



Facility Management Victoria Pty Ltd Mail & Parcel Delivery Procedures Policy

As a service to residents Concierge or security will take delivery of all parcels and hand deliver items that will not fit into a letter box.

Residents are notified by the receipt of a delivery slip in their mailbox

Whilst Concierge or Security are more than happy to provide this service for residents and will take all care with deliveries they are not to held responsible for any item discrepancies.

The following process is to be followed:

- Check that the recipient lives at the building
- Ensure the parcel is not being delivered to an empty apartment
- Place a delivery slip in the recipients letter box & register the item
- Store the parcel in a secure location
- Ask recipient to sign for the parcel on receipt

Attempt to make contact with the recipient if the parcel remains uncollected for over 1 week

Uncollected items are to be returned to the post office