

**Referrals:**

<https://forms.office.com/e/xBpBaBxL0z>

Please note this is a small, start-up project with limited storage space. Because of this we **cannot accept:**

**Mattresses, Bed Frames, Furniture, White Goods, EScooters/Ebikes and/or bulky items.**

Please call us if you have any queries about the items that need storing or the nature of the service. We will try to be as flexible as we can so it's always worth a call prior to referral.

Once a person is referred and forms received, they will be accepted immediately, rejected for reasons given to the referrer or put on a waiting list (if we are short on storage space).

Staff will then contact the referral agent or individual to arrange an appointment at the unit either alone or with their referring agent. Appointments last around 30 minutes on average. All items to be stored should be brought to appointments. **Please note all items to be stored with us will be checked at appointment for security purposes.** The address of the storage unit remains undisclosed until this is booked. At the appointment, we will decide with the individual or referral partner the length of storage time needed.

**Please note: The project is currently only open on Wednesdays 12:00 – 16:00**

Initial appointments will be booked within these times. Once stored, people can drop in during these hours to have access to their belongings. If an individual is unable to make it during these times, they are encouraged to contact the Project Worker. If the access need is urgent, we will do our best to make arrangements outside of these times.

**Project worker contact details:**

**Telephone: 07593 068200 (leave a message if you can't get through)**

**Email: [storage@itac.org.uk](mailto:storage@itac.org.uk)**

**Length Of Storage:**

The length of storage given to each individual will be flexible around their needs. However, to minimise the number of abandoned belongings, as well as to keep the unit available to new users, the following will apply:

- The period of storage will be by agreement as per the person's needs.

- During this period, individuals' situations may change. Please see 'Renewal of Storage', 'Release of Storage' and 'Disposal of Storage' below for more information.
- Individuals will be notified one month before the end of the agreement that their storage time is coming to an end. They will then receive two further reminders (two weeks notice and then the penultimate days' notice).

### **Appropriate Storage:**

**The following items are not allowed to be stored in any form on the premises:**

- Flammable or combustible items (apart from daily toiletries)
- Petrol, paint, oil or cleaning solvents
- Bottled/compressed gas or air
- Alcohol
- Drugs and other illegal substances deemed so by law (see Appendix A: Misuse of Drugs Act 1971 and Psychoactive Substances Act 2016 for a list of illegal substances)
- Weapons (chemical, offensive and anything deemed illegal by law. See Appendix B: Offensive Weapons Act 1996 and Chemical Weapons Act 1996)
- Currency with a value more than £200
- Offensive images of minors
- Food and other perishables
- Live or deceased animals (taxidermy excluded)
- E-bikes and E-scooters
- Lithium batteries

It Takes A City reserves the right to search belongings stored in our unit(s) at any time during the agreed storage period.

We also reserve the right to remove any illegal item found in belongings at any time without prior warning to the individual. Illegal substances found on the premises may result in the individual being asked to leave the service, remove all their storage items and may involve police investigation.

### **Renewal Of Storage:**

Individuals will be notified one month before the end of the agreement that their storage time is coming to an end. They will then receive two further reminders (two weeks notice and then the penultimate days' notice). At the end of an agreed storage period, It Takes A City will meet with individuals to review their initial agreement. If renewal is

beneficial for both parties and agreed upon then a renewal storage agreement must be signed with agreed dates for a new period of storage.

It Takes A City reserves the right to refuse storage renewal with good reason. Reasons may include but are not limited to capacity of current unit, previous renewals, breaches of contract or policy, change of circumstance, dissolution of organisation.

### **Release of Belongings:**

Individuals wishing to fully remove all or some of their belongings from Street Storage will be asked to sign a release form in accordance with the Storage Policy. The same will be done if It Takes A City deems a renewal agreement inappropriate for the individual.

If It Takes A City are unable to contact individuals via all communication methods provided, they will store belongings for a total of one month further to the end of the agreed period and then dispose of them appropriately. See 'Disposal of Storage'.

### **Disposal of Storage:**

It Takes A City reserves the right to remove anything found to be against the policy stated here or against the law (see 'Appropriate Storage and Appendices A and B) at any time during the period agreed, and in the one month following non-contact.

Removal will be done through appropriate channels. Examples given below but are not limited to:

- Recyclable goods will be re-donated or recycled appropriately.
- Confidential items not collected will be removed through confidential waste systems and shredded.

### **Premises Security and Additional Policies:**

It Takes A City will act to appropriately insure and store safely all belongings at our premises. All premises will be locked from the outside and all internal document storage units will also be kept locked in fireproof filing cabinets for added security.

Premises, where possible will also be gated and fitted with CCTV for added peace of mind.

### **Managing Storage Capacity:**

It Takes A City regularly monitor free space for storage in terms of shelving and racking. Each referral accepted will reduce this capacity.

We will follow up with people whose storage is outstanding to assess their current situation and offer further support. We will do our best to adapt the space we have to ensure storage is available to those who need it at all times, however, based on

available capacity at any given time, It Takes A City reserves the right to pause new referrals, create a waiting list or refuse referrals when deemed appropriate.

**Appendix A: Misuse of Drugs Act 1971:**

<http://www.legislation.gov.uk/ukpga/1971/38/contents>

<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/pas-class-a.pdf>

<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/pas-class-b.pdf>

<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/pas-class-c.pdf>

<http://www.legislation.gov.uk/ukpga/2016/2/contents/enacted>

**Appendix B: Offensive Weapons Act 1996 and Chemical Weapons Act 1996:**

<http://www.legislation.gov.uk/ukpga/1996/26/contents>