



MEMO

TO : Chief Executive *h 20/2*
THROUGH : Executive Director Corporate Services *AP 26/03*
FROM : Records Manager
FILE REF : 02/1368
RE : Approval of Disposal Schedule

Issue

Seeking approval for the Tenancy Management Disposal Schedule.

Background

In November 2002 the draft disposal schedule for the Tenancy Management Records was forwarded to the Northern Territory Archives Service for consideration and approval (see attachment 1).

Current

No significant amendments were required and the schedule has been approved by the Director of the Northern Territory Archives Service and returned to the department for the Chief Executive's approval. Once signed the original disposal schedule authority will be returned to the Northern Territory Archives Service.

Recommendation

That the Chief Executive sign the authority (attachment 2).

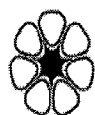
Linda Zagorskis
25 June 2003

NOTED
Ellen Adriaansen
Executive Director Corporate Services

Northern Territory
Archives Service
&
Department of Community Development, Sport
and Cultural Affairs

Disposal Schedule
Tenancy Management Records

Disposal Schedule No. 2003/4



Northern Territory Government

Disposal Schedule for Tenancy
Management Records of the
Department of Community Development, Sport and Cultural Affairs

Disposal Schedule No 2003/4

Authority is hereby granted for disposal of records in accordance with the provisions specified in this schedule.



Dated.....³⁰ / ⁶ / ²⁰⁰³.....

.....
Mike Dillon
CE Community Development, Sport and Cultural Affairs



Dated.....²³ / ⁶ / ²⁰⁰³.....

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Greg Coleman
Director
Northern Territory Archives Service

DISPOSAL SCHEDULE FOR TENANCY MANAGEMENT RECORDS

Introduction

In accordance with Part 9 of the Information Act 2002, the NT Archives Service is responsible for ensuring transfer of records with archival value to the Territory Archives and disposal (including by destruction) of the records with no archival value. Authority to dispose of records is provided in records disposal schedules that are developed by agencies with advice and assistance from the NT Archives Service (NTAS).

Records Disposal Schedules

There are two types of records disposal schedules – disposal schedules that apply to records common to most or all NTG agencies and agency specific records disposal schedules.

There are presently three disposal schedules which provide disposal coverage for records common to most or all NTG agencies – the *Disposal Schedule for Administrative Records of the Northern Territory Government*, the *Disposal Schedule for Financial Management Records of the Northern Territory Government* and the *General Disposal Schedule for Human Resource Management Records*. These can be used by all NTG agencies to assist with the disposal of records.

Agency specific records disposal schedules are drawn up in consultation with the NTAS and the agency controlling the records. These schedules relate to those records that are unique to the specific agency. Authority to destroy these records is given jointly by the Chief Executive of the agency and the Director NTAS.

Disposal Schedule for Tenancy Management Records

This disposal schedule applies to the Tenancy Management Records created by the Department of Community Development, Sport and Cultural Affairs in accordance with that agency's functions.

Sentencing of Records

Sentencing is the process of implementing a disposal schedule - identifying and classifying records according to the schedule and applying the disposal action specified in it. Because of the need to interpret disposal schedules when identifying and classifying records it is strongly recommended that this process be carried out by officers with a reasonable knowledge of agency activities or who are able to seek clarification from within the agency or from the NTAS.

Sentencing with the Disposal Schedule for Administrative Records of the Northern Territory Government can be carried out upon creation of records which are titled using the NTG Corporate Thesaurus because the schedule and thesaurus are linked by Keyword and Activity Descriptor. It can also be carried out on all records not titled using the NTG Corporate Thesaurus (virtually all records created before the thesaurus was implemented), although this is where a greater degree of expertise in interpretation (matching the terms with the content of the records) is required.

Whether sentencing happens upon creation of the record or at some time thereafter, there is still a need for post-action examination as the title of a record is not necessarily an accurate reflection of the information contained within it. Controlled titling using the thesaurus decreases the chance that valuable information is placed out of context or within an inappropriate record. This reduces the risk of inappropriate destruction of information.

Tenancy Management System

The Tenancy Management System is a business system used for managing most issues relating to each individual tenant. The Department of Community Development, Sport and Cultural Affairs policy for managing records created in the Tenancy Management System is to print and file hard copies of all records relating to each individual tenant. It must be noted that all records described in this schedule regardless of format, including electronic media, must be readily accessible for the periods specified and disposed of in accordance with the provisions of this schedule.

Normal Administrative Practice

The destruction of ephemeral material such as reference copies of records, external publications and circulars is covered by Normal Administrative Practice (NAP). This provides for the routine permissible destruction of non essential material in the course of day to day business without formal authorisation from the NTAS. Further information is available in the leaflet *Normal Administrative Practice for Records Disposal* available from the NTAS.

Control Records

Following sentencing, agency control records (index cards, registers, database) need to be amended to show the disposal action that has been carried out and the class number used (from the left-hand column in the schedule).

Storage and Destruction of Records

Further authorisation by the NTAS for destruction of records in accordance with the provisions of this schedule is not required. However, notification of the destruction to the NTAS is required using the form 'Notification of Destruction of Records'. Copies may be made from the form that appears at the back of this schedule or contact the NTAS for an electronic version.

The NTAS does not provide storage for records of temporary value and will only accept those records that are deemed to be of archival or permanent value. The storage of temporary records may be provided by the Government contractors for records retention and disposal services, and the conditions of these contracts are to be adhered to for storing temporary value records off-site. Procedures for storing records with the contractors are available from the NTAS.

**DRAFT DISPOSAL SCHEDULE FOR TENANCY MANAGEMENT RECORDS FOR THE
DEPARTMENT OF COMMUNITY DEVELOPMENT SPORT & CULTURAL AFFAIRS**

<u>Class No.</u>	<u>Description of Records</u>	<u>Status and Disposal Action</u>
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1.	TENANCY MANAGEMENT	
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The function of providing access to rental accommodation for clients who meet Territory Housing criteria, including individuals, key welfare agencies and industries and government agencies in remote regional areas. Includes the development of a policy framework, advisory services to tenants, management of debt incurred by tenants, inspections of leased premises, complaints made about tenants to Territory Housing or complaints from tenants to Territory Housing and appeals of decisions made by Territory Housing. Also includes applicants awaiting allocation of rental accommodation

1.1	ADVICE	
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1.1.1	Records relating to advice and opinions given or received in the management of individual tenancies. Including but not limited to requests for accommodation, housing stock allocation negotiations with government agencies, correspondence to and from agencies regarding rent payment and repairs and maintenance, file notes of verbal advice, copies of e-mails, letters and facsimiles. Excluding legal advice relating to the responsibilities under the Tenancy Act and disputes arising from the provisions of this Act.	TEMPORARY Destroy 5 years after last action
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1.2	ALLOCATION	
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1.2.1	Records relating to the matching, or suitability for matching, of applicants to rental premises owned or managed by Territory Housing	
	a) Tenants ceasing lease with nil balance	TEMPORARY Destroy 18 months after cessation of tenancy
	b) Tenants ceasing lease with debt, credit or legal action	TEMPORARY Destroy 12 years after the cessation of tenancy or from date of completion of legal action, whichever is the later
	c) Ceased tenants whose debts are written off	TEMPORARY

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		Destroy 12 years after the debt has been written off
	d) Ceased tenants who pay outstanding debts or collect credits owing	TEMPORARY Destroy 18 months after debt has been paid in full or credit has been collected
	e) Applications which are cancelled where the applicant has not entered into a tenancy agreement with Territory Housing	TEMPORARY Destroy 5 years after cancellation date
1.2.2	Records relating to the allocation of accommodation to agencies who are the head tenant	TEMPORARY Destroy 18 months after cessation of tenancy
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1.3	APPEALS (<i>decisions</i>)	
1.3.1	Records relating to Public Housing clients, applicants and tenants appealing decisions made about priority housing, tenancy matters and bond assistance. Includes but not limited to First Tier Appeal Application Form, copies of communication history, copies of e-mails, letters and facsimiles and copies of decisions. Also includes Second Tier Application Form, agency and applicant support documentation, panel findings and recommendations, copies of invoices and payment approval for panel members.	
	a) Tenants ceasing lease with nil balance	TEMPORARY Destroy 18 months after cessation of tenancy
	b) Tenants ceasing lease with debt, credit or legal action	TEMPORARY Destroy 12 years after the cessation of tenancy or from date of completion of legal action, whichever is the later
	c) Ceased tenants whose debts are written off	TEMPORARY Destroy 12 years after the debt has been written off

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<u>Class No.</u>	<u>Description of Records</u>	<u>Status and Disposal Action</u>
	d) Ceased tenants who pay outstanding debts or collect credits owing	TEMPORARY Destroy 18 months after debt has been paid in full or credit has been collected
	e) Individuals lodging an appeal where the person has not entered into a tenancy agreement	TEMPORARY Destroy 5 years after action completed
	f) Second Tier Appeals	TEMPORARY Destroy 5 years after action completed

1.4 DEBT MANAGEMENT

1.4.1	Records relating to the process of managing debts against tenancy agreements including notice of arrears, agreement to pay miscellaneous arrears, rental rebate notices, request for notice to quit correspondence to and from the tenant, eviction notices and the writing off of debts	
	a) Tenants ceasing lease with nil balance	TEMPORARY Destroy 18 months after cessation of tenancy
	b) Tenants ceasing lease with debt, credit or legal action	TEMPORARY Destroy 12 years after the cessation of tenancy or from date of completion of legal action, whichever is the later
	c) Ceased tenants whose debts are written off	TEMPORARY Destroy 12 years after the debt has been written off
	d) Ceased tenants who pay outstanding debts or collect credits owing	TEMPORARY Destroy 18 months after debt has been paid in full or credit has been collected

1.5 DISPUTES

1.5.1 Records relating to handling and resolution of disputes by tenants to Territory Housing as the landlord or

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<u>Class No.</u>	<u>Description of Records</u>	<u>Status and Disposal Action</u>
	neighbours and police about a tenant renting accommodation through Territory Housing including but not limited to letters of complaint regarding tenant, copies of the correspondence and actions taken regarding complaints, file notes, copies of emails, correspondence from NT Police advising complaint report recorded, interview noise and nuisance form, internal memo's, statutory declaration, copies of police case management reports	
a)	Tenants ceasing lease with nil balance	TEMPORARY Destroy 18 months after cessation of tenancy
b)	Tenants ceasing lease with debt, credit or legal action	TEMPORARY Destroy 12 years after the cessation of tenancy or from date of completion of legal action, whichever is the later
c)	Ceased tenants whose debts are written off	TEMPORARY Destroy 12 years after the debt has been written off
d)	Ceased tenants who pay outstanding debts or collect credits owing	TEMPORARY Destroy 18 months after debt has been paid in full or credit has been collected

1.6 IMPLEMENTATION

1.6.1	Records relating to the establishment of processes and operations necessary to effect the Tenancy Management models selected by Territory Housing. Include records relating to process redesign in the tenancy management function. Excludes records relating to the redesign of the Tenancy Management function by the Executive of Northern Territory or by the Commonwealth State Housing Agreement.	TEMPORARY Destroy 3 years after process superseded
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1.7 INSPECTIONS

1.7.1	Records relating to routine and final inspections of premises including but not limited to correspondence to and from the tenant and inspection reports.	
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<u>Class No.</u>	<u>Description of Records</u>	<u>Status and Disposal Action</u>
	a) Tenants ceasing lease with nil balance	TEMPORARY Destroy 18 months after cessation of tenancy
	b) Tenants ceasing lease with debt, credit or legal action	TEMPORARY Destroy 12 years after the cessation of tenancy or from date of completion of legal action, whichever is the later
	c) Ceased tenants whose debts are written off	TEMPORARY Destroy 12 years after the debt has been written off
	d) Ceased tenants who pay outstanding debts or collect credits owing	TEMPORARY Destroy 18 months after debt has been paid in full or credit has been collected

1.8 LEASING

1.8.1	Records relating to the leasing of premises by Territory Housing from another party on behalf of Northern Territory Government Agencies, including but not limited to conditions, contracts, leases, licences, permits, and tenancy and occupancy agreements	TEMPORARY Destroy 3 years after vacation of premises
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1.9 LEASING-OUT

1.9.1	Records relating to applicants successful in applying for rental accommodation from Territory Housing. Including documents relating to the management of the lease over the life of the lease. Also includes but not limited to tenancy application, income and assets statement, birth certificate, proof of income, health records, residential tenancy agreement, allocations checklist, pre-tenancy interview form, pre-tenancy interview checklist, safe room application form, agreement to repay bond loan, support documents from welfare groups, probationary lease, receipts of payments made by tenant, correspondence to and from welfare groups, deduction authority for housing payments, schedule of payments, correspondence to and from the tenant, eligibility assessment form,	
	a) Tenants ceasing lease with nil balance	TEMPORARY Destroy 18 months after

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<u>Class No.</u>	<u>Description of Records</u>	<u>Status and Disposal Action</u>
		cessation of tenancy
b)	Tenants ceasing lease with debt, credit or legal action	TEMPORARY Destroy 12 years after the cessation of tenancy or from date of completion of legal action, whichever is the later
c)	Ceased tenants whose debts are written off	TEMPORARY Destroy 12 years after the debt has been written off
d)	Ceased tenants who pay outstanding debts or collect credits owing	TEMPORARY Destroy 18 months after debt has been paid in full or credit has been collected

1.10 MEETINGS

1.10.1	Records relating to ad hoc meetings regarding tenancy management issues, including administrative arrangements, agenda, attendance, briefing and discussion papers, minutes and reports	TEMPORARY Destroy 3 years after action completed
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1.11 POLICY

1.11.1	Records relating to the formulation and reviewing of agency tenancy management policy including consultation papers, drafts, policy proposals, reports, research papers and master copies of policies	RETAIN PERMANENTLY Transfer to NT Archives Service 4 years after action completed
1.11.2	Duplicate copies of policy	TEMPORARY Destroy when reference ceases