

Policy Summary

Disposal of goods

Customer summary of a Genesis Housing Group policy

This policy applies to all customers who are living in homes that are owned or managed by subsidiaries of Genesis Housing Group. The policy excludes customers whose housing is managed on behalf of a local authority (Hackney & Westminster).

Introduction

This policy describes our legal requirements when removing, storing and disposing of customers' goods that have been left in empty properties or communal areas. It ensures that we dispose of goods appropriately. It also explains our duty under fire safety regulations.

Definitions

The term '**goods**' defines anything that we believe is worth money. We will always dispose of perishable or hazardous goods as well as anything that appears to be rubbish.

Legal framework

Customers' possessions are protected by the Torts (Interference with Goods) Act 1977. This Act governs the sale and disposal of goods, particularly abandoned goods. The Act states that we must serve a Tort notice before we remove and dispose of any goods. By serving a Tort notice we give a customer time to remove the goods themselves. If the customer fails to remove the goods within the allotted time we have the right to sell or dispose of the goods.

Fire safety legislation

The Regulatory Reform (Fire Safety) 2005. We are required to assess the risk of fire in our properties and take adequate precautions to reduce the risk. We have a duty to keep communal areas in a safe condition and to remove any goods in case they cause a fire risk. Furthermore, the Housing Act 2004, places a duty on landlords to carry out thorough risk assessments, including fire risk assessments.

Customer responsibilities

Customers must accept their responsibilities regarding goods as stated in their occupancy agreement. These include:

- removing all possessions from the property at the end of a tenancy;
- co-operating in keeping common areas free from obstruction; and
- following health and safety advice.

Keeping communal areas clear

We have a legal duty to make sure that all fire escapes and fire routes are kept clear at all times. It is, therefore, important that communal areas are kept free from any obstruction or fire risk.

Communal parts include stairs, corridors, shared kitchen, bathrooms and lounges etc. A fire risk could include obstruction from a large item, such as furniture or a large box, as it could block a fire exit or escape route. Arson is another risk and abandoned goods are a danger as they could quite easily be set alight.

Contacting customers – retrieving goods

We will make every effort to trace the owner of goods left either in a property or in a communal area. We may ask neighbours if they know the whereabouts of the owner.

When we contact customers with a notice we will give them a reasonable period of time to collect the goods. The notice period will depend on the circumstances, and sometimes we will move goods straight away to prevent a fire risk.

If we believe that a customer may not understand the notice, or may find it difficult to collect goods themselves, we will contact someone who can help such as a family member, support agency or advocate. We will also provide the notice in other languages or formats where appropriate.

Record keeping

Before we move any goods we will take clear, detailed records of all the goods. We will prepare a full list, which includes the value of the goods. We will carry out the record keeping and take photographs for extra detail.

Storage

Where it is appropriate, we will store goods in a safe, dry and secure location for a limited period of time. We will inform the customer about where the goods are being stored, how long they will be stored for and how they can collect them.

Selling goods

If the customer fails to collect the goods within the allotted time, we can use our right to sell the goods. If we sell goods we will return any monies to the customer if we have their contact details. We will deduct the cost of any outstanding debt owed to Genesis before returning the money.

Contact us



If you are a **PCHA customer** phone us on **020 8451 8000** or email **info@pcha.org.uk** **www.pcha.org.uk**



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email **info@springboardha.org.uk** **www.springboardha.org.uk**



If you are a **Pathmeads customer** phone us on one of the numbers below: Temporary housing **020 8900 4900** Octavia Hill **020 8900 4998** Key Places **020 7380 9025** or email **info@pathmeads.org.uk** **www.pathmeads.org.uk**

Genesis

Housing Group

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This document gives information about your tenancy. If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

تملك هذه الوثيقة بالمعلومات اللازمة عن العقار المستأجر الخاص بك. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি আপনার ভাড়াটে চুক্তি সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Ce document contient des informations sur votre location. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

આ દસ્તાવેજ તમારી ભાડૂઆત તરીકેની સ્થિતિ વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી ઊર્ધ્વ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Este documento proporciona-lhe informações sobre o seu arrendamento. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Dokumentigan wuxuu ku saabsan yahay gurigaaga ijaarka. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Este documento proporciona información sobre su alquiler. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Telephone 020 7563 0037 or email info@ghg.org.uk