

## Neighbourhood parcel delivery room

**Smart solution 9**  
Sustainable delivery



### Measured impacts

**88%**

of residents think the service is a good idea

**35**

packages a day needed for viable implementation

**24**

hour access to parcel delivery room



## Stockholm

### Technical partners

Carrier

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## What is it?

A parcel delivery room located on the bottom floor of a multi-storey apartment complex that enables residents to order items for home delivery using a “c/o” address. Parcels will arrive at a central terminal before being transported using e-cargo bikes to the delivery room. Couriers and residents can access the delivery room using a smartphone app 24 hours a day 7 days a week. This service improves residents’ access to postal services whilst reducing delivery traffic.

## What did GrowSmarter do?

GrowSmarter originally planned to install parcel lockers in the foyer of an apartment block in the neighbourhood Årsta in Stockholm, but as there was limited space at the site and there were signs parcel delivery was taking off in Stockholm, it was decided to upscale this solution to use previously unused space in the basement of the building.

Access to the room is controlled by a smartphone app, and delivery of wide

range of parcels (e.g. furniture) is possible, as the full space of a room can be used for storage. All packages were delivered by Move-By- Bike, a bike and e-bike transport company.

## Lessons learnt

It is important to identify physical space for a service box or delivery room early in a renovation project. Such space should be accessible for residents and couriers, yet not compete with other functions such as cycle garages, laundry rooms etc. A variety of possibilities exist (e.g. installing refrigerators for food deliveries) and the relative advantages or disadvantages should be evaluated on a case-by-case basis to ensure a sound business model. Early dialogue with the companies involved in the demonstration helped in the preparation and implementation of the measure. Geographic locations in relation to key logistic terminals is another important aspect to take into account.



The delivery rooms can be coupled to a variety of services in order to minimize environmental impact from deliveries and assist with circular economy initiatives.

## Upscaling & replication potential

The potential for adaptation and further improvements to this measure is high. Additional functions can be added, such as delivery of refrigerated goods or other services demanded by residents, such as sharing of cycles, ladders, machine tools or other items.

A wide range of cities and other stakeholders have shown interest in replicating this measure, including PostNord, the postal service of Denmark and Sweden. The project partners and app provider have also developed related services using a similar approach, including unmanned “delivery containers” for use at construction sites (see factsheet 9: *Construction consolidation centre*). Alternative solutions for payment include residents’ paying for the service in their rent, or payments by users or by postal service companies. For a broader and sustainable upscaled scenario it is vital to integrate postal/logistic agents and e-commerce related check-out services.

## How did the measure work?

### Technical feasibility

Not challenging from a technical perspective, except from minor problems with sensor installation. Security concerns were addressed with installation of cameras in the rooms.

### Economic feasibility

Should be further investigated. Economic feasibility depends on number of parcels that can be delivered at daily basis. Tenants did not pay for implementing the delivery room in this project.

### Replication potential

High potential to replicate. Municipalities have key role in selecting the locations and fostering collaboration.