

## Accommodation Services

# Lost/Left Property Policy - University Owned Accommodation

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### Purpose Statement

To ensure property found 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 University Owned Accommodation including bedrooms after a contract has ended. Anyone handing in property found outside of these locations will be directed to the Estates & Facilities Security Service.

The property may belong to students, their guests, employees of the University, or members

### Definition

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

**Left property:** Personal items of obvious value left behind by students or guests in a bedroom or communal area after their contract has ended

### Personal items of obvious value can include:

- **Technology** - such as laptop, mobile phone, iPad
- **Identification documents** - such as passport/visa, birth certificate, credit/debit card
- **Jewellery and watches**

### 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 obvious value and likely to have been left behind by mistake 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 obvious value will be retained for 28 days. Unclaimed items after this time will be handled as outlined later in this policy.

### Your responsibilities

You are responsible for clearing all your personal belongings from your accommodation before returning room keys to reception, including your rubbish. 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 found in 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 obvious value will be disposed of in an appropriate way

- **Technology** - such as laptop, mobile phone, iPad will be collected through the University's [Waste Electrical and Electronic Equipment Scheme](#)
- **Identification documents** - such as birth certificate, credit/debit cards will be shredded, and passport/visas will be subject to HM Passport Office advice
- **Jewellery and watches** - will be donated to local charities and a record kept

### Minor Items

Property left behind after your contract has ended, which does not fit the category of 'Personal items of obvious value', eg clothing, shoes, CDs or books will be donated to local charities where possible or recycled. Open foodstuffs, alcohol, toiletries, consumables, 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.