Growth in online shopping affects many stakeholders in the long, logistical chain of package delivery, from the retailers to the package carriers—and even the apartment communities charged with the holding and hand off of packages to more than 39 million apartment residents. Here’s what more than 2,000 community managers had to say about the packages piling up at their doors.

149 packages/week

Number of packages received by the average apartment community

61% OF PROPERTY MANAGERS say packages deliveries have increased year over year

81% GREATER VOLUME during the holidays vs. a typical week

That’s 1 PACKAGE/unit/week

WHAT’S THE BEST WAY TO DELIVER PACKAGES TO RESIDENTS?

57% Package lockers

13% Resident-accessible package rooms

12% Package carrier deliver to door

11% Hold at management office/non-accessible room

1% Staff deliver to units

68% of staff spend between 1 to 4 hours/week managing packages

WHY?

TOP 3 REASONS COMMUNITIES DON’T HAVE PACKAGE LOCKERS

1. TOO COSTLY 33%

2. NOT ENOUGH SPACE 25%

3. NO GOOD LOCATION TO PUT THEM 22%

WAYS STAFF NOTIFIES RESIDENT OF A PACKAGE DELIVERY

45% Package check-in system electronically notifies resident

34% Text/email

18% Phone call

6% Paper notices

6% Lobby/mailroom display

21% We don’t, the carrier does

Heavy/Oversized

WHERE ARE THESE STORED FOR PICK UP?

52% Keep them in the management office

32% Deliver to the residents’ door

22% Store packages in a separate storage area

13% Leave in package locker area

10% Carrier takes package back for redelivery

Perishables

HOW OFTEN ARE REFRIGERATED LOCKERS USED?

43% Always (daily)

9% Usually (3-4 days/week)

17% Sometimes (1-2 days/week)

30% Rarely (<1 day/week)

ARE PACKAGES CREATING ISSUES FOR WASTE MANAGEMENT?

41% YES

38% NO

21% UNSURE

TIRES, ROOSTER, MANNEQUIN HEADS, INFLATABLE BOAT, SWORD

DATA FROM THE NATIONAL MULTIFAMILY HOUSING COUNCIL AND KINGSLEY ASSOCIATES

2018 PACKAGE DELIVERY SURVEY

NMHC.ORG/PACKAGES