

MODEL MEMO

Give Staff Memo on Keeping Records

Here's an example of a memo you can give your staff members to tell them what records to keep and how long to keep them. The memo has two columns. The column on the left lists the records that staff members should keep. The column on the right lists how long staff members should keep the records. Speak with your attorney about state-specific recordkeeping issues before adapting this memo for use at your community.

RECORDKEEPING

TO: **ALL STAFF**
FROM: Management
DATE: Aug. 20, 2014

It's important to save records for a certain amount of time in case they're needed to defend against or file a lawsuit. The following is a list of what records you should keep and how long you should keep them. Please read the memo and refer to it whenever you have a recordkeeping question. If you have questions about records that don't appear in the memo, please ask your supervisor.

RECORDS TO KEEP	LENGTH OF TIME
◆ Guest cards	3 years after date of visit
◆ Availability logs	3 years from date of log
◆ Telephone logs	3 years from date of log
◆ Rejected applications & backup material	3 years from date application rejected
◆ Resident files with no pending security deposit disputes or collection issues	3 years from date of move-out
◆ Employment records	3 years from end of employment
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◆ Incident reports	5 years from date of incident
◆ Service request logs	5 years from date of request
◆ Employee injury reports	5 years from date of injury
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◆ Vendor records	7 years from purchase of goods or services
◆ Resident files with security deposit disputes or collection matters pending	7 years from date of move-out