Lost and Found Personal Property Procedure

**Controlled Document – refer to Intranet for latest version**

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<tr>
<th>Category: General Administration</th>
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<td>Responsibility: Director Facilities &amp; Risk Management</td>
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<td>Approval: Chief Financial Officer</td>
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**Scope**

This document is issued by UCOL and applies to:

a. All premises controlled by UCOL;

b. All employees of UCOL whilst engaged on UCOL business; and

c. All students, contractors and visitors.

UCOL accepts no responsibility for the loss or damage to personal property of any kind in or on its premises under any circumstances. UCOL recommends all lost items be reported and all found items be handed in to The Lost Property Office.

**Responsibility**

Facilities Management on all campuses are responsible for the storage of and, where appropriate, advertising found property. The Information Centre/Library in Wanganui, the Learning Hub (Upper Campus) and Campus Reception Office (Lower Campus) in Wairarapa and the Security Office in Palmerston North are the physical locations where found property is administered and these offices are referred to as “The Lost Property Office” in this document.

All staff and students are responsible for handing in found property to The Lost Property Office.

Persons who have lost property should check with The Lost Property Office in the first instance.

**Procedure**

Lost property items will be placed in one of three categories:

a. High value items: e.g. wallets including money, watches, jewellery, cell phones, cameras, MP3 players.

b. Non-perishable low value items e.g. hats, coats, umbrellas, and bags.

c. Perishable goods: e.g. foods, drinks.

**High Value Items**

**Lost**

When lost, these items should be reported to The Lost Property Office. The person who lost the item may also choose to report the loss to the Police. UCOL is not responsible for undertaking searches for lost personal property, however the person who lost the property may also benefit from reporting the loss as an incident. Staff members or Site Security staff should undertake this reporting through the Health and Safety Management System Incident Reporting on behalf of the person who lost the property.

Sufficient details should be provided to The Lost Property Office and in incident reports in order for the item to be recognised should it be found.
**Found**

When found, high value items are to be handed in to The Lost Property Office during normal opening hours.

The items will then be recorded in the Lost Property Register. The register will record the following:

- a. Description of item (including any defects and damage);
- b. Circumstances of find (date and time found and where found);
- c. Details of finder (name, address, telephone number).

High value lost property will be stored securely at The Lost Property Office. If the owner is able to be identified they will be contacted. If the owner is not able to be located, The Lost Property Office will advertise the goods found, in general terms only, through an I Call and on the UCOL Intranet under the Community site. If the owner cannot be located within 7 working days the property will be forwarded to the Police and this will be recorded in the Lost Property Register.

If credit cards are handed in as lost property, The Lost Property Office will attempt to locate the owner via UCOL records. If they are unable to locate the owner or the card has not been claimed within 7 working days, the relevant credit card company will be called and they will put a stop on the credit card. The card can then be cut in half and disposed of.

**Non-Perishable Low Value Items**

Lost items may be reported to The Lost Property Office.

Found items are to be handed in to The Lost Property Office during normal opening hours.

The items will then be recorded in the Lost Property Register. The register will record the following:

- a. Description of item (including any defects and damage)
- b. Circumstances of find (Date and time found, where found)
- c. Details of finder (name, address, telephone number)

Non-perishable low value property will be stored securely at The Lost Property Office for a minimum period of 3 months after which they will be taken to a charitable organisation or disposed of.

**Perishable Items**

Found perishable items will be disposed of in an appropriate way within a timeframe that reflects the type, state and normal life of the item.

**Ownership/Claims**

If a person wishes to retrieve an item and claims to be the rightful owner, the item must be described in detail to identify any characteristics. This would provide proof of ownership. Full details of the claimant must be recorded in the Lost Property Register (some form of identification should be shown e.g. UCOL ID card, passport, driving licence).

**Definitions**

- **Finder** The person finding and submitting the property to the Site Office.
- **Lost Property Register** Register held on the UCOL Intranet or in the Lost Property Office giving details of lost and found property.
- **Personal Property** Property owned by an individual rather than UCOL.
- **Secure Storage** Locked storage that is only accessible to authorised personnel.
Resources used to Develop this Policy

- Lost Property Officer, Watch House, Palmerston North Police Station
- Contact Centre, ANZ Bank

Appendices

Appendix 1: Form letter to be sent to the police, informing them of lost property items handed in

Related Documentation

- Incident Reporting Procedure
LETTER TO BE SENT TO THE POLICE, INFORMING THEM OF LOST PROPERTY ITEMS HANDED IN

REF:

(Date)

(Name of Police Station)
(Address of Police Station)

Dear Sir/Madam

RE: Lost property item handed in at (campus location)

The following item(s) have been handed in as lost property at UCOL:

  Date Found:

  Time Found:

  Description of Item:

  Circumstances of Find:

  Site Address:

  Contact Name:

  Telephone Number:

  Name of Finder:

  Contact Details of the Finder:

  Does the Finder wish to claim the item if it is not claimed by its rightful owner?

Any enquiries with regard to the item(s) should be referred to the contact person named above.

Yours faithfully

(Name)
(Title)