

Top 5 package solutions for your association.



Package overload is year-round.

This is something we know too well - the ever-increasing number of packages delivered to high-rise buildings managed by our teams at FirstService Residential Texas. Managing the influx of packages has become a full-time job for our front desks. For us, it's beyond just standard practice – it's something that requires extra precaution. Since over 40% of the U.S. now opts for online shopping, we're sharing our favorite ways to tackle package management.

Five package solutions for your condo owners association (COA) – signed, sealed, delivered, and proven:

1. Call on a concierge.

Detail-oriented and accustomed to providing exceptional service, why not enlist a concierge's skills for package management?

OR

Bring in a temporary swing-shift worker who can manage package login/pickup during the busiest seasons (think: Christmas, Valentine's Day, Mother's Day, summer wedding months, etc.).

2. Get creative with package holding areas.

Example: Use a handy wooden box with a padlock on wheels to make a movable package storage area.

3. Notify residents when packages arrive.

A reliable management company will have an efficient communication system in place to automatically notify residents when their packages have been delivered.

4. Carefully arrange drop-offs/pick-ups.

- Ask residents to sign a waiver for secure package drop-offs.
- Require ID and signature for those who opt to pick up packages at the front desk.

5. Workout your package workflow - ask the right questions.

- Are the right team members responsible for logging packages?
- Are they detail-oriented and accurately recording tracking numbers?
- Do they follow up with recipients to inform them their package is waiting?

“A package isn't a package. It's somebody's medication. It's the engagement ring. It's a gift you forgot to buy last week that's just showing up. Just understanding that and appreciating we're in people's lives and homes, and the importance of that, that's the quest we're on.”

David Diestel
FirstService Residential CEO

We're in this together.

As always, we'd love to help simplify your package delivery and storage process year-round. [Contact us](#) any time and we'll be in touch soon.

