Europe's largest 'lost and found' warehouse

Vocabulary

1. property 2. logged 3. bollard 4. donated 5. claimed 6. warehouse 7. auctions

True Story

The Transport for London's (TfL) lost _____ office in West Ham, east London, is the biggest lost property _____ in Europe. It is filled with about 200,000 items every year, from stuffed toys to expensive watches. Every day, up to 1,100 new things are sorted and _____ into a system called NotLost.

Diana Quaye, the manager of the office, said, "There's a real surprise factor. Every day is different." She shares that they once even received a _____ from the Tube. Besides ordinary items, the staff also find expensive things like Rolex watches and bags of cash. However, many of these items are never _____ because their owners think they won't be found.

If items are not claimed within three months, they become the property of TfL. These items are then _____ to charity, recycled, thrown away, or sold in public _____. The money from the auctions is used to run the lost property service. Quaye said, "Every time my staff log something, they keep the idea in their heads that somebody will try and claim it." She believes that every lost item is important to someone.

Quiz

1. What is the name of the system where new items are logged?
2. What happens to the items if they are not claimed within three months?
3. What is the money from the auctions used for?

True or False

1. The lost property office receives up to 1,100 new items every day. True | False
2. Many expensive items, like watches, are never claimed. True | False
3. Diana Quaye said she keeps bags of cash for herself. True | False

Conversation

A: What did we get today, Linda?
B: Well, here's a prosthetic leg!
A: How can someone forget their leg!?
B: Beats me! And here's a box of cooked frogs.
A: Seriously? Oh, over there. That looks important.
B: You're right. Someone lost their wedding dress!

Discussion

1. Have you ever lost or found something valuable?
2. Would you like to work in a lost and found office?
3. What things would you hate to lose?

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