

Standard Operating Procedure (SOP)

Property Documentation and Records Management System

This SOP details the procedures for an effective **property documentation and records management system**, encompassing the systematic organization, storage, retrieval, and preservation of all property-related documents. It includes guidelines for maintaining records of ownership, leases, transactions, permits, maintenance logs, and legal contracts. The goal is to ensure accuracy, security, and accessibility of property records to support operational efficiency, compliance, and audit readiness.

1. Scope

This SOP applies to all property documentation including, but not limited to:

- Ownership records (titles, deeds, certificates)
- Lease agreements and tenancy records
- Property transaction documents
- Permits and regulatory certifications
- Maintenance and repair logs
- Legal contracts relating to property

2. Definitions

Term	Definition
Property Records	Any document verifying ownership, lease, agreements, permits, or maintenance related to property
Custodian	Designated individual responsible for managing property records
Retention Period	The specified duration property records must be kept before disposal

3. Responsibilities

- **Property Manager:** Ensures the implementation and adherence to this SOP.
- **Custodian:** Organizes, stores, and maintains property documentation and records.
- **All Staff:** Submit property documentation promptly and report any discrepancies.

4. Procedure

1. Collection and Submission

- All property-related documents must be submitted to the custodian within 2 business days of creation/receipt.
- Verify document completeness and accuracy upon receipt.

2. Organization and Classification

- Classify documents by type (e.g., ownership, lease, permits).
- Assign a unique reference number and update the records index/database.

3. Storage

- Physical documents are filed in secure, labeled storage cabinets accessible only to authorized personnel.
- Electronic records are stored in a secure, regularly backed up document management system.

4. Access and Retrieval

- Access is granted based on role and necessity. A log of access and retrieval is maintained.
- Requests for documents are submitted via email or the electronic system for tracking.

5. Preservation and Backup

- Physical records are stored away from hazards (water, fire, etc.).
- Electronic records are backed up weekly to a secure offsite/cloud repository.
- Periodic checks are conducted to ensure integrity of both physical and digital records.

6. Disposal

- Records are retained in accordance with statutory requirements; expired records are securely destroyed

(shredding or permanent digital deletion).

- A disposal log is maintained, noting date, method, and authorization for destruction.

7. **Audit and Review**

- Annual audits are performed to verify record completeness, accuracy, and security.
- Any discrepancies or access violations must be reported immediately.

5. Security and Confidentiality

- Only authorized personnel may access property records.
- All records containing sensitive information are marked as confidential and handled accordingly.
- Password protection and/or physical locks are applied where appropriate.

6. Related Documents

- Records Retention Policy
- Access Control Procedures
- Disaster Recovery Plan

7. Revision and Review

This SOP is reviewed annually or as required by regulatory changes. All revisions are documented and communicated to relevant staff.

Date of Issue: _____

Next Review Date: _____