

# Abandoned Goods

## Belongings left behind in a property

The purpose of the Abandoned Goods Policy is to ensure that Women's Housing Ltd staff take all reasonable care to return goods to a former tenant.

### **Personal Belongings**

Each tenant is required to remove all personal belongings from the property prior to returning the key. Should a tenant not wish to take belongings, then they may advise Women's Housing Ltd in writing as to what is being left behind and why they cannot remove it.

### **Follow Up Contact**

Where a tenant leaves or abandons a property leaving goods behind, every effort will be made to contact the former tenant. This may include:

- Telephone calls
- SMS messages
- Email
- Via next of kin
- Via support agencies (if applicable)

It is critical that the tenant contacts Women's Housing Ltd immediately.

### **Belongings left behind**

If the tenant does not respond in a timely manner, goods will be disposed of as per legislative requirements. If Women's Housing Ltd locates personal documents such as those listed below, we will box and store goods for a period of 90 days.

These include:

- Passport; marriage certificate; birth certificate
- Loose photographs or photos contained in albums; photographs on walls
- Images on still and video cameras
- Letters, accounts, bills
- School, educational or trade certificates
- USB sticks, video cassettes, tape recordings, DVDs, material on computer hard drives, books and drawings
- Any other document which it would be reasonable to expect that a person would want to keep, e.g. sporting trophies, awards

We realise your belongings are important and will take all reasonable steps to return these to you.