

Storage and disposal of residents belongings policy

November 2025

Introduction

The purpose of YMCA Lincolnshire is to ensure that people and communities across the County have the opportunity to belong, contribute and thrive so that they can feel safe, valued and fulfilled.

Our values are:

- Compassionate
- Brave
- Collaborative
- Supportive

Our ambition is to break the cycle of homelessness through the provision of safe spaces, services that support everyone's journey of recovery & growth, and programmes that focus on future long-term prospects for independence.

The purpose

The purpose of this policy is to clarify the circumstances around how, when and why we will store a residents belongings and for how long after they leave a YMCA Lincolnshire property.

Scope

This policy will ensure that common standards relating to the disposal and storage of a residents belongings are applied across all service areas. Therefore, it applies to:

- The Nomad Centre
- The YMCA Lincolnshire Hostel
- All properties within the YMCA Lincolnshire Outreach Service

Our Policy

We will take reasonable steps to ensure that belongings stored under this policy are kept secure and in good condition. However, we will not accept liability for any loss, theft, or damage to belongings while in storage or during disposal.

Residents or their next of kin are responsible for arranging collection of belongings within the specified storage period, and any uncollected items will be disposed of in accordance with this policy.

We will:

- Store any items left in a residents room for a period of 14 days if the resident is evicted with immediate effect from one of our properties or are recalled to prison.
- Store any items left in a residents room for a period of 28 days if the resident passes away, to enable the next of kin to arrange collection. This

timescale is flexible so long as the next of kin keeps in regular contact with us

- Store any items left in a residents room for a period of six months if the resident passes away and there is no recorded next of kin. This is to enable time for a next of kin to be located
- Store any individual item that we perceive to be valued in excess of £150 for a period of 28 days.
- Return all personal identification documentation left in a room to Local Registrars Office (birth certificates), driving licenses to DVLA and passports to The Passport Office.
- Dispose of any items left in a residents room at the end of their license agreement if:
 - The room has been abandoned and the abandonment notice has expired (7 days)
 - The resident has given notice that they are moving out of their room
 - The resident is evicted with notice given (unless this is an immediate eviction). This will be at the expiry of the notice period.

Our responsibilitiesWe

As part of our move in process, we will ensure that all residents understand the implications of this policy in relation to the storing and disposal of their belongings at the start of their license agreement, upon advising us that they will be moving out or when a notice to vacate is served.

We will document on Inform all items that are left in a residents room at the end of their license agreement taking photographs of any items we perceive to have a value of over £100

All attempt to contact the owner of the belongings being stored (if we know of their whereabouts) will be made prior to final disposal. This will include contact with other agencies that we know may have contact with the individual. We will log the name, date, time and method on Inform for each contact attempt that we make.

Any items that we are storing will have to be signed for and can only be collected by the owner, documented next of kin or a professional agency with the pre-agreed written consent of the owner.

All items being disposed of are signed off by a member of the Housing Services Leadership team.

YMCA Lincolnshire accepts no liability for any personal belongings that go missing or are damaged after a resident has left our accommodation. Residents will be advised to remove all belongings when they move out of our accommodation.

Monitoring, reporting and reviewing

This policy will be reviewed every three years to ensure that it remains relevant, up to date and follows good practice.

Please also refer to the following policies, procedures or documents:

- The Licence agreement
- The house rules
- Housing complaint's policy
- Rent Arrears procedure

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