



Post, Parcels and Deliveries Policy

All residents must be made aware of the following Post, Parcels & Deliveries Policy upon arrival at Chester House and when policy changes occur.

1. GENERAL HANDLING (DURING OFFICE HOURS)

Post and parcels are delivered to Chester House throughout the week from various delivery companies (e.g., Post Office, DPD, Amazon, Evri). Staff at Chester House accept post, parcels and deliveries on behalf of all its residents subject to this policy.

2. GENERAL HANDLING (DURING UNSOCIAL HOURS)

Deliveries attempted during unsocial hours (Monday to Sunday, 10pm to 8am) will not be accepted by Chester House staff on duty.

Staff on duty at weekends will accept deliveries between 8am and 10pm only. Upon receiving notification via the intercom, staff on duty will collect any deliveries from the delivery company and store them in the office in line with section 3 of this policy.

Delivery companies are not permitted to leave parcels outside the main entrance or inside the reception area. If this occurs and an item goes missing, it is the responsibility of the resident to address the issue directly with the delivery company.

3. RESIDENT PARCELS AND LETTERS

When received by Chester House staff, resident parcels will be labelled with their room number and placed on the post shelves in numerical order. Letters will be labelled with their room number and placed in the relevant post tray.

An email prompt will be sent by the accommodation team to residents whose parcel remains in the office the morning after delivery. Uncollected parcels will be disposed of or returned to sender if not claimed within 48 hours after the email reminder.

Undelivered mail by midday on Fridays is delivered directly under residents' doors.

It is the responsibility of all residents to be aware of items, appliances and substances that are not permitted at Chester House.

If Chester House staff suspect a parcel is not safe to store or contains prohibited items, the delivery will not be accepted, and Chester House is not liable for any loss incurred.

Post and parcels can be collected from the office by residents during office opening hours only. Chester House does not operate a 'signing out' process.

4. SPECIAL HANDLING & MEDICATION DELIVERIES

Residents must inform Chester House staff of parcels requiring additional verification (signature, date of birth, code) and authorise staff to manage these deliveries or accept them on their behalf.

Without prior authorisation, staff will not sign for or collect such parcels on behalf of residents.



Deliveries of medication cannot be accepted by Chester House staff. It is the responsibility of the resident to arrange direct collection of such deliveries with the delivery company.

5. FOOD DELIVERIES

Chester House staff will not accept any food deliveries i.e. takeaways, on behalf of residents. Residents must wait in the reception area to collect their food deliveries after they have placed their order. Couriers will be advised by Chester House staff to contact the resident directly if necessary. If a courier chooses to leave a food delivery in the reception area or outside the main entrance, Chester House will not be held responsible. If this occurs and a food delivery goes missing, it is the responsibility of the resident to address the issue directly with the delivery company.

6. EX-RESIDENTS MAIL

Mail for ex-residents will be returned to the sender unless a forwarding address is provided. Residents will be informed by the accommodation team of the mail forwarding arrangements not less than 14 days before the end of their accommodation agreement and advised to provide a forwarding address.

7. DAILY CHECKS

The post shelves will be checked daily by Chester House staff for unclaimed or misaddressed post. Residents will be contacted by the accommodation team if there is an unusual amount of uncollected mail.

8. REPORTING ISSUES, THEFT, DAMAGED GOODS & LOST ITEMS

Upon receiving post, parcels, and deliveries, they will be securely stored in the main office, which is either staffed or locked at all times. Chester House cannot accept liability for any items that are damaged. Residents are encouraged to inspect their parcels immediately upon collection. If an item is found to be damaged, the resident should report it to Chester House staff immediately. Residents are responsible for contacting the delivery company to report the damage and arrange for any necessary claims or returns.

Items that go missing will only be investigated if proof of delivery directly to the office can be provided. Residents must ensure they have a delivery confirmation and photographic evidence specifying the office as the delivery location. Upon receiving a report of a missing item, the accommodation team will conduct an internal investigation, including checking surveillance footage and interviewing staff members on duty. If Chester House staff are found to be responsible for the lost item, the Centre Director will investigate further, and appropriate action will be taken in line with staff policies and procedures. Compensation equal to the value of the lost item will be given to the resident.

If the investigation reveals that a lost item was taken by a resident for whom it was not intended, that resident may be subject to the Resident Disciplinary Procedure.



GUY CHESTER
CENTRE



9. ACCESSIBILITY

Chester House is committed to ensuring that all residents, including those with disabilities, have equal access to their mail and parcels. Any residents who have any specific accessibility needs are encouraged to inform the accommodation team upon arrival or as soon as the need arises, to discuss options including a personal door delivery service.

10. REVIEW DATE

This policy will be reviewed in June 2025.