) records	Manual/Electronic	6 years after TOT	Good practice	High
COMMUNITY DEVELOPMENT				
Document	Storage Format	Retention Period	Reason for Retention	Data Rating
LEFs, Readers' Panel, SIF (such as: Notes, minutes, participants' contact details)	Electronic	6 years	Good Practice	Low
Customer Council	Electronic	6 years	Good Practice	Low
TBUC files / Shared Housing scheme information (files related to the scheme funding)	Paper & Electronic	7 years following the last payment of Grant	As per Contract with NIHE	Low
TBUC files / Shared Housing scheme information (such as Tenant Satisfaction Surveys)	Paper & Electronic	5 years after the scheme end date	As confirmed by head of Shared Housing, NIHE in October 2025	Low
Community Cohesion files	Electronic	6 years	Good Practice	Medium
CUSTOMER SERVICE CENTRE				
Document	Storage Format	Retention Period	Reason for Retention	Data Rating
Telephone call recordings for calls received in CSC	Electronic	6 months	Training and monitoring purposes	Medium
Out of Hours call records	Electronic	1 Year	Good Practice	Medium
INDEPENDENT LIVING				
Document	Storage Format	Retention Period	Reason for Retention	Data Rating
Support Plan	Manual/Electronic	Current and all previous	Good Practice	High
Support Plan Assessment	Manual/Electronic	Current and all previous	Good Practice	High
Risk Assessments	Manual/Electronic	Current and previous	Good Practice	High
Telecare/Helpline Printouts	Manual/Electronic	Current and previous	Good Practice	High
File Notes, emails, Letters & photos	Manual/Electronic	Until TOT + 7 years	Good Practice	Medium
Support Plan Database	Electronic	1 year	Good Practice	High
Daily Contact Records and Review	Electronic	1 year	Good Practice	High
Hairdressing File	Manual/Electronic	6 years	Good Practice	High
TV Licence	Manual	Current & Immediate Past	Good Practice	High
Activities Book	Manual	6 years	Statutory	Medium
Activities Receipt	Manual	6 years	Statutory	Medium
Petty Cash Receipt	Manual	6 years	Statutory	Medium
Fire File	Manual/Electronic	2 years	Good Practice	High
BCP	Electronic	2 years current/previous	Good Practice	Medium
Food Safety Records	Manual	2 years	Good Practice	Low
Treasure House Returns	Electronic	Duration of Project	Good Practice	Low
Scheme Newsletters	Manual/Electronic	1 year	Good Practice	Low
Guest Room	Electronic	1 year	Good Practice	Low
Accidents	Electronic	Life of the tenancy		High

HOUSING WITH CARE				
Document	Storage Format	Retention Period	Reason for Retention	Data Rating
Resident Detail Sheet	Electronic/Manual	6 years after DOLE	Statutory	High
Resident financial data incl. receipts	Paper	6 years after DOLE	Statutory	High
Missing person form	Electronic/Manual	6 years after DOLE	Statutory	High
Disclosure of information sheet	paper	6 years after DOLE	Statutory	High
Initial Assessment Form	Paper	6 years after DOLE	Statutory	High
Medication Information and Kardex	Electronic/Manual	6 years after DOLE	Statutory	High
About Me Form	Electronic/Manual	6 years after DOLE	Statutory	High
Risk Assessments	Electronic/Manual	6 years after DOLE	Statutory	High
Monthly Evaluation	Electronic/Manual	6 years after DOLE	Statutory	High
Care and Support Plan	Electronic/Manual	6 years after DOLE	Statutory	High
Care and Support Licence Agreement	Paper	6 years after DOLE	Statutory	High
Annual Reviews	Electronic/Manual	6 years after DOLE	Statutory	Medium
Daily Record Sheets	Paper	6 years after DOLE	Statutory	Low
Client Medical Appointment Sheets	Paper	6 years after DOLE	Statutory	Medium
Resident Weight Records	Paper	6 years after DOLE	Statutory	High
Referrals to Professionals	Electronic/Manual	6 years after DOLE	Statutory	High
Visitors and Family Involvement Records	Paper	6 years after DOLE	Statutory	High
Keyworker Sheets	Paper	6 years after DOLE	Statutory	High
MEDICATION FORMS				
Kardex (Prescription forms)	Electronic/Manual	6 years after DOLE	Statutory	Medium
MARRS	Paper	6 years after DOLE	Statutory	High
Medical Information	Electronic/Manual	6 years after DOLE	Statutory	High
Medication Delivery Record Sheet	Paper	6 years	Good Practice	Low
Annual Medical Reviews	Paper	6 years after DOLE	Statutory	Low
HOME FINANCIAL RECORDS				
Comfort Fund Records Book (Cash)	Paper	6 years after DOLE	Statutory	Medium
Comfort Fund Records Book (bank account)	Paper	6 year after DOLE	Statutory	High
Comfort Fund Receipts	Paper	6 years	Statutory	High
Petty Cash Receipts	Paper	6 years	Statutory	High
Meal Receipt Books	Paper	6 years	Statutory	High
HEALTH & SAFETY RECORDS				
Fire File inc. risk assessments/info	Electronic/Manual	6 years	Statutory	High
Business Continuity Plan	Electronic/Manual		Good Practice	High
MISCELLANEOUS				
Mobility Records	Electronic/Manual	6 years	Statutory	High
RQIA Notifiable Event Report Forms	Electronic/Manual	6 years	Statutory	High
Trust Incident Reports form/information	Electronic/Manual	6 years	Statutory	High