

## Accommodation Services

# Lost/Left Property Policy - University Owned Accommodation

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### Purpose Statement

To ensure property found within Accommodation Services areas, or left within University Owned 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 Services areas, including bedrooms after a contract has ended. Anyone handing in property found outside of these locations will be directed to the Estates Security Service.

The property may belong to students, 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 students or guests in a 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
- University ID
- Personal papers
- Mobile phone

### Our responsibilities

Any items of lost or left property found on site and in 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. We 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.

## Your responsibilities

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, information about departing your accommodation.

## 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 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 and our actions

### Unclaimed personal items of value

- Passport/Visa – action subject to advice from the Passport Office
- Birth certificate – will be shredded
- Cheque book – will be shredded
- Cash or secure container – cash 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 – will be shredded
- Driving Licence – will be shredded
- University ID – will be returned to the Robinson Library
- Personal papers – will be shredded
- Mobile phones – will be collected through the University's Waste Electrical and Electronic Equipment Scheme

### 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 via the Waste Electrical & Electronic Equipment process. Where there is a charge we may recover the cost from the student(s) who left the property.