

ABANDONED GOODS POLICY

LODGING ACCOMMODATION

Purpose

This policy explains how we:

- Outline the legal responsibilities of staff whom manage abandoned properties on behalf of Accordwest,
- Outline requirements relating to the storage and disposal of resident goods which have been left at the property once the resident has left the property; and
- To minimise possible debt incurred by the cost of uplift, storage and/or disposal of the items left behind.

Definitions

Abandoned property

The property address which the residents have left without providing Accordwest with the appropriate notice of their intention to leave

Abandoned goods

The personal belongings including furniture, clothing, foodstuffs and the like that are Intentionally left behind.

Lodging accommodation

An Accordwest property that has two or more bedrooms, residents have the right to occupy their bedroom though the rest of the house is communal and shared amongst the remaining residents.

Resident

A resident living in a property owned or managed by us.

Visitor

Any person (friends, children, family, associates, partner) whom visit a resident at the lodging accommodation.

Lodging accommodation

An Accordwest property that has two or more bedrooms, residents have the right to occupy their bedroom though the rest of the house is communal and shared amongst the remaining residents.

License to occupy

The contract signed between Accordwest and the resident, giving the resident the right to occupy a bedroom and share the communal areas for a defined length of time outlining the house rules and responsibilities of both Accordwest and the resident.

Our commitments

Abandoned goods left behind may have significant value to the residents, as such all abandoned goods will be treated with respect, with the aim of having the goods returned to the resident in a timely manner.

Our approach will include:

- measures to prevent abandoned items being left at the property;
- identifying any issues with the number of items at the property during the occupancy, and responding to them, as early as possible; and
- taking action that is appropriate with regards to abandoned properties and/or goods in relation to other residents that are also residing in the property.

We will only dispose of any abandoned goods if the resident (or the residents next of kin/emergency contact) cannot collect the items.

Guiding principles

- Accordwest fully adheres to state-based requirements and processes.
- Accordwest is consistent in its approach to managing abandoned properties and abandoned resident goods.
- Residents are supported by Accordwest staff to claim their goods wherever possible.
- Accordwest keeps accurate records in support of its decisions and actions.
- Residents are given opportunities to appeal organisational decisions in order to ensure fair and transparent outcomes.

Policy

Abandoned properties

Accordwest requires residents to inform Accordwest and provide notice of their intention to end their occupancy before they leave their property.

Accordwest may consider a property to be abandoned where a resident leaves their property without notifying Accordwest of their intention to leave.

Staff will seek to end an occupancy where a resident has been identified to have abandoned their property.

Where costs have been incurred as a result of a resident abandoning their property and/or goods within their property, residents will be required to pay a debt to Accordwest as per the *Debt Management Policy*. Residents whom abandon their property with a rent or a non-rent debt owing to Accordwest will still be required to pay their debt.

A Resident's responsibilities relating to vacating the property are set out in their license to occupy, our *House Rules Policy* and *Tenant Handbook*.

Abandoned goods

Any goods left behind by residents whom abandon or vacate their property will be catalogued, photographed and returned to them where possible or disposed of in accordance with our responsibilities.

Accordwest is not required to store every item left behind by residents and there are different storage periods and storage requirements, depending on the type of goods left behind.

Accordwest do not take any responsibility for any goods left at the property.

Our responsibilities

We must respond to an abandoned property in a timely manner to ensure;

- That any abandoned goods are secured as much as possible;
- To limit any potential debt to the resident;
- The property is made available for another resident;

- Any other resident (including visitors) are not inconvenienced or placed at harm by any goods remaining at the property

Process

If a resident vacates the property with the correct procedure, the *Property Return Information form* (located in the *Tenant Vacating Checklist HHFM001*) has the allocation for the resident to authorise Accordwest to dispose of any abandoned goods.

If a resident abandons the property or does not complete the *Property Return Information form*, the residents' case worker will attempt to contact the resident. If the resident cannot be located and/or contacted, the case worker will then contact the residents' next of kin and/or emergency contact.

The resident, next of kin and/or emergency contact will be permitted to return to the property with the case worker to remove the goods.

Should no contact be made within 3 business days, the goods will be disposed of in the correct manner i.e. electrical will be deposited at an electrical collection depot closest to the property, clothing, bedding and foodstuffs will be placed within the standard bins at the property.

Record Keeping

Staff will keep accurate records on abandoned properties and/or the abandoned goods remaining at the property at the cessation of the occupancy.

Staff will detail the number, type and condition of any abandoned goods and document the goods disposal process. All records will be kept in the tenancy management system.

Appeals Process

If you do not agree with any of our decisions or actions, you can appeal using our *Appeals Policy (HHPP006)*.



A: 26-28 Forrest Avenue
South Bunbury,
WA 6230.

P: 08 9729 9000
P: 1800 115 799
E: info@accordwest.com.au

PO Box 6498
South Bunbury, WA 6230.

Office hours
9am-5pm Monday to Friday

If you are deaf, or have difficulty speaking or hearing English,
we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres
Strait Islander peoples as the first inhabitants of the nation and
traditional custodians of the land we live, learn and work.



Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest
ABN: 29 138 143 911

accordwest.com.au

