

	Record	Retention Period
1	Records relating to applications for accommodation	
1.1	Personal details transferred to and held within system	Completion of student's programme plus 6 years
1.2	Medical support for an accommodation application	Completion of student's programme plus 6 years
1.3	Records relating to accommodation deposits	Completion of student's programme plus 6 years
2	Records relating to residents	
2.1	Records relating to arrival of students/residents	Completion of student's programme plus 6 years
2.2	Records relating to accommodation starter packs	End of contract year plus 3 months
2.3	Records of students/persons in residence	Completion of student's programme plus 6 years
2.4	Records relating to movement of students/residents between rooms	Completion of student's programme plus 6 years
2.5	Records relating to requests to vacate accommodation	Completion of student's programme plus 6 years
2.6	Records relating to Notices to Quit accommodation	Completion of student's programme plus 6 years
2.7	Records relating to departure of students/residents (including withdrawal or interruption of studies)	Completion of student's programme plus 6 years
2.8	Records relating to student/tenant financial matters	Completion of student's programme plus 6 years
2.9	Records relating to complaints	Completion of student's programme plus 6 years
2.1	Records relating to breach of tenancy	Completion of student's programme plus 6 years
3	Records relating to Health, Safety and Security	
3.1	Estate Patrol incident reports	End of contract year plus 3 months
3.2	Records relating to the use of Emergency Rooms	End of contract year plus 3 months
3.3	Records relating to Personal Emergency Evacuation Plans (PEEPs)	Completion of student's programme plus 6 years
3.4	Fire alarm/Incident reports	End of contract year plus 3 months
3.5	Records relating to fire drills held during the contract year	End of contract year plus 3 months
3.6	Copies of Health and Safety Incident and Near Miss forms (these are submitted electronically to the Health & Safety team who will retain as per their own policy)	End of contract year plus 3 months

3.7	Records of left/lost property	End of contract year plus 3 months
3.8	Records relating to lost key notifications and/or charges (including spare keys)	Completion of student's programme plus 6 years
4	Records relating to cleaning, room inspections, condition and maintenance	
4.1	Room Inspection reports and IAuditor	End of contract year plus 3 months
4.2	Room condition forms	End of contract year plus 3 months
4.3	Records relating to kitchen inspection reports	End of contract year plus 3 months
4.4	Records relating to maintenance and faults	End of contract year plus 15 months
4.5	Records relating to damage/repair notifications and/or charges	Completion of student's programme plus 6 years
5	General records related to residency	
5.1	Records of mail and/or parcels received	End of contract year plus 3 months
5.2	Student signing-in records	End of contract year plus 3 months
5.3	Records relating to bike tagging and/or bike storage	End of contract year plus 3 months
5.4	Records relating to the issue/refund of laundry tokens	End of contract year plus 3 months
5.5	Records relating to overnight guests	End of contract year plus 3 months
5.6	Records relating to replacement meal requests	End of contract year plus 3 months
5.7	Records relating to car parking and permits	End of contract year plus 3 months
5.8	Electronic communications with residents	Completion of student's programme plus 6 years
5.9	Records relating residence events	End of contract year plus 3 months
5.10	Records relating to marketing activities	Completion of student's programme plus 6 years
6	Records relating to statistics and software testing	
6.1	Records relating to Room Service testing	6 months after implementation of each new version/release
6.2	Data used for statistical analysis purposes	End of contract year plus 5 years
7	Records relating to Studentpad	

7.1	Registration user details and property details	Held until user requests to cancel account
7.2	Personal details captured when a property review is posted	Held until user requests to delete review, or the review or property is removed by us
7.3	Data captured when using message boards	Held until user requests to delete the post/reply; the expiry date set in the post has passed; an administrator removes the post/reply; or an administrator removes the thread.

Last updated: 04 July 2022