



## Accommodation Services

### University-owned and managed accommodation lost and left property policy

#### Purpose Statement

To ensure property found on site, within Accommodation or Hospitality areas or left within University-owned accommodation at the end of a booking/contract, is dealt with consistently and in accordance with service standards and procedures and Office of Fair Trading guidance.

#### Applicability & Scope

This policy is applicable to all members of staff within University-owned and managed accommodation, EAT@NEWCASTLE and the Centre for Physical Recreation & Sport (CPRS).

The policy should be used when property is found on site within Accommodation or Hospitality areas or has been left behind after a booking/contract has ended. Any person who brings property to a member of Accommodation or Hospitality staff that has not been found in these areas should be directed to the University Estate Security Office.

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

#### Definition

**Lost Property:** Personal item of value\* found on the premises, including communal areas. The below list is indicative but not exhaustive.

**Left Property:** Personal item of value\* left behind by residents or guests in a bedroom, communal area or flat after a booking/contract has ended.

#### \*Personal items of value include:

- Passport
- Birth certificate
- Cheque book
- Cash or secure container (purse or wallet) likely to contain valuables
- Credit/debit card
- Driving licence
- Bank statements
- Mobile phone



## Procedure for Accommodation Employees

### Our Responsibilities

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

**Lost Property:** All lost and left items of value\* will be retained for 28 days. After this time any items not collected will be disposed of.

All staff have a responsibility to hand into their Reception, any personal item of value\* which they find in the accommodation. Customer Services team members at Receptions are responsible for keeping a log of lost and left 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 room keys to Reception.

Service staff who find a personal item of value\* when cleaning accommodation after a booking/contract has ended, have a responsibility to immediately notify the Assistant Residences Manager or Residences Team Leader so that the item can be logged and stored in a safe or secure storage area.

The Assistant Residences Manager or Residences Team Leader, via Reception will request Customer Services to contact the resident using the email contact details held on Kinetics. The email will advise that a personal item of value\* has been found. Until the property is collected, it will be kept in a safe or secure storage area. The Office of Fair Trading have advised that all items of value\* must be kept for 28 days before discarding.

### Claiming your property

Any person reclaiming an item of property must be asked to give a blind description of the item (a description without seeing the item). Once the member of staff is satisfied that their description matches that of an item in found property they should then show them the item and ask them to verify that it is their property.

### Unclaimed property

**Unclaimed personal items of value:** Any money found on site, not claimed will be donated to nominated charities and any container discarded. The name of the charity and member of staff who donated the money will be recorded in the log book with a receipt if possible.



- Credit/debit card – contact appropriate bank and follow their instructions
- University I.D. – return to Robinson Library
- Personal papers – shred
- Mobile phone – resident/guest will be contacted and asked to collect

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

**Exceptions:** Property which cannot be given to charities or recycled (eg televisions, fridges and freezers) and where there is a charge for disposal, the Assistant Residences Manager or Residences Team Leader may recover the cost of disposal, plus the University’s standard administration charge, from the residents/guests who left the property.

### **Procedure for EAT@NEWCASTLE Employees**

All property found in any EAT@NEWCASTLE unit will be recorded in the log book and kept in the unit location for 24 hours. Any personal item of value\* found will be placed in the safe or a secure storage area. If contact details are with the item, the member of staff must inform their line manager who will contact the individual by email where possible and advise that the property has been received. In the event that no email address is available, all other avenues are to be explored in order to notify the owner

After 24 hours the item will be handed to the Administrative Office who will log and store the item for a maximum of 28 days, during which time efforts will be made to trace the owner.

Any person reclaiming an item of found property must be asked to give a blind description of the item (a description without seeing the item). Once the member of staff is satisfied that their description matches that of an item in found property they should then show them the item and ask them to verify that it is their property.

**Unclaimed personal items of value:** Any money found on site, not claimed, will be donated to nominated charities and any container discarded. The name of the charity and member of staff who donated the money will be recorded in the log book with a receipt if possible.

- Credit/debit card – contact appropriate bank and follow their instructions
- University I.D. – return to Robinson Library
- Personal papers – shred
- Mobile phone – owner will be contacted and asked to collect



**Unclaimed minor items:** Items which do not fit the category of 'personal items of value', eg clothing, shoes, CD's, DVD's or books, will be donated to local charities or where possible recycled. Open foodstuffs, alcohol, toiletries, consumables and pharmaceuticals will be disposed of.

## Procedure for CPRS Employees

Any item handed into or found by a member of staff must be put in the correctly dated drawer located at main reception and recorded in the log book. All items will be stored in the filing cabinet in main reception in the appropriate drawer designated for each specific week (eg 1st – 8th, 9th – 16th). Any personal item of value\* found will be placed in the safe or a secure storage area.

If contact details are with the item, the member of staff must contact the owner by email where possible and advise that the property has been found. In the event that no email address is available, all other avenues are to be explored in order to notify the owner.

All items, with the exception of unhygienic items, will then be stored for a maximum of 28 days, during which time efforts will be made to trace the owner.

Any person reclaiming an item of found property must be asked to give a blind description of the item (a description without seeing the item). Once the member of staff is satisfied that their description matches that of an item in found property they should then show them the item and ask them to verify that it is their property.

**Unclaimed personal items of value:** Any money found on site, not claimed, will be donated to nominated charities and any container discarded. The name of charity and member of staff who donated the money will be recorded in the log book with a receipt if possible.

- Credit/debit card – contact appropriate bank and follow their instructions
- University I.D. – return to Robinson Library
- Personal papers – shred
- Mobile phone – owner will be contacted and asked to collect

**Unclaimed minor items:** Items which do not fit the category of 'Personal items of value\*' or unhygienic items, eg clothing, shoes, CD's, DVD's or books, will be donated to local charities or where possible recycled. Open foodstuffs, alcohol, toiletries, consumables and pharmaceuticals will be disposed of.

Unhygienic items will be disposed of immediately (unless the person has contacted a member of staff to say they will be coming to collect the item). This includes towels, underwear etc.

**Unclaimed valuable items:** Any money found on site, not claimed, will be donated to nominated charities and any container discarded. The name of charity and



member of staff who donated the money will be recorded in the log book with a receipt if possible.

- Credit/debit card – contact appropriate bank and follow their instructions
- University I.D. – return to Robinson Library
- Personal papers – shred
- Mobile phone – owner will be contacted and asked to collect