



Lost and Found Property Department - Lost and Found Property Procedure

Business Objective

To proactively demonstrate care and hospitality at all stages of a Student/Guest experience by securing and returning items of lost and found property.

Policy

To establish a consistent procedure for the recording, storing and return of items of lost and found property.

Implementation Guidelines

1. The College must operate a 'Lost and Found' Property system, via the College Main Lodge. The system will ensure that all found property is recorded and stored securely prior to being returned to the owner or disposed of in accordance with operating procedures.
2. The procedure will be administered by the College Lodge, and all records, relating to Lost and Found Property will be retained in the Lodge Manager's Office.

Lost Property Procedure

3. Lost property is to be reported to the Lodge. A record will be maintained of all items of property reported as being lost within the College. Details will include the following information:
 - Description of property
 - Location property last seen
 - Time and date property last seen
 - Personal details of the loser, if known.
4. If the property has already been found, it will be returned to the owner (see Found Property Procedure paras 13 -15).

5. If there is no record of the property having been found, details will be recorded in the Lost Property record.
6. Should the property be found at a later stage, the owner will then be contacted and arrangements for collection made.

Found Property Procedure

7. Any item of property found anywhere in the College, is to be handed in to the College Lodge as soon as it is found (Annex sites Caretakers will retain the Lost Property, with all necessary details, in their offices).
8. A record will be maintained for all found property items. Details will include the following information;
 - Date item found
 - Description of item
 - Personal details of the finder.
9. On receipt of an item of found property, the Lodge Staff will check the Lost Property Book to ensure a loss report has not already been taken.

Perishable Goods/Foodstuffs/beverages

- Foodstuff will not be retained. A record will be made and the property destroyed.

Clothing

- Clothing, whether clean or soiled, should be retained
 - Undergarments will be disposed of immediately
10. Property will be retained for 2 weeks.
 11. During the period of retention, every effort should be made to return items of property to the owner, however, when conducting the necessary enquiries, it is important that we exercise caution and remain discreet. It is, therefore important that details are disclosed only to the Guest/Students, or any message left should be to contact the Lodge.
 12. After the period of retention has lapsed, the property may be claimed by the finder. If the finder does not wish to claim the property, it will be disposed of in a manner as directed by the DACC office. The property record will be endorsed accordingly.
 13. Prior to returning an item of property to the owner, first ensure you have the article or know where it is being stored, and verify that it is indeed the property question.

14. Property returned to the owner shall be done so only against proof of identity. (Passport, Driving License, Student ID card).
15. Establishing proof of identity may be problematic when responding to telephone enquires. In such an event the person's identity should be established as far as possible by asking pertinent questions. If you are not satisfied, the property should not be returned.
16. An audit of the property system will be carried out at regular intervals, every 6 months.
17. Where property is destroyed or disposed of as a result of the audit, the relevant entry will be endorsed accordingly.