



## Document Retention Policy

**Propertyline (includes Propertyline Letting Ltd and its subsidiaries)**

### 1. Purpose

This Document Retention Policy outlines the guidelines for retaining, archiving, and securely disposing of documents and records within our lettings and estate agency. The purpose is to ensure compliance with legal, regulatory, and business requirements, while also promoting efficient and secure recordkeeping.

### 2. Scope

This policy applies to all employees, contractors, and agents handling documents in physical or electronic form across all departments of the business, including sales, lettings, property management, finance, and administration.

### 3. Legal and Regulatory Compliance

The retention and disposal of documents must comply with all applicable legislation, including but not limited to:

- **GDPR (General Data Protection Regulation)**
- **The Data Protection Act 2018**
- **HMRC regulations**
- **The Estate Agents Act 1979**
- **The Housing Act 2004**
- **Anti-Money Laundering (AML) Regulations**

### 4. Retention Periods

Document Type	Description	Retention Period	Notes
<b>Tenancy Agreements</b>	Signed contracts between landlord and tenant	6 years after end of tenancy	Limitation period for legal claims
<b>Sales Agreements</b>	Contracts for sale of property	6 years after completion	
<b>Client ID and AML Checks</b>	Proof of identity and AML documentation	5 years after end of relationship	As per AML regulations
<b>Property Management Records</b>	Maintenance logs, inspections, repairs	6 years after end of tenancy or management	
<b>Tenancy Applications and References</b>	Including credit and background checks	1 year if not proceeded, 6 years if tenancy commenced	



Document Type	Description	Retention Period	Notes
<b>Financial Records</b>	Invoices, receipts, rent statements, tax-related records	6 years	HMRC requirements
<b>Marketing Materials</b>	Photos, brochures, descriptions	2 years after listing ends	Unless used in dispute resolution
<b>Email Correspondence</b>	Related to lettings/sales	6 years	Where relevant to transactions
<b>Complaints and Disputes</b>	Records of formal complaints and dispute resolution	6 years after resolution	

## 5. Secure Storage and Access Control

Documents must be stored securely, with appropriate physical and digital access controls in place to prevent unauthorised access, loss, or misuse.

- Physical documents should be kept in locked cabinets in secure areas.
- Digital documents should be stored on encrypted systems with access restricted based on role.

## 6. Disposal of Records

When records reach the end of their retention period, they must be securely destroyed:

- **Paper records** should be shredded using a cross-cut shredder or via an approved document destruction service.
- **Electronic records** must be permanently deleted, including from backup systems where applicable.

## 7. Review and Audit

A review of stored records should be conducted annually to ensure compliance with this policy. Any non-compliance or potential risks should be reported to the Data Protection Officer.

## 8. Responsibilities

- All staff are responsible for following this policy.
- Managers must ensure team compliance.
- The Data Protection Officer (or designated compliance officer) oversees implementation, training, and audits.

## 9. Policy Review

This policy will be reviewed annually or whenever significant changes to legislation or business operations occur.



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**Approved by:** Mohammed Younis

**Position:** Director

**Date of Approval:** 1<sup>st</sup> October 2024

**Next Review Date:** 30<sup>th</sup> September 2025