Quick Reference: Durham Region – Minimum Records Retention Schedule (Provider Guide)

Record Type	What This Includes (Examples)	Minimum Retention Period	Key Notes for Providers
Tenant / Household Files	Applications, eligibility and income reviews, leases/agreements, notices, decisions, correspondence, consent forms (16+), subsidy records	**Duration of tenancy + 5 years after move-out**	- Applies to RGI, RGI-MSP, and other subsidized units - Keep inactive files accessible for audits
Applicant Files (Not Housed / Refused / Denied)	Application forms, supporting documents, eligibility assessments, refusal/denial decisions. Completed, signed and dated declaration and consent forms for all members of the household who are 16 years of age or older.	**7 years**	- Applies to all denied or refused applicants - Must provide records to Region if requested for reviews/appeals
In-Situ Applicants	Verification and documents used to assess in-situ eligibility	**See below**	- **Approved:** move records into tenant file - **Denied:** treat as Applicant File (7 years) - Denial letter also kept in market tenant file
Financial & Program Records	Financial statements, invoices, ledgers, subsidy/reconciliation records	**7 years after fiscal year end**	- Applies to all program-related financial records
Governance / Corporate Records	Board minutes, by-laws, policies, annual reports	**As required by law**	- Keep in line with legislative requirements - Region may review

Important Reminders (Applies to All Records)

- Keep records longer if another law or agreement requires it.
- Do NOT destroy records if there is a Legal Hold, including:
    - Audit or file review
    - Investigation
    - Court case or legal claim
    - Freedom of Information request
- When records are destroyed:
    - Use secure disposal methods
    - Keep a destruction log (what was destroyed and when)