Accommodation & Hospitality Services
University Managed Accommodation Lost/Left Property Policy

Purpose Statement
To ensure property found within Accommodation & Hospitality Services areas, or left within University Managed Accommodation, at the end of your contract is dealt with consistently and in accordance with our service standards and procedures.

Applicability and Scope
The policy should be used when property is found on site, within all Accommodation & Hospitality Services areas, including study-bedrooms after a contract has ended. Anyone handing in property found outside of these locations will be directed to the University Security Office.

The property may belong to residents, their guests, employees of the University, or members of the general public.

Definition

Lost property: Personal items of value found on site, including communal areas.

Left property: Personal items of value left behind by residents or guests in a study-bedroom or communal area after their contract has ended.

Personal items of value can include:
- Passport/Visa
- Birth certificate
- Cheque book
- Cash or secure container (purse or wallet) likely to contain valuables
- Credit/debit card
- Driving licence
- Bank statements
- Mobile phone

Our Responsibilities
Any items of lost or left property found on site and in study-bedrooms, will be handed in to reception, where it will be recorded. Personal items of value will be placed in a safe or secure storage area. Our Customer Services Team will make every effort to try and locate the owner of the property.

Lost or left personal items of value will be retained for 28 days. After this time any items not collected will be disposed of.

Left Property
You are responsible for clearing all of your personal belongings from your accommodation before returning room keys to reception. Near to the end of your contract, we will send you, via email, a Departure Checklist and the link to the University’s Leaving web page. These outline your responsibilities regarding leaving your accommodation.

We run a ‘Big Clear Out’ campaign each year, where you can recycle and/or donate any items you don’t want to take with you to local charities.
Claiming your Property
When you reclaim an item of property, you will be asked to give a blind description of the item (a description without seeing the item) even if it is from your study-bedroom. Once we are satisfied that your description matches that of the item, we will then show you the item and ask you to verify that it is your property.

Unclaimed Property

Unclaimed personal items of value
- Money – will be donated to one of our nominated charities and the container discarded. Full details of the donation will be recorded and a receipt obtained where possible.
- Credit/debit card – we will contact the relevant bank and follow their instructions.
- University ID – will be returned to the Robinson Library.
- Personal papers – will be shredded.
- Mobile phones – student will be asked to collect.

Unclaimed minor items
Property left behind after your contract has ended, which does not fit the category of ‘Personal items of value’, eg clothing, shoes, CDs or books will be donated to local charities where possible or recycled. Open foodstuffs, alcohol, toiletries, consumables, soiled bedding and pharmaceuticals will be disposed of.

Exceptions
If you leave behind any property which cannot be given to charities or recycled (eg televisions, fridges and freezers) it will be disposed of. Where there is a charge for disposal, the Residences Team may recover the cost of disposal, plus the University’s standard administration charge, from the resident(s) who left the property.