

16 July 2025

Loss / theft of parcels left in the lobbies or common areas

Update

Dear Residents & Owners,

Since we first advised about the situation some of you brought to our attention regarding loss of parcels last October we still face the same issues and now have in particular one carrier who seems to think its ok to leave parcels anywhere including outside the garage door, in the podium area and in the garage lobbies

There have been a number of thefts of parcels left in the lobbies and numerous calls for us to "do something" so I wanted to update you with the action we have been taking.

We have now relocated all the post boxes to Helmsley, this area will also soon be fitted with high resolution CCTV to further improve the security of this area

For all parcel deliveries under the 2015 Consumer Rights Act the retailer's responsibility for goods until they are delivered to the consumer or to your agreed designated safe place, therefore if your parcel is missing following delivery and the proof of delivery is not to your door or your agreed safe place then talk to the retailer its their responsibility not Aspect 14

For clarity anywhere other than your flat door in Aspect 14 is not a safe place.

What we can't do - is make Aspect14 secure. No matter what we do we cannot make Aspect 14 secure, the gates has no bearing on our security as anyone could step onto the wall and over the fence to get into the garden.

Only on one occasion did the thief force the door open. On every other occasion, they simply followed a resident into the building or walked in through the garage shutter after a car had gone through

But even allowing for this the second more secure lobby doors are being breached with your help as residents and owners

A thief can gain access by...

- walking through the garage following a car
- following in behind a resident
- calling any flat claiming to have a delivery or be visiting a friend
- telling another resident they have forgotten/lost their fob

Correspondence should be sent to:
Estate Office Ripley Building
Aspect 14 Elmwood Lane Leeds
LS2 8WG Tel.07415 212854
Company Registration
Number: 04803518

- walk in behind a courier who all get access despite not having a fob
- being a legitimate user of the building (a resident, visitor or other courier)

Every resident and owner can help to combat this problem by...

- Do not let anyone in that you don't know
- Only let your own visitors in who call you via the intercom
- Report any suspicious people to the police
- Ensure you have your parcels delivered to a secure pick-up location
- For bigger items arrange with the courier to receive in person
- Meet fast food deliveries downstairs, do not let them into the building

The bottom line is that no residential building can ever be made secure from thefts of this type, and the best deterrent is to remove the availability of parcels to steal by getting them delivered to a secure location.

Residents have already been advised of secure pick-up locations less than 5 minutes walk away. Morrisons in the Merrion Centre has Amazon Lockers & Doodle Pick Up, whilst Argos on the Headrow is a collection point for orders placed on Ebay. Two of the local stores also offer secure collection points for a number of the couriers. The post office and other carriers offer similar services.

We would encourage all residents to have their deliveries made to a secure location, and report any losses to the seller, but please understand that as long as parcels are left in the lobby by couriers, they will continue to be stolen and Aspect14 Management are unable to prevent it.

Aspect 14 Management Ltd

Correspondence should be sent to:
Estate Office Ripley Building
Aspect 14 Elmwood Lane Leeds
LS2 8WG Tel.07415 212854
Company Registration
Number: 04803518