

Mail & Parcel Delivery Procedure

Property: Zest House, 166 Gloucester Road North, Filton, Bristol, BS34 7QA

Managed by: Richmond Estates Management Limited

1. Purpose

This procedure explains the arrangements for receiving and collecting letters and parcels at Zest House. It sets out how residents should address their post, where letters and parcels are delivered, how residents access them, and what happens when a parcel cannot be delivered.

Zest House does not operate a staffed reception or concierge service.

2. Addressing Your Mail and Parcels

Residents must ensure that **both their apartment number and studio number** are included in their delivery address.

Please use the following format:

Your Name
Apartment [X], Studio [X]
Zest House
166 Gloucester Road North
Filton
Bristol
BS34 7QA

Residents of Studios **1A, 1B, 1C and 1D** should clearly include their relevant studio number.

Providing the full and correct address is important to help Royal Mail and other delivery companies identify the intended recipient.

3. Letters and Small Parcels

Secure mail lockers are located **inside Zest House** for Apartments 1–8 and Studios 1A, 1B, 1C and 1D.

Royal Mail and delivery drivers have the necessary access arrangements to enter the designated delivery area.

Letters and suitable small parcels can be placed in the appropriate secure locker.

Residents should check their mail regularly, collect items promptly and only access mail or parcels addressed to them.

4. Larger Parcels

A separate parcel locker is located **at the rear of the building, near the laundry room**, for larger parcels that cannot be accommodated within the internal mail lockers.

Delivery drivers may use this locker where the parcel is of a suitable size and there is sufficient space available.

The parcel locker has limited capacity. Some particularly large or bulky parcels will not fit and residents should make alternative delivery arrangements for these items.

5. Parcels Requiring Acceptance or a Signature

Richmond Estates Management Limited does not operate a staffed reception and does not routinely receive, sign for or take custody of parcels on behalf of residents.

Where a parcel requires the resident to be present or requires a signature that cannot be provided through the delivery arrangements, the resident should make appropriate arrangements directly with the delivery company.

6. If a Parcel Cannot Be Delivered

Where a delivery cannot be completed—for example because the parcel is too large, the available parcel locker is full or the carrier is unable to complete the delivery—the resident should follow the instructions provided by the delivery company.

This may involve:

- arranging redelivery;
- collecting the parcel from the carrier's depot or collection point;
- redirecting it to another collection point; or
- arranging delivery to an alternative address.

Residents are responsible for following up directly with the retailer, sender or delivery company regarding unsuccessful deliveries.

Parcels should not be left in entrances, corridors, stairways, landings or other communal areas where they could cause an obstruction or create a fire or security risk.

7. Collecting Your Post and Parcels

Residents should collect post and parcels from the designated lockers promptly.

This is particularly important for the larger parcel locker, as leaving parcels in the locker unnecessarily reduces the space available for deliveries to other residents.

Residents should monitor tracking information for expected deliveries and contact the retailer or carrier directly if an expected item has not arrived.

8. Alternative Parcel Collection – InPost

Residents can also choose to have suitable parcels delivered to the nearby InPost collection point:

**InPost Locker – Filton Church
Church Road
Filton
BS34 7BL**

The outdoor parcel locker is located **to the right-hand side of NatWest** and is approximately a **2-minute walk from Zest House**.

Where a retailer offers InPost collection, residents can select the appropriate locker when placing their order. InPost will provide the relevant collection instructions when the parcel is ready.

[InPost – Parcel Collection Instructions](#)

Residents using InPost are responsible for collecting their parcel within the collection period specified by InPost.

9. New-Build Address

Zest House is a **brand-new development and the addresses have only recently been registered**.

It may take some time for Royal Mail, courier companies, retailers and individual delivery drivers to become fully familiar with the address and the delivery arrangements at the building.

Residents should therefore ensure that their **apartment and studio number are always included** and that the full address and postcode are entered correctly when ordering.

We ask residents to allow some patience during the initial occupation period while postal and delivery services become familiar with the development.

10. Missing or Misdelivered Items

If an item is missing or has been incorrectly delivered, residents should contact the sender, retailer or delivery company directly in the first instance.

Residents should report suspected theft or interference with mail or parcels to Richmond Estates Management Limited so that the matter can be recorded and investigated where appropriate.

Richmond Estates Management Limited cannot guarantee the actions of individual delivery companies and cannot accept responsibility for items that have been incorrectly addressed, misdelivered by a carrier or left outside the designated secure delivery areas.

11. Summary of Resident Responsibilities

Residents are responsible for:

- providing their complete and correct apartment and studio address;
- choosing an appropriate delivery method for particularly large items;
- monitoring expected deliveries;
- collecting post and parcels promptly;
- following the carrier's instructions following an unsuccessful delivery; and
- contacting the sender or delivery company regarding missing or misdelivered items.