

Document Retention Schedule

1. Introduction

Purpose: Define the retention periods for various types of records and documents specific to an estate agent.

Scope: Applies to all records and documents created, received, and maintained by the estate agency.

Responsibility: Department heads and employees responsible for implementing and complying with this schedule.

2. Definitions

Record: Any document or medium that contains information created, received, or maintained by the estate agency.

Retention Period: The amount of time a record must be kept before it can be disposed of.

3. Retention Schedule

| Record Type | Description | Department | Retention Period | Final Disposition |
|--------------------|--|----------------|------------------------------|-------------------|
| Property Listings | Details of properties for sale or rent | Sales/Lettings | 3 years after listing ends | Delete |
| Sales Records | Records of property sales, including contracts | Sales | 7 years | Shred/Delete |
| Tenancy Agreements | Rental contracts with tenants | Lettings | 7 years after end of tenancy | Shred/Delete |
| Client Records | Contact information, communications with clients | Sales/Lettings | 5 years after last contact | Shred/Delete |
| Financial Records | Invoices, receipts, | Finance | 7 years | Shred/Delete |

| | | | | |
|-----------------------------|---|---------------------|--|--------------|
| | commission statements | | | |
| Human Resources Records | Employee files, payroll records | HR | 7 years after termination | Shred/Delete |
| Legal Documents | Contracts, agreements, litigation files | Legal | 10 years | Shred/Delete |
| Marketing Materials | Advertising, promotional materials | Marketing | 3 years | Delete |
| Compliance Records | Regulatory filings, compliance reports | Compliance | 10 years | Shred/Delete |
| Training Records | Training manuals, attendance records | HR/Training | 3 years | Delete |
| Property Management Records | Maintenance logs, contractor agreements | Property Management | 7 years after property management ends | Shred/Delete |
| Client Feedback | Surveys, reviews, testimonials | Customer Service | 5 years | Delete |
| IT Records | System logs, software licenses | IT | 1 year after expiration | Delete |

4. Record Management Procedures

Storage: Secure storage to protect the integrity and confidentiality of records.

Access: Controlled access based on the need-to-know principle.

Disposal: Secure methods of disposal such as shredding for physical records and secure deletion for electronic records.

5. Compliance and Review

Audits: Regular audits to ensure compliance with the retention schedule.

Review and Update: Annual review of the retention schedule to ensure it remains up to date with legal and regulatory changes.

6. Exceptions

Policy Exceptions: Any exceptions to this schedule must be documented and approved by senior management.

7. Contact Information

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