

LOST PROPERTY POLICY

- 1) Lost Property (LP) for the University campus (Whiteknights) is stored at the Palmer Building reception. This excludes LP found in RUSU, and tenanted buildings.
- 2) Lost Property retrieved at the London Road campus is stored at the London Road reception.
- 3) Lost Property retrieved at the Greenlands Campus is stored at the Greenlands reception.
- 4) Lost Campus Cards are handed (via Palmer) to Security for collection. Campus Cards are held by Security for 2 weeks before being destroyed.
- 5) Items found must be deposited at the appropriate reception in a timely fashion, no later than 2pm on the second day after the item has been retrieved, or within 48 hours after the item has been found, whichever is earlier. Full details of where the item was found must be reported at the same time.
- 6) Items lost must be reported as such in a timely fashion, no later than 48 hours after the item has been lost.
- 7) Lost Property items can be reported to reception@reading.ac.uk, or through the online form <http://www.reading.ac.uk/lost-property/lost-home.aspx>, where the following info is required:
 - a. Name
 - b. Contact phone number
 - c. Email
 - d. Brief description of item(s)
 - e. Location where item was lost, or where it was last seen
- 8) The maximum time period for Lost Property to be claimed is 4 weeks. This time period includes the time from when the item was lost to it being deposited at the appropriate reception.
- 9) Items that have been held in store waiting to be claimed for longer than 4 weeks from the date of deposit will be deemed unclaimed, no longer treated as Lost Property and will be disposed of. Unclaimed items are donated to charity.
- 10) Items such as blank notepads, folder, stationary etc., will be recycled.
- 11) The following items are not accepted:
 - a. Broken or damaged items
 - b. Loose papers or materials
 - c. Soiled clothing
 - d. Plastic bottles
 - e. Rubbish i.e. anything that can, should, or normally would be, disposed of after use
- 12) Lost Property Services will:
 - a. Hold securely, all Lost Property until collected or disposed of
 - b. Send items with sensitive data, such as passports or driver's licences, back to the relevant authority (HMPO, DVLA) if they are unclaimed. Campus Cards will be destroyed after 2 weeks. Attempts to contact the owner of such documentation will be carried out to notify them.
 - c. Maintain a register of Lost Property, with secure access by trained personnel
 - d. Hold securely all USBs or electronic devices containing potentially sensitive data for the required time, after which, they shall be sent to IT for wiping/re-use. No attempts will be made by Lost Property Services to access these devices
- 13) This policy shall be reviewed annually.

Version Control

VERSION	KEEPER	REVIEWED	APPROVED BY	APPROVAL DATE
1.0	Campus Services	30/11/18	E&E Committee Ref 18/26	30 th November
