

BQRM Factsheet: Post & Deliveries



Individual Mail Boxes

- Each apartment has its own locked mail box.
- The Estate Office does not keep spare mail box keys.
- If you need to change the lock on your mail box, please contact the Estate Office. The current charge for a replacement lock is £30.
- Royal Mail has access to the site and is responsible for posting regular mail in the boxes.

Parcels and Deliveries

- Parcels are logged by Security and a white slip deposited in your mail box. You must bring the slip with you and sign the log book when collecting your mail.
- The Post Room is in the Arlington Arch and is open at the following times:

<u>Monday to Friday</u>	8.00 – 9.00 a.m.
	12.00 – 12.30 p.m.
	6.30 – 7.30 p.m.
	9.00 – 9.30 p.m.
<u>Saturday & Sunday/ Bank Holidays</u>	10.30 – 11.30 a.m.
	7.00 – 8.00 p.m.
- If items are left uncollected for **two** weeks, staff will contact you and give you a further **seven** days to collect your post before returning to sender.
- If you are expecting a large parcel or a delivery e.g. a kitchen appliance, you **must** be at home to receive it.
- Security staff **cannot** accept the following:
 - Fresh produce, particularly if it is unsealed e.g. open boxes of wet fish or fruit and vegetables or bags of groceries
 - Parcels weighing more than 10 kilos
 - Parcels which are greater than 75 cm in any dimension
- Any queries regarding post should be addressed to the Duty Manager.
- The primary duty of the Security team is the security of the estate. If there is an emergency, the Post Room may be temporarily closed.

Courier and Recorded Delivery

- When couriered deliveries are received, security staff will use the intercom to contact your flat.
- If you are not at home, the item will be signed for and details entered in the log book. A yellow collection slip will be posted in your mail box.
- When recorded delivery mail is received you will also receive a yellow slip.
- You can collect these items from the Security Lodge at any time, but must bring the slip with you and provide proof of identify e.g. passport or driving licence.

Postal Collections

- There is a Royal Mail pillar box in the Arlington Arch. Post is collected Monday to Friday at 6.30 p.m.

Estate Office

Telephone: 020 8983 0947

Facsimile: 020 8983 6495

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