



CASE STUDY

Space Consultancy backs parcel lockers for build to rent properties



Space Consultancy provides interior design and furniture procurement services to the property market in the UK and beyond. It prides itself on a personal and fully customisable service for each client, whether the project is a large-scale design, a smaller installation or an update to an existing interior. Over the years, Space Consultancy has witnessed the growing importance of effective parcel management in build to rent properties, and now advises clients to consider parcel management solutions early on in projects.

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Challenge

To meet the growing need for effective parcel management in build to rent properties through early planning.

Results

Parcel lockers included in designs early on provide a value-add to properties and help developers manage costs and minimise project delays.

Solution

Quadient Parcel Lockers provide a smart, automated, and secure way of managing parcel deliveries in build to rent properties.

Method

Quadient's expertise and experience in parcel planning helps Space Consultancy provide a comprehensive service to build to rent clients.



PARCEL DELIVERIES: A GROWING CHALLENGE

The growth of online shopping has resulted in higher volumes of parcels being delivered year-round to apartment blocks and other buildings. Where parcels are kept and how deliveries are managed has therefore become a growing issue for build to rent property developers.

“Space for parcels wasn’t always a significant consideration but now it really is as volumes have increased vastly,” says Joanna Shear, founder and MD of Space Consultancy. “The events of 2020, when people shopped online even more, exacerbated the situation but it would have happened anyway; it’s just been accelerated.”

Interior design is where form meets function. Space Consultancy’s priority is to design the layout of communal spaces so that they work for residents and provide everything they need in the right place. At the same time, Joanna strives to make best use of the available space and create an attractive and appealing environment.

“Everyone wants a building to look good. Parcels piling up isn’t a good look,” adds Joanna. “Interiors need to last for many years - no building owner wants to refurbish or reorganise space soon after completion. We help clients plan for the future. Now, that means planning for parcel management alongside other considerations for space.”



THE PROCESS: WHEN AND HOW TO DISCUSS PARCELS

Space Consultancy works closely with clients, architects and contractors on new builds. It's an iterative process during which each expert provides input to the project. The earlier each element of the build and design is considered, the smoother the process and the quicker each stage can progress.

"It's the tenants and onsite staff who gain from effective parcel management when a property is up and running, but considering it early on benefits the programme management," explains Joanna. "Any hold-up in finalising designs, or making changes partway through a project, is time and money."

The Space Consultancy service includes space planning so that completed buildings work efficiently for their occupants. "How people will use the space runs through every aspect of design," adds Joanna. "For example, the likely demographic of tenants will impact the kind and volume of deliveries the building will experience. Working with this information we can recommend that parcel management is designed in at an early stage to avoid potential rework costs later on."

THE SOLUTION: SECURE PARCEL LOCKERS

Quadient's electronic parcel lockers provide secure storage for delivered items until tenants can collect. As soon as a parcel is put into a locker, the relevant resident is sent a notification. To retrieve their item, they enter the code or scan the barcode they received to open the locker door.

A hub of varying parcel locker sizes and numbers can be conveniently sited for resident access, either inside the building, such as in the reception area, or outside.

"LOCKER HUBS CAN BLEND INTO THE BUILDING," SAYS JOANNA. "AND BE BRANDED TO BE IN-KEEPING WITH THE DESIGN. BEING MODULAR, THEY'RE FLEXIBLE, SO AN INITIAL INSTALLATION CAN CATER FOR PREDICTED DEMAND BUT WITH THE CAPABILITY TO PLAN FOR FUTURE GROWTH WHEN MORE UNITS CAN BE ADDED."

THE RESULT: PARCEL SOLUTIONS THAT WORK FOR TENANTS, BUILDING MANAGERS AND DEVELOPERS

Parcel lockers provide a secure and convenient way for tenants to take delivery of ordered goods. They free-up the responsibility for parcel handling from building concierges and other onsite staff and keep communal spaces free of unsightly, and potentially hazardous, piles of boxes.

"Parcel management in build to rent properties is so important," says Joanna. "People will experience it every day. When it's done well, it provides an important added benefit to the property."

By factoring parcel management into the design of build to rent properties early on, Space Consultancy helps developers manage costs, minimise project delays and ensure efficient deliveries for tenants and building managers.

"SPACE IS VALUABLE IN EVERY BUILD TO RENT PROPERTY. IT NEEDS TO BE MADE TO WORK IN THE BEST POSSIBLE WAY," ADDS JOANNA. "PLANNING TO INCLUDE PARCEL LOCKERS EARLY ON IN PROJECTS ENSURES SPACE IS MAXIMISED, DESIGN REWORKS ARE MINIMISED AND PARCELS CAN BE MANAGED IN THE MOST COST-EFFECTIVE WAY."

"Quadient has the expertise and experience of planning parcel locker installations. Working with Quadient, I can provide the best service to my clients by recommending parcel management solutions that will add real value to their buildings."

Joanna Shear



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Quadient is the driving force behind the world's most meaningful customer experiences. By focusing on Intelligent Communication Automation, Parcel Locker Solutions and Mail-Related Solutions, Quadient helps hundreds of thousands of customers worldwide simplify the connection between people and what matters.

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