

## Lost Property Policy

---

### LOST PROPERTY

#### STAFF AND STUDENTS

1. If you have lost any property on our campus you should submit an online ticket via our ticketing system. Please include as much information on the item as possible including:
  - 1.1. Accurate description of the item (item, make or model, colour, any defining features).
  - 1.2. Where you last had the item.
  - 1.3. When you believe the item was misplaced/lost.
2. If we have your item onsite we will let you know, and arrange for collection from the Campus Hub. The College will not post out members property unless it is not reasonably practicable for you to attend the College to collect them. In the event that the College needs to send out lost property to a member you may be charged for the postage of the item.

#### VISITORS

3. If you believe you have lost your property on a visit to the college please email your onsite contact who will accordingly liaise with Facilities. Please provide as much detail on the item as possible, as outlined above.

### POLICY

4. Members are encouraged to hand in lost property to the Hub area who will pass it onto Facilities for safe storing. Contractors (such as cleaning services, and security) will hand in lost property items each evening.
5. The College will attempt to contact the owner of any lost property providing there is sufficient information available on the item to do so, such as a name or phone number. The Facilities department may look through personal items (like a bag or wallet for example) to check if any items have details of the owner.

#### PROPERTY CONTAINING PERSONAL INFORMATION

6. Any items containing personal identifiable information will be stored for one month. After this period the College will make the following arrangements:

- 6.1. Lost UK passports will be returned to the Her Majesty’s Passport Office.
- 6.2. Lost UK Driver’s licenses will be returned to the DVLA.
- 6.3. The College will contact the relevant embassy for any international documentation.
- 6.4. Bank cards will be securely destroyed.

**OTHER LOST PROPERTY**

- 7. Lost property which does not contain personal identifiable information is kept on campus for 3 months. If lost property has not been claimed after that period, the College will arrange for the items to be donated to charity or recycled where possible.
- 8. The College may display lost property in the Campus Hub during the last week of each term. Appropriate items are considered things such as clothing, food tupperware, and other inexpensive items, but excludes sensitive personal unidentifiable items such as a personal diary or notebook, or electronics.

**STOLEN ITEMS**

- 9. If you suspect you have been a victim of theft and your item has been stolen whilst on College premises please immediately report this to onsite security, Facilities team or via our ticketing system.

**LIABILITY**

- 10. The College is not responsible for any damage, liability or theft related to lost property. The College insurance does not provide cover to the community in this respect.

<b>Title: Lost Property Policy</b> <b>Approved by: ExCo</b>					
Version number	Date approved	Date published	Owner	Location	Proposed next review date
1.0	September 2021	September 2021	Director of Resourcing and Operations	NCH Academic Handbook / Policies & Procedures / General / Operations	September 2023
Referenced documents	N/A				
External Reference Point(s)	N/A				

---