NUMed OWNED AND MANAGED ACCOMMODATION
LOST/LEFT PROPERTY POLICY

PURPOSE STATEMENT

To ensure property found on site, or left within NUMed owned, leased and/or managed accommodation at the end of a contract, is dealt with consistently and in accordance with service standards and procedures.

APPLICABILITY AND SCOPE

This policy is applicable to all members of staff and residents within NUMed owned, leased and/or managed accommodation. The policy should be used when property is found or has been left behind after a contract has ended. The property may belong to residents, their guests, employees or members of the general public.

DEFINITION

Lost Property: *Personal item of value found on the premises, including communal areas.

Left Property: *Personal item of value left behind by residents or guests in a study-bedroom or communal area after a contract has ended.

*Personal items of value include:
Passport
ID card
Birth certificate
Cheque book
Cash or secure container (purse or wallet) likely to contain valuables
Credit/debit card
Driving licence
Bank statements
Mobile phone
(The above list is indicative but not exhaustive)

RESPONSIBILITIES

During induction members of staff are instructed not to remove anything which they find in an empty room or flat (even if they have the resident’s consent). Staff will be subject to Disciplinary Procedures should they choose to ignore this directive.

Lost Property: All residents and staff have access to a Terms & Conditions Booklet or http://www.ncl.ac.uk/numed/assets/documents/MalaysiaAccommodation2015(final).pdf

The Booklet advises ‘All lost and left property will be logged at Reception and kept for 28 days. After this time any items not collected will be disposed of.’
All staff have a responsibility to hand into the accommodation office any personal item of value which they find on site; the accommodation office are responsible for keeping a log of lost property found and to make every effort to trace the owner (usually via Kinetics). Any personal item of value found will be placed in the safe or a secure storage area to await collection (maximum 28 days).

**Left Property:** Residents are responsible for clearing all personal belongings from the accommodation before returning their room keys. Near to the end of any contract a Departure Checklist and the link [www.ncl.ac.uk/accommodation/current/leaving](http://www.ncl.ac.uk/accommodation/current/leaving) will be sent to all residents. The reminder reiterates that it is the resident’s responsibility to clear all their personal belongings from the flat before returning keys. Residents will be encouraged to recycle and/or donate to charity any unwanted items.

Staff who find a personal item of value, as defined under *Personal items of value, when cleaning accommodation after a contract has ended, have a responsibility to immediately notify the accommodation office so that the item can be logged and stored in a safe or secure storage area.

The accommodation office will contact the resident via the e-mail contact details held. The e-mail will advise that a personal item of value has been found and should be collected within 14 days from the date the e-mail was sent. Until the property is collected, it will be kept in a safe or in a secure storage area.

Property left behind **after a contract has ended**, which does not fit the category of *Personal items of value, i.e. clothing, shoes, CD’s, videos, books etc. will be donated to local charities or where possible recycled. Open foodstuffs, alcohol, toiletries, consumables, soiled bedding and pharmaceuticals will be disposed of.

**Exceptions:**

1. The Accommodation and Catering Manager is authorised to donate to an agreed charity property which has not been claimed. Any money (cash) found on site, not claimed, will also be donated to nominated charities.

2. Property which cannot be given to charities or recycled (ie televisions, fridges and freezers) and where there is a charge for disposal, the accommodation office may recover the cost of disposal, plus the University’s standard administration charge, from the resident(s) who left the property.