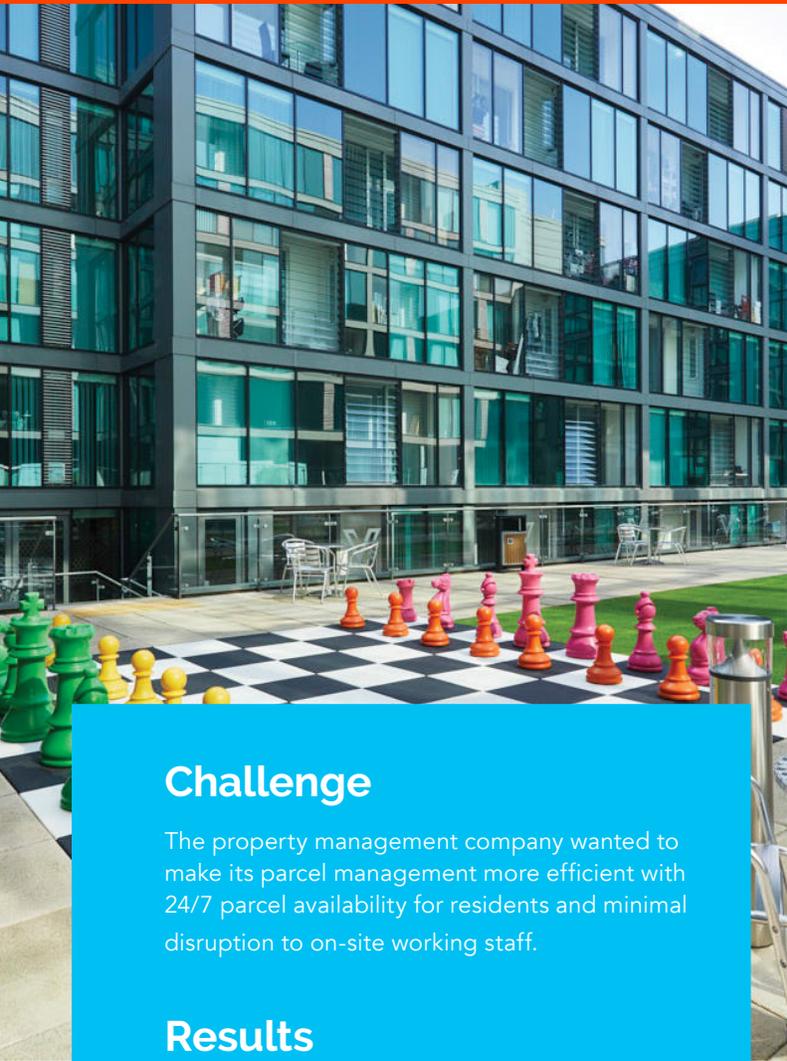




## Residents of Velocity Village enjoy simple parcel deliveries with intelligent parcel lockers from Quadient

Velocity Village provides studio, one, two and three-bedroom apartments to rent in the heart of Sheffield. One of a number of sites in the UK managed by AddLiving, 300-unit Velocity Village offers a range of enticing amenities for professionals and students including controlled entry, on-site management service, an on-site gym and café and secure underground parking. In 2019, AddLiving reviewed its arrangements for handling residents' parcel deliveries. It decided to automate elements of the process and introduce secure parcel lockers to give residents 24/7 access to their delivered parcels.





## Velocity Village

Velocity Village, by AddLiving Ltd. provides apartments to rent in the heart of Sheffield. It is home to around three hundred working professionals and students. In 2019, AddLiving streamlined inbound parcel management at the Village through parcel lockers that give residents 24/7 access to their deliveries.

### Challenge

The property management company wanted to make its parcel management more efficient with 24/7 parcel availability for residents and minimal disruption to on-site working staff.

### Results

Residents and staff are delighted with the intelligent parcel lockers from Parcel Pending by Quadiant as they make parcel management and collection more convenient and secure, elements of the process are automated and there is full parcel traceability.

### Solution

Velocity Village has 75 intelligent parcel lockers from Parcel Pending by Quadiant installed, branded with the company logo. Residents are notified electronically when they have a delivery and self-serve from the lockers at a time that suits them.

### Method

AddLiving reviewed parcel management at the Village and investigated options to streamline the process and save staff time. The parcel lockers were installed on-site outside reception where they are easily accessible for deliveries and residents.

## The challenge of incoming parcel management

On a quiet day, the office at Velocity Village could take delivery of around 20 parcels for residents. This would increase to around 100 deliveries a day at peak times, such as Christmas. The process for handling these deliveries was manual – on-site staff would log each parcel and notify each resident, who would have to visit the office to collect their item. They would need to present ID and staff would have to retrieve the parcel from a storage area.

“It’s a working office and there are only two of us,” explains Vicky Gill, lettings negotiator at Velocity Village. “Sometimes we’d be interrupted every few minutes by parcel collections while we were trying to do other things like appointments and viewings. It was really disruptive and time-consuming – checking ID, checking the log, going and opening the locked shutter and finding a parcel among all the parcels there. If we were on the phone, a queue of people waiting to collect parcels would build up.”

For residents, collecting from the office was inconvenient because this was only possible during working hours when they were often themselves off-site working or studying.

“It was hard for residents to collect parcels and it took up a lot of staff time, especially as parcel volumes increased with more people shopping online,” adds Vicky. “We wanted to explore options that would make the whole process easier and minimise the amount of staff intervention required.”

“As a company, we embrace technology and new ways of solving old problems. We wanted parcel management to be as efficient as it could be.

**Erdal Kacar**

Operations Director  
AddLiving

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## Embracing technology to solve problems

AddLiving reviewed arrangements at the Village and decided to investigate options to streamline the process and save staff time. “As a company, we embrace technology and new ways of solving old problems,” says Erdal Kacar, operations director at AddLiving. “We wanted parcel management to be as efficient as it could be and that was a challenge while we were handling packages manually.”

## Secure parcel locker storage

Parcel Pending by Quadient’s intelligent parcel lockers were chosen for the secure storage of delivered parcels at the Village. As soon as a parcel is put into a locker the resident is sent a notification; when they collect, they enter a code or scan the barcode they received to open the relevant locker. 75 parcel lockers were installed on-site outside the reception area where they can be conveniently accessed by residents. The lockers are branded so the look is in-keeping with the site.

“The lockers are easy to find and for us to keep an eye on too,” says Vicky. “If parcels require a signature, we still sign for them and then they put them in the lockers. As soon as a parcel goes into a locker, the resident gets a notification. Then they can collect at any time, which is a lot easier. We don’t have to notify residents or be there when they collect.”

Residents enjoy the convenience of 24/7 collection and the status and location of parcels is traceable. Three quarters of residents collect their items on the same day, with 97 per cent retrieving their parcels within three days.

“Getting the lockers installed and the process up and running was quick and easy,” adds Vicky. “It was also simple to transfer our address book to set it up for resident notifications. It’s straightforward and user-friendly to update the address book, which now just forms part of our checkin and check-out process. Not a lot of work is involved.”

## Convenience and flexibility

With intelligent parcel lockers from Quadient, residents have the convenience of collecting parcels when it suits them, they are no longer restricted to office opening hours. For the staff, there are now hardly any disruptions resulting from parcel deliveries. Also, staff are relieved of the responsibility of looking after residents’ items.

“When we first introduced the lockers, we sent a user guide to residents but it’s really straightforward,” says Vicky. “We haven’t had anyone say they don’t know how to use them. The flexibility of being able to collect parcels whenever residents want is much better as many collect in the evening. It’s also more secure.”

Erdal adds: “The lockers are now an amenity which we are proud of and that are well-liked by our residents.”

## Customer feedback

“Residents love the parcel lockers, they’re really user-friendly and mean they can collect their parcels at any time. They’ve also taken pressure off staff who now have very little to do with parcel deliveries.

**Vicky Gill**, Lettings Negotiator, AddLiving



Parcel Pending by Quadient, the leading provider of innovative package management solutions for residential communities, was founded with a simple goal in mind: to make package delivery easy and intuitive for everyone. With nearly 4 million packages delivered monthly, we offer a wide range of solutions that ensure safe, secure, and on-demand resident package retrieval.