

Swansea University Residential Services Policy: Procedure for Safeguarding Abandoned Property

At Swansea University, we follow the Renting Homes (Safeguarding Property in Abandoned Dwellings) (Wales) Regulations 2022 to ensure that any belongings left behind in student accommodation are handled appropriately and fairly. This document outlines what happens if property is left behind after a fixed-term contract ends and what you need to do if you forget to return your keys.

For full details on the legal regulations, visit: [Renting Homes Wales Act](#)

What Happens if You Leave Belongings Behind?

When your fixed-term contract ends, you are expected to return your keys and remove all personal belongings from your accommodation. If you leave any items behind, we will take the following steps:

1. Confirm if Check-Out Has Taken Place

- We check if your keys have been returned at reception and verify your check-out record.
- If keys have not been returned, we will try to contact you to confirm whether you have left or are still in residence.

2. If You Have Left Items Behind

- We will attempt to contact you to arrange collection.
- If you want us to dispose of the items, you must confirm this in writing to Accommodation@swansea.ac.uk.
- Disposal charges may apply (£10 per black bag).

3. Safeguarding Your Belongings

- If we confirm that you have left, we must store your belongings for four weeks, except for:
 - Perishable items (e.g., food) that cannot be stored.
 - Items of low value where storage costs exceed their worth.
- We will create an inventory with photos of any items we do not store.

4. How Items Are Stored

- A minimum of two staff members will document and pack the items.
- Each item will be labelled with your name, room number, and removal date.
- Storage location will be recorded.

5. Claiming Your Belongings

- If you claim your items within four weeks, we will return them once storage costs have been reimbursed.
- If no claim is made, we may sell or donate the items, deducting any costs incurred.
- Proceeds may be used to cover unpaid rent if applicable.

If You Forget to Return Your Keys

If you have vacated your accommodation but forgot to return your keys:

- Return them by post within 5 business days (preferably by recorded mail) and keep proof of postage.
- Once received, we will update our records to prevent charges being applied.
- If you do not return a physical key within 5 business days, we may need to change the locks for security reasons.

For electronic keys or fobs, we will deactivate them upon check-out.

What If Your Accommodation Appears Abandoned Before the Contract Ends?

If we suspect that you have left before your contract ends, we must:

1. Issue a formal notice (RHW27 Form) to your known address and email.
2. Hold a copy of the notice on your record, including proof of postage.
3. Wait for the notice period to pass before issuing a second notice (RHW28 Form) to confirm repossession.

If you have any questions, please contact us at Accommodation@swansea.ac.uk.