



**YMCA SPG Residents' Property
Storage and Liability Policy & Procedure**

**Effective from:
20 May 2026**

APPLICATION OF THIS DOCUMENT

This document sets out YMCA St Paul's Group's (YMCA SPG, the Charity) approach to residents' belongings when a resident is preparing to leave, or has left, YMCA accommodation. Its purpose is to make clear that YMCA SPG does not ordinarily keep, store or accept responsibility for residents' personal property, and to explain the limited circumstances in which a short-term storage arrangement may exceptionally be considered.

It is also worth noting that the Charity does not provide insurance cover for residents' personal belongings whilst they reside at the YMCA. Residents should be made aware at the point of induction that this is the case and are therefore strongly advised to arrange their own insurance to protect against loss or damage to their belongings whilst the items are on YMCA property.

Storage facilities are limited within all of the Charity's projects and must be managed effectively.

POLICY STATEMENT

YMCA SPG will only agree to retain a former resident's belongings in exceptional circumstances, where this is considered reasonable, proportionate and operationally manageable. Any such arrangement must be time-limited, formally approved and managed in accordance with the procedure set out in this document.

PROCEDURES

1. Vacating Residents

- 1.1 Residents will be required to remove all their personal belongings from their accommodation by the date their tenancy with YMCA SPG finishes.
- 1.2 It is recognised that residents may, in exceptional circumstances, request for the Charity to store personal items for a short duration, prior to moving out.
- 1.3 Exceptional circumstances, may include, but are not limited to:
 - a. Immediate eviction
 - b. Long term hospitalisation
 - c. Custodial sentence
- 1.4 Storage space is not available at all projects and therefore **cannot be guaranteed**.
- 1.5 The resident should be made aware of the limitations of storage within YMCA SPG as outlined in section 5, below.
- 1.6 The resident must submit their request to the relevant Housing Officer and/or the relevant Housing Manager, prior to their last day of tenancy, outlining the items and quantity needing to be stored.

- 1.7 If storage is available at the project and the Housing Manager approves the residents request to store their belongings, the residents must be informed that:
- a. YMCA SPG do not accept liability for any loss or damage, including from fire, theft, or other incidents
 - b. That the agreed storage is for a maximum of 14-days and
 - c. YMCA SPG will not store any prohibited items as outlined in the Tenancy/Licence Agreement, including any items that pose a health or safety risk.

2. Storage - Post moving out - with prior approval

After storage arrangements have been agreed as per above prior to the resident vacating YMCA SPG accommodation:

- 2.1 the resident must ensure all items are packed in secure bags.
- 2.2 a staff member will have the right to view the contents with the resident present, if there are any concerns that forbidden or high value items are included.
- 2.3 the resident will transport their items into storage area accompanied by a staff member.
- 2.4 the resident must complete and sign **Form A**, which confirms the contents being stored and that their belongings will be collected within 14-days.
- 2.5 Form A must also be witnessed by the accompanying staff member.
- 2.6 Form A must be uploaded to Inform and a copy issued to the resident.

3. Former Resident Belongings - Collection Arrangements

- 3.1 The resident must notify the relevant Housing Manager and/or the relevant Housing Officer the arrangements they have made to remove their property from the building, including the date and time, prior to the 14-day agreement coming to an end.
- 3.2 In the event the resident fails to communicate their arrangements with the Housing Manager and/or Housing Officer, the Housing Officer will make reasonable effort to contact the resident prior to day 14 of the agreement end date.
- 3.3 The Charity reserves the rights to make arrangements to dispose of the residents belonging, if they have not been collected by the specified date/at the end of the 14-day period.

4. Storage - Post moving out - without prior approval

- 4.1 YMCA SPG is not responsible for property that has been abandoned in rooms.



RESIDENT PROPERTY STORAGE & LIABILITY POLICY & PROCEDURE

- 4.2 If a resident fails to request for their belongings to be stored prior to leaving their accommodation, or their request is not approved, YMCA SPG reserves the right to dispose of, or donate the belongings left behind as its discretion, as set out in the tenancy/occupancy agreements.
- 4.3 Only in exceptional circumstances (see 1.3 above), will YMCA SPG consider storing arrangements for a period of time, not exceeding 14-days to enable the former resident to make alternative arrangements.
- 4.4 YMCA SPG will make reasonable effort to contact the former resident prior to disposing of the items.
- 4.5 If the decision is to store the items, the Housing Manager and/or the Housing Officer must record all items that are to be stored, using Form B, including the date by which the items must be collected or removed.
- 4.6 To avoid accusation of wrong-doing there should be two YMCA SPG staff members present when the belongings are recorded.
- 4.7 Copies of all written communications or contact with the former resident will be uploaded onto Inform.

5. Storage Applications and Limitations

- 5.1 Storage requests are dealt with on a first-come, first-served basis and are subject to approval by the Housing Manager.
- 5.2 Due to space constraints, YMCA SPG cannot store furniture and may also limit the volume of belongings accepted for storage at the discretion of the Housing Manager.
- 5.3 Residents must complete a Property Inventory (Form A) and sign a disclaimer acknowledging that YMCA SPG is not responsible for their property.
- 5.4 These documents will be uploaded to Inform, and a copy will be provided to the resident.
- 5.5 All written communication and forms relating to the storage will be uploaded onto Inform.

6. Storage & Collection Process

- 6.1 When storage of the former resident's belongings has been requested, the Housing Manager and/or the Housing Officer must:
 - a. identify if a suitable location for storing the residents items is available, before agreeing to a maximum period of 14-day storage.
 - b. ensure Form A is completed in conjunction with the resident.

- c. once the inventory details have been recorded on Form A, ensure the items are moved directly from the resident's room to the designated storage area by the former resident.
- d. accompany the former resident whilst they transport the items to the designated storage location.
- e. ensure no additional items are stored to those listed on Form A.
- f. ensure that the resident's property is stored in a secure location, with limited access to others. They must not be stored at reception or in office areas (resulting in the items not being stored securely).

6.2 When items are due to be collected, the Housing Manager and/or the Housing Officer must:

- a. ensure an agreed date and time is arranged with the former resident.
- b. ensure the former resident knows to have valid photo identification, in case they are not known/recognised by the assigned staff member.
- c. ensure the property is only released to the former resident, as the owner, unless written authorisation has been provided and YMCA SPG notified.

7. Record Keeping

7.1 All written & verbal communication and forms (A or B) relating to the storage will be uploaded onto Inform.

7.2 A summary of all storage must also be logged in the central record on SharePoint, including the dates when it must be collected or disposed of:

- a. Housing Managers must review the central record of storage for their projects to ensure the items are collected or disposed of by the agreed date.
- b. Housing Managers must also ensure the records are updated when the items have been collected or disposed of.

8. Complaints Procedure

If a resident wishes to make a complaint about how this policy has been applied, they should follow the process outlined in the YMCA SPG Complaints Policy.

9. Appendices

Form A – Itemised Property Inventory of Resident Belongings (Pre-agreed)

Form B – Storage – Property Inventory (Abandoned Belongings due to Exceptional Circumstances)

Form A – Short-term Storage Agreement for Vacating Residents

This form is to be used when the Housing Manager and Housing Officer have agreed to store a resident's belongings, and the resident has confirmed they will make arrangements to collect the items.

Residents Details	
1. Residents Surname	
2. Residents Forename	
3. YMCA Property & Room No.	
4. Forwarding Address	
5. Mobile contact No.	
Details for Storage	
6. Number of suitcases, bags or boxes etc	
7. Contents of storage <i>Provide an overview</i>	
<i>To be completed by staff member</i>	
8. Location of storage	
9. Date Storage to commence	
10. Date storage to be collected <i>Maximum 14-days</i>	
Resident Disclaimer	
- I confirm that I understand that in leaving my property in storage at YMCA SPG, I do so entirely at my own risk, and that YMCA SPG is not responsible for loss or damage whether by fire, burglary, theft or any other way. - I also understand that failure to collect my property outlined above, by date stated in point (10) above, YMCA SPG may dispose of the said property at its discretion.	
Signature of Resident	
Date	
Confirmation of YMCA-SPG	
- I confirm to the best of my knowledge, the information above is accurate and that the resident has confirmed there are no forbidden items, high value items, or items of concern included in their storage bags/boxes. - I also confirm a copy of this form will be uploaded to Inform and a copy issued to the resident.	
Signature of YMCA-SPG staff	
Print Name and Job Role	
Date	



RESIDENT PROPERTY STORAGE & LIABILITY POLICY & PROCEDURE

Form B – Items Abandoned by Former Resident

This form is used when a resident has abandoned their belongings having made no prior arrangement, due to exceptional circumstances.
(See 1.3 of the YMCA SPG Residents Property – Storage and Liability Policy)

Residents Details	
1. Residents Surname	
2. Residents Forename	
3. YMCA Property & Room No. <i>As was</i>	
4. Date of vacating the tenancy <i>-if known</i>	
5. Forwarding Address <i>-if known</i>	
6. Mobile contact No. <i>-if known</i>	
Details of Items	
7. Number of suitcases, bags or boxes	
8. Contents of storage <i>Provide an overview</i>	Electrical:
	Clothing:
	Personal:
<i>To be completed by staff member</i>	
9. Location of storage	
10. Date Storage to commence	
11. Date storage to be collected/ or disposed of <i>Maximum 14-days</i>	
Confirmation of YMCA-SPG	
- I confirm to the best of my knowledge, the information above is accurate and that there are no forbidden items or items of concern included in the storage bags/boxes. - I also confirm a copy of this form will be uploaded to Inform and a copy issued to the resident	
Signature of YMCA-SPG staff <i>- being the person that logged the items</i>	
Print Name and Job Role	
Signature of YMCA-SPG staff <i>- being the person that witnessed the items being logged</i>	
Print Name and Job Role	
Date	