

## Lost Property Policy 2024-25

### University of Exeter

#### **Purpose**

This policy is intended to cover any property belonging to staff, students or visitors to the University of Exeter that is handed in to, or reported lost at, one of the reception desks, Information points or Student hubs on Streatham, St Luke's and Penryn campuses or have reported it lost, on our lost property platform (Notlost).

This policy will be adopted university wide but individual departments may have their own storage, retention and collection arrangements.

#### **Responsibility**

At no point can the University of Exeter be held responsible for any items classified as lost or found. It is not the responsibility of the University of Exeter to return items to their owner. It is the responsibility of the owner to reclaim property within the timeframes and as agreed with staff members.

#### **Storage of Items**

Items will be logged on our lost property platform at the nearest available pick up point, where they will remain for 10 days. After which they will be relocated to the lost property central store in the Forum. After 30 days they will be disposed of (please see table below).

Collections from St Luke's, RILD and other receptions / hubs on campus will be collected after the 10 day retention period by a member of the Facilities Assistants team and delivered to the lost property store in the Forum

#### **Retention and Disposal Items**

Lost property category	Retention period	Disposal Method
Driving Licences, Passports, ID cards	30 Days	After 30 days, post to the DVLA, Passport Office or respective licensing authority for disposal or re-delivery.
Bank cards	30 Days	After 30 days these will be destroyed by shredding.
Jewellery	30 days	After 30 days, these items will be donated to the British Heart Foundation, who will collect from the lost property store in the forum.
Laptop / phone / smart watch	30 Days	After 30 days, these items will be disposed of by Campus Services. To be wiped clean and recycled where possible.

Lost property category	Retention period	Disposal Method
Student Cards	30 Days	To be kept at SID and then shredded.
Staff / Associate Cards	30 Days	Person to be e-mailed and ID card returned. Disposed of after 30 days, by shredding, if not collected.
Paperwork	30 Days	Disposed of by shredding.
Stationery	Will be kept at our discretion, for 30 days.	Disposed of after 30 days, by campus services.
Drinks Containers	Dispose of Immediately	Disposed of immediately. Recycled, where possible
Food Containers	Dispose Of Immediately	Disposed of Immediately. Recycled, where possible.
Bags	30 Days	Any items that can be donated to charity (British Heart Foundation), will be. Any items that will not be accepted by the British Heart Foundation will be disposed of by Campus Services.
Books	30 Days	Any items that can be donated to charity, will be donated to the British Heart Foundation. Any items they will not accept will be disposed of by campus services.
Chargers		
Clothing		
Glasses		
Headphones		
Medicines / medical equipment	2 Weeks	Take to Estate Patrol, who will deal with their collection.
USB Drives	30 Days	Items to be wiped clean and disposed of by Campus Services.
Cash	30 Days	To be collected and donated to the Student Welfare Fund.
Umbrellas	30 Days	To be donated to British Heart Foundation

## **Reporting Lost Property**

If an item has been lost, the person will need to log an enquiry through the Notlost platform. A link is located on the lost property website page and there are QR codes located around campus that can be used to log an enquiry.

## **Claiming Lost Property**

The Notlost platform will match items to owners, if a match is made, the system will send an email to the owner detailing where and when they can collect it from. Matches are also made manually by staff members at the Reception/hub desks.

If someone comes in to claim an item, please exercise due diligence to ensure the property is being reunited with the right person. Request a good description of the item before returning it. A form of photographic ID will be needed when collecting an item of lost property, in all circumstances.

If it is a bank card, ask for the bank and the name on the card.

If you are satisfied that the description matches the item and the genuine owner is claiming it, then please return the item, ensuring you have completed the return item section on the Notlost platform, whilst the owner is with you.