

# Disposal Schedule for Functional Records of Housing Tasmania

Disposal Authorisation No: 2501

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# INTRODUCTION

## Overview

### Archives Legislation

The *Archives Act 1983* stipulates that State and local government organisations must not dispose of records of any type or format without the written approval of the State Archivist.

Disposal of records involves their destruction, their removal from custody of their creating agency, or their transfer to the Tasmanian Archive and Heritage Office.

### Schedule elements and arrangement

The administrative functions covered by this schedule are arranged in alphabetical order as function headings. The activities performed under each function are listed in alphabetical order within each function.

- *Reference*

All function and activity headings and disposal classes are allocated a reference number. These reference numbers are used, in conjunction with the schedule number, to identify records in the Tasmanian Archive and Heritage Office disposal documentation. These numbers can also be used by agencies, in the same way, to indicate disposal authorisation in their records control systems, where the records have been registered in these systems.

- *Disposal Classes*

The groups of records that document, and are derived from, the performance of the functions and activities, are listed as disposal classes under each function/activity set.

It should be noted that Disposal Classes have been described in functional terms irrespective of the format or medium in which the records were created.

- *Status*

All disposal classes have either "PERMANENT" or "TEMPORARY" status. Records identified as "PERMANENT" are those that will be transferred to the Archives Office to be retained as State archives. "TEMPORARY" records are those that can be destroyed under the authority of this schedule.

- *Disposal action*

All temporary records identified in this schedule will have a disposal action which specifies the length of time for which the record must be retained, before it can be destroyed under this authorisation.

## **Review of the schedule**

It is the responsibility of agencies to monitor administrative, legal or regulatory changes which may result in the need to alter disposal class descriptions or disposal actions for records covered by this schedule.

When this occurs, this schedule should not be used to dispose of records and the State Archivist should be informed of the need to revise the schedule. If necessary, the procedures for the disposal of unscheduled records can be used in the interim.

## **Contacts**

Any enquiries relating to this schedule should be directed in writing to the Tasmanian Archive and Heritage Office, 91 Murray Street Hobart, by email, or by phoning 03 6165 5581.

## Authorisation

### TASMANIAN ARCHIVE & HERITAGE OFFICE

#### DISPOSAL AUTHORISATION No. 2501

**Title:** Disposal Schedule for Housing Tasmania

#### **Authorisation:**

Under Section 20 (2) (b) of the Archives Act 1983, I hereby authorise 'relevant authorities' (as defined in Section 3 of that Act) to manage the disposal of the records described in this schedule in accordance with the procedures specified herein.

Ross Latham  
State Archivist

#### Document Development History

##### Build Status

Version	Date	Author	Reason	Sections
1	19-06-2018		Initial Release	All

## Interpretation

### Definitions

**Permanent records** are those that will be transferred to the Tasmanian Archive and Heritage Office to be retained as State Archives. The *Archives Act 1983* establishes 25 years as the maximum required timeframe for the transfer of permanent records, unless an extension of time has been approved by the State Archivist.

**Temporary records** are those that can be destroyed under the authority of this schedule after a minimum retention period, or once certain requirements have been met.

### Coverage

This schedule covers functional records of Housing Tasmania.

This schedule does not cover **pre-1960** records. The disposal of those records should be managed according to the procedures for unscheduled records.

The *Disposal Schedule for Short-term Value Records - DA No. 2158* covers the disposal of short-term value records which are created by most agencies. These documents are usually of a trivial nature or of such short-term value that they do not support or contribute to the business functions of the agency.

Records not covered by these schedules, or other authorised disposal schedules, should be disposed of according to the current Tasmanian Archive and Heritage Office procedures for unscheduled records.

### Preservation of records

Section 10 (1) (a) of the *Archives Act 1983* requires agencies to preserve records until they are dealt with under the Act. This places a statutory obligation on agencies to ensure that all records, regardless of format, remain accessible while they are in the custody of the agency.

### Permanent Records

All disposal classes of records identified as having '**PERMANENT**' status in this schedule should be transferred to the Tasmanian Archive and Heritage Office 25 years after the date of creation. Agencies may make application to the Tasmanian Archive and Heritage Office for earlier transfer of particular groups of records, and the Tasmanian Archive and Heritage Office may also initiate an earlier transfer arrangement.

Records for transfer should be arranged and described in accordance with any instruction provided by the Tasmanian Archive and Heritage Office.

## Temporary Records

All records identified as having '**TEMPORARY**' status in this schedule will have a disposal action which is the authorised date for destruction. These disposal actions specify minimum retention periods. Temporary records can be kept as long as the agency wishes following expiration of the specified period, but the provisions of the *Archives Act 1983* regarding their proper care and custody will still apply to them.

Frequently the disposal actions will refer to 'after action completed' which means after completion of the transaction to which the records relate. The disposal action 'destroy when reference ceases' authorises the destruction of records when all business needs to refer to the records have ceased.

## Destruction of records

The destruction method chosen for records authorised for destruction in this schedule, should be appropriate to the medium in which the record exists. It is the responsibility of the agency to ensure that the identified records are actually destroyed, and that this process is confidential and secure.

The following issues should be considered before destruction of any documents.

## Right to Information

Right to Information legislation prescribe rights and processes for access to documents held by government agencies. If a request for access under the legislation has been lodged, all records relevant to the request, regardless of whether they are due for destruction, must be identified and preserved until action on the request and any subsequent reviews are completed.

## Personal Information Protection

Personal Information Protection legislation provides appropriate safeguards for government agencies in collecting and handling individual's personal information, creating statutory obligations and a right to make a privacy complaint. If an application is in progress, all records relevant to the application must be identified and preserved until the action and any subsequent actions are completed.

## Other Investigations or inquiries

If an investigation or inquiry is in progress, all records relevant to the investigation or inquiry must be identified and preserved until the action and any subsequent actions are completed.

## Records relating to indigenous people

Key recommendations of the *Bringing Them Home Report 1997* relate to the need for the identification, preservation, indexing, management and access to records relating to Indigenous individuals, families and/or communities in accordance with established privacy principles.

Records relating to indigenous families and communities or which document links between indigenous people and localities are not to be destroyed and should be the subject of consultation with the Tasmanian Archive and Heritage Office.

## Native Title

If a native title claim is in progress, all documents relevant to the claim must be identified and preserved until the action and any subsequent actions are completed.

## Registration of Destruction

Central to the accountability built into the disposal schedules is the requirement that agencies maintain a *Register of Records destroyed*. It is important to recognise that the formal evidential record of destruction is contained in this registration process. The register is to be made available to the State Archivist (or his nominee) on request.

The register must be clearly identified as the *Register of Records Destroyed* (under Section 20 (2) (b) of the *Archives Act 1983*) and should include the name of the agency. The register can be the same used for registering destructions authorised under other disposal schedules. A sample format indicating the required elements for the register and related procedures are available on the Government Information Strategy Unit website.

## RDS Scope and Background

This Retention and Disposal Schedule (RDS) covers the functional records of Housing Tasmania within the Department of Health and Human Services. It replaces Disposal Schedule 22 for Housing Tasmania (now expired).

The functional records of Housing Tasmania include those produced by service providers funded to deliver housing services and/or programs.

## Housing Tasmania - Background

In Tasmania, the Director of Housing owns around 13,000 social housing properties, with approximately 8,000 offered as public housing or Aboriginal housing properties. Around 4,000 properties are provided as community housing through a range of programs. The remainder are used to provide supported accommodation programs for the homeless and others in need.

Housing Tasmania has three key functional areas:

- Housing Programs - Planning, purchasing and performance assessment to ensure that the overall housing system design is effective, and programs are operating efficiently and effectively. Includes housing advice; performance monitoring and advice; and program development and delivery.
- Portfolio and Supply - Asset management functions, including asset planning, maintenance, capital upgrading and construction. This includes Housing Tasmania's sales program and home ownership assistance programs.
- Tenancy Services - The delivery of tenancy services state-wide for public and Aboriginal housing properties, whether through direct or funded service provision.

No	Function/Activity	Description	Status	Disposal Action
1	<b>HOUSING PROGRAMS</b>	<p>The function of developing the type, scope and content of programs that deliver Housing Tasmania functional responsibilities and services to the community.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• program design, including the design of services for delivery to the program audience, the criteria to assess whether an applicant is eligible for the program, and decisions regarding the mode of delivery for services i.e. in-house vs outsourced</li> <li>• planning and implementation, including approvals for the acquisition of new properties, commissioning of new build projects; and/or the sale or transfer of existing properties no longer required/fit for purpose</li> <li>• policy and procedure development</li> <li>• communication and marketing to the program audience</li> <li>• evaluation and review of programs to ensure efficiency and efficacy</li> <li>• provision of advice</li> <li>• the development of performance criteria, and reporting against those criteria</li> <li>• decommissioning of programs no longer required to deliver services</li> </ul> <p>Also includes reporting to national agencies on housing program performance and service statistics.</p>		

No	Function/Activity	Description	Status	Disposal Action
<i>Housing Programs</i>				
		<p>Housing Tasmania programs include those which:</p> <ul style="list-style-type: none"> <li>• source new stock</li> <li>• redevelop existing housing stock to ensure properties continue to be suitable for use</li> <li>• decommission old stock, either on the property market or through programs that make affordable housing available to low-income earners and/or other target groups</li> <li>• support an increase in home ownership within the general community e.g through grants or other incentives</li> <li>• provide accommodation to support the delivery of community services</li> <li>• support the living quality of tenants e.g. grants for the purchase of energy efficient appliances; furnishings or fittings to support a tenant with a disability etc.</li> <li>• provide local administration for Commonwealth projects or programs</li> </ul> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>16.14.00 Planning (Strategic Management)</b> for records of overarching strategic or master plans for the design of programs, and project or action plans for the delivery of programs</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>16.15.00 Policy (Strategic Management) and 16.16.00 Procedures (Strategic Management)</b> for records</p>		

No	Function/Activity	Description	Status	Disposal Action
<i>Housing Programs</i>				
		<p>of policy and procedures developed to support housing programs</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>16.18.00 Research (Strategic Management)</b> for records of research undertaken to develop housing programs</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>16.19.00 Review (Strategic Management)</b> for records of the review of housing programs</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>07.02.00 Advice (Government Relations)</b> for records of advice to the Minister, and other agencies including local councils</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>01.10.00 Enquiries (Customer Relations)</b> for records of enquiries from the public regarding housing programs</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>16.22.00 Tendering (Strategic Management)</b> for records of tender processes for the outsourcing of housing program services</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>07.03.00 Agreements (Government Relations)</b> for records of agreements</p>		

No	Function/Activity	Description	Status	Disposal Action
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*Housing Programs*

		with the Commonwealth to administer federal housing programs or projects in Tasmania		
1.1	<b>Significant Records of Housing Programs</b>	<p>Records of continuing value documenting the development, management and review of housing programs.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• final approved program design documentation and implementation plans, including establishing eligibility and priority criteria for the applicants/program audience</li> <li>• summaries of public and stakeholder consultation conducted during the design and/or review of housing programs</li> <li>• submissions from the public or stakeholders which significantly alter the scope, content and/or purpose of a housing program, including those which set precedent for the design of subsequent programs</li> <li>• final reports and recommendations arising from the review and evaluation of housing programs</li> <li>• records of steering committees and/or strategic working parties established to oversee the development and approval of housing programs</li> </ul>	Permanent	Retain as State Archives

No	Function/Activity	Description	Status	Disposal Action
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*Housing Programs*

		<ul style="list-style-type: none"><li>• decisions to decommission a program/major project, including project plans, communication strategies and other documentation of the finalisation, removal and/or transfer of program services to other organisations. Includes notification to and liaison with any funded service partners who may have had responsibility for the delivery of program or project services.</li></ul>		
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No	Function/Activity	Description	Status	Disposal Action
<i>Housing Programs</i>				
1.2	<b>Short-term Records of Housing Programs</b>	<p>Records of short-term value documenting housing programs and their delivery.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• summary management of grant programs (records which summarise applications received and decisions made)</li> <li>• successful applications for grants and other financial assistance made under a housing program</li> <li>• project plans and other program implementation management documentation, including the records of project management meetings and working groups, for either the commissioning or decommissioning of programs and projects.</li> <li>• review documentation including planning, development of surveys and other evaluation methods, the collection of service statistics and other data, analysis and collation of results</li> <li>• reports and other performance data prepared and submitted to the Commonwealth regarding the local administration of national housing programs or projects</li> <li>• reports and other performance data received from funded service providers contracted to deliver housing program services</li> </ul>	Temporary	Destroy 10 years after last date of entry or action completed.

No	Function/Activity	Description	Status	Disposal Action
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*Housing Programs*

		<ul style="list-style-type: none"> <li>submissions from the public or stakeholders which do not alter the scope, content and/or purpose of a housing program, or set precedent for the design of subsequent programs</li> </ul>		
1.3	<b>Other Records of Housing Programs</b>	<p>Other records documenting the delivery of housing programs not included in classes 01.01 and 01.02. Includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>unsuccessful applications for grants or other financial assistance made under a housing program</li> <li>drafts and other operational or facilitative documents supporting the design of a housing program, planning of its implementation or decommissioning, or the design of its review/evaluation e.g. identification of resources required, mailout lists and delivery tracking of communications with staff and other stakeholders requesting participation or updating on progress etc.</li> <li>summary performance data prepared for delivery to the public e.g. information made available on the website or other communication channels about current service statistics, waiting list length etc.</li> </ul>	Temporary	Destroy 2 years after date action is completed.

No	Function/Activity	Description	Status	Disposal Action
<i>Housing Portfolio and Supply</i>				
2	<b>HOUSING PORTFOLIO AND SUPPLY</b>	<p>The function of acquiring, maintaining and disposing of property in order to deliver housing programs and services.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• capital development - the acquisition of land followed by the redevelopment or replacement of any existing buildings, or the construction of new buildings on vacant land, subdivisions and consolidations etc.</li> <li>• property portfolio planning and management - forward planning, assessment and review to ensure properties remain fit for purpose and suitable for the delivery of housing programs (i.e. located in the areas where needed, continue to meet standards for safety etc.). Includes the identification of properties no longer suitable for the delivery of housing programs, and decisions regarding their sale or redevelopment.</li> <li>• property maintenance and fitout services - general repairs and upkeep; installation of utilities, equipment or fittings to support tenant needs; small construction and renovation projects e.g. installation of access ramps, replacement of fences, gates, steps, doors, windows or other features of the building, etc.</li> </ul>		

No	Function/Activity	Description	Status	Disposal Action
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*Housing Portfolio and Supply*

		<p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>13.10.00 Fit-Outs (Property Management)</b>, <b>13.12.0 Inspections (Property Management)</b>, <b>13.13.00 Installation (Property Management)</b>, and <b>13.18.00 Maintenance (Property Management)</b> for records of property maintenance and fit-out services not otherwise specified in this section</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>16.15.00 Policy (Strategic Management)</b> and <b>16.16.00 Procedures (Strategic Management)</b> for records of policy and procedures developed to support housing portfolio and supply</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>13.08.00 Contracting-Out (Property Management)</b> for records of contracting-out property maintenance and other services that support housing portfolio and supply</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>13.27.00 Tendering (Property Management)</b> for records of tendering out project works and other services that support housing portfolio and supply</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>13.07.00 Construction (Property Management)</b> for records of the construction of public and community housing</p>		
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No	Function/Activity	Description	Status	Disposal Action
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*Housing Portfolio and Supply*

		See DA 2157 Disposal Schedule for Common Administrative Functions <b>13.14.00 Insurance (Property Management)</b> for records of insurance to cover loss or damage to property or premises		
2.1	<b>Significant Records of Housing Portfolio and Supply</b>	<p>Records of continuing value which document the management of the portfolio of properties owned by Housing Tasmania, and the supply of properties that support the delivery of housing programs.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>summary records of the history of management of a property by Housing Tasmania, including when purchased or acquired, purpose the property served, high level details of construction, renovation and/or redevelopment projects that affect the overall structure of the building, architect/designer, whether the property was ever found to contain any hazardous materials (e.g. asbestos), and steps taken to remove or contain the hazardous material, valuations and insurance requirements, and details of when and how the property was disposed of.</li> </ul>	Permanent	Retain as State Archives

No	Function/Activity	Description	Status	Disposal Action
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*Housing Portfolio and Supply*

		<ul style="list-style-type: none"> <li>• the establishment of criteria to be used to audit and assess whether a property, or building on a property, is suitable to support housing programs i.e. criteria for the assessment of whether the property/building is safe, whether it is in a location that serves the needs of housing programs, whether the design and/or fabric of the building is able to support the well-being of tenants, whether the building complies with building standards or codes etc. Criteria may be developed specifically for Housing Tasmania or adopted from industry best-practice/standards/frameworks.</li> <li>• final reports from feasibility studies to evaluate areas in need of future social (public and community) housing or the style of building to be constructed to provide social housing. Includes the evaluation of any proposed housing development including environmental impact assessments and cost-benefit analyses.</li> <li>• detailed records of construction, renovation and/or redevelopment of properties which have national or state significance e.g. are listed on the state heritage register</li> </ul>		
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No	Function/Activity	Description	Status	Disposal Action
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*Housing Portfolio and Supply*

2.2	<b>Long-term Records of Housing Portfolio and Supply</b>	<p>Records of tenanted properties which have been identified as containing hazardous materials, including asbestos.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• inspection reports and test results, including ongoing monitoring of the presence/levels of hazardous material</li> <li>• works undertaken to remove or reduce contaminants/hazardous materials</li> <li>• certificates or other formal notification that a site has been cleared/cleaned and test results are negative for the hazardous material</li> <li>• correspondence with tenants (current and past)</li> <li>• the provision of ongoing health monitoring, counselling, and medical services to tenants potentially affected</li> </ul>	Temporary	Destroy 75 years after date that the property is declared clear of the hazard.
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No	Function/Activity	Description	Status	Disposal Action
<i>Housing Portfolio and Supply</i>				
2.3	<b>Other Records of Housing Portfolio and Supply</b>	<p>Records of short-term value arising from the portfolio and supply function.</p> <p>Includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• property audit and assessment working papers and draft reports</li> <li>• unsuccessful offers made to and by Housing Tasmania to purchase property</li> <li>• rates and other notices to the property owner</li> <li>• data and other reference material collected from other areas of Housing Tasmania, community services, or external sources as part of feasibility or other studies e.g. application statistics, community service statistics, health and wellbeing trends, industry studies etc.</li> <li>• body corporate meetings, correspondence and notices</li> <li>• rent reviews that ascertain the rental value of similar properties on the open market</li> </ul>	Temporary	Destroy 7 years after action completed.

No	Function/Activity	Description	Status	Disposal Action
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*Tenancy Services*

3	<b>TENANCY SERVICES</b>	<p>The function of providing tenancy services to Tasmanians with low incomes and special needs.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• property offers and leasing</li> <li>• tenancy management</li> <li>• enquiries regarding tenancy services</li> <li>• intervention services to assist where a tenancy is at risk of failing</li> </ul> <p>This function does not include the provision of community housing or accommodation directly to community services clients.</p> <p>See 01.01 Housing Programs for the establishment of criteria to assess public housing applications (eligibility and priority)</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>16.15.00 Policy (Strategic Management)</b> and <b>16.16.00 Procedures (Strategic Management)</b> for records of policy and procedures developed to support tenancy services</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>01.08.00 Customer Service (Community Relations)</b> for records of the development of customer service charters and guidelines, and their evaluation.</p>		
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No	Function/Activity	Description	Status	Disposal Action
<i>Tenancy Services</i>				
		<p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>01.07.00 Contracting-Out (Community Relations)</b> for records of contracting out customer services that support tenancy services</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>01.29.00 Tendering (Community Relations)</b> for records of tendering out customer services that support tenancy services</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>01.22.00 Public Reaction (Customer Relations)</b> for records of complaints and compliments regarding tenancy services</p> <p>See DA 2500 Records of Community Services Functions <b>03.00 Community Services Client Management</b> for records of managing the provision of community services housing or accommodation services to clients</p>		
3.1	<b>Significant Records of Tenancy Services</b>	Records of continuing value that document tenancy services matters that set a precedent, lead to a change in policy and/or program design and criteria.	Permanent	Retain as State Archives

No	Function/Activity	Description	Status	Disposal Action
<i>Tenancy Services</i>				
3.2	<b>Long-term Records of Tenancy Services</b>	<p>Records required for on-going reference arising from the management of tenancy services.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• summary records of the management of tenancies</li> <li>• detailed records of tenants that required intensive management</li> </ul> <p>Tenancy management summary records may contain:</p> <ul style="list-style-type: none"> <li>• tenant name, date of birth and contact details</li> <li>• next of kin and/or emergency contact information</li> <li>• history of leases held, dates, addresses etc</li> <li>• accommodation needs e.g. support for a physical disability, close to services for medical or health treatment and care,</li> <li>• property characteristics e.g. number of bedrooms to accommodate children etc.</li> <li>• rental calculations (based on income information supplied by tenant)</li> <li>• rental payment history</li> <li>• debt recovery history</li> <li>• summary of complaints, breaches and other non-compliance with lease conditions</li> <li>• intervention support history</li> <li>• other summary details required to manage tenancies</li> </ul>	Temporary	Destroy 100 years after date of birth.

No	Function/Activity	Description	Status	Disposal Action
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*Tenancy Services*

		<p>Intensive management may be characterised by:</p> <ul style="list-style-type: none"> <li>• the suspension of a tenant from receiving housing services for a period of time e.g for arson on Housing Tasmania property</li> <li>• a tenant listed on a community protection register or equivalent (if transferring from another state)</li> <li>• a tenant with a court (or other) order against them directing where they live in relation to another person e.g. an ex-partner or children</li> <li>• a protracted history of non-compliance with leasing conditions usually characterised by the issue of multiple breach notices</li> <li>• the issue of a breach notice arising from behaviours of concern e.g. threatening or intimidating behaviour towards neighbours or local community members</li> <li>• a tenant with high or specialised needs for accommodation in order to support independent living e.g high-level of liaison with other support agencies, co-location with highly specialised medical and treatment services etc.</li> </ul>		
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No	Function/Activity	Description	Status	Disposal Action
<i>Tenancy Services</i>				
3.3	<b>Short-term Records of Tenancy Services</b>	<p>Includes:</p> <ul style="list-style-type: none"> <li>• the receipt of applications for public housing services, determination of eligibility/priority, and correspondence with applicants, including notification of the decision</li> <li>• matching prospective tenants and available properties</li> <li>• offers and property viewings</li> <li>• acceptances and tenancy agreements</li> <li>• correspondence with tenants</li> <li>• transfers, whether requested by the tenant or required by Housing Tasmania e.g. because a property occupied by the tenant is to be redeveloped or renovated</li> <li>• occupancy requests e.g. to have a pet, to paint, to have an access ramp installed, for repairs or upgrades to fittings and equipment that form part of the property leased to the tenant etc.</li> <li>• rental calculations, reviews and adjustments</li> <li>• banking authorities from tenants to auto-deduct payments</li> </ul>	Temporary	Destroy 7 years after date last tenancy concluded, and tenant has no debt for rental or repairs.

No	Function/Activity	Description	Status	Disposal Action
<i>Tenancy Services</i>				
		<ul style="list-style-type: none"> <li>• evidence of health or medical conditions supplied by a tenant to support a request i.e. certificates, letters or reports from hospitals, medical specialists or health professionals e.g. statement from a doctor regarding a tenant's mobility impairment which accompanies a request for an access ramp to be installed</li> <li>• property inspections and visits e.g. if a neighbour reports not having seen tenant for several days</li> <li>• management of complaints</li> <li>• rental arrears, debt management and collection</li> <li>• tenancy intervention services where a tenancy is at risk of failing</li> <li>• end of lease and termination of lease processes e.g. tenant has found alternative accommodation</li> <li>• liaison with Public Trustees where a tenant dies without next of kin</li> </ul>		
3.4	<b>Other Records of Tenancy Services</b>	<p>Other records of tenancy services that support operational processes or respond to standard enquiries.</p> <p>Includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>• forms completed by the tenant to update address and other contact details</li> <li>• enquiries from prospective, existing and past tenants</li> </ul>	Temporary	Destroy 2 years after action completed.

No	Function/Activity	Description	Status	Disposal Action
<i>Emergency Response and Recovery</i>				
4	<b>EMERGENCY RESPONSE AND RECOVERY</b>	<p>The function of providing response and support services to the community in conjunction with other agencies in the event a natural disaster or other emergency is declared by the Premier.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• arrangements to evacuate affected communities e.g. commissioning transport, liaising with local council relief centres etc</li> <li>• provision of temporary accommodation</li> <li>• provision of grants to affected individuals for temporary living expenses, replacement of personal items etc.</li> <li>• provision of recovery and restoration grants</li> </ul> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>05.01 Accounting (Financial Management)</b> for records of financial transactions such as grant payments and reimbursements</p> <p>See DA 2157 Disposal Schedule for Common Administrative Functions <b>07.04 Committees (Government Relations)</b> for records of committees and task forces for emergency management</p>		

No	Function/Activity	Description	Status	Disposal Action
<i>Emergency Response and Recovery</i>				
4.1	<b>Significant Records of Emergency Response and Recovery</b>	<p>Records of continuing value that document the planning and delivery of emergency response and recovery services.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• emergency response and recovery plans</li> <li>• scope and criteria for emergency response and recovery grant programs</li> <li>• evaluation reports that review and assess emergency response and recovery services following delivery</li> </ul>	Permanent	Retain as State Archives
4.2	<b>Other Records of Emergency Response and Recovery</b>	<p>Records produced that:</p> <ul style="list-style-type: none"> <li>• support the development of emergency response and recovery plans and their review, such as drafts, review comments and other input</li> <li>• record the commissioning of transport and other services</li> <li>• record the allocation of grant funding to individuals</li> <li>• request reimbursement from Treasury for expenses incurred in the delivery of emergency response and recovery services</li> <li>• record any other supporting element of emergency response and recovery services</li> </ul>	Temporary	Destroy 7 years after action completed.