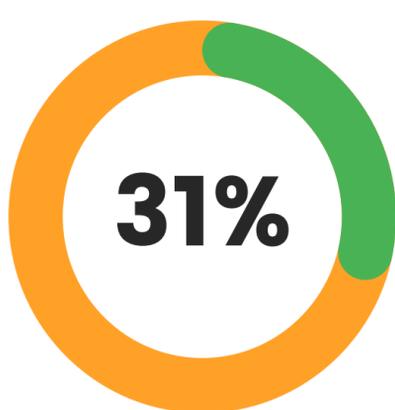




London Market Research: Parcel Theft

Rising parcel theft is becoming an issue for residents and landlords in London. Having a parcel stolen is frustrating and can discourage people from ordering online. We surveyed 1,019 Londoners, living in apartments and houses, including social, private and student housing, to unearth insights and statistics in attitudes to online shopping and parcel theft.

How many respondents have been a victim of parcel theft?

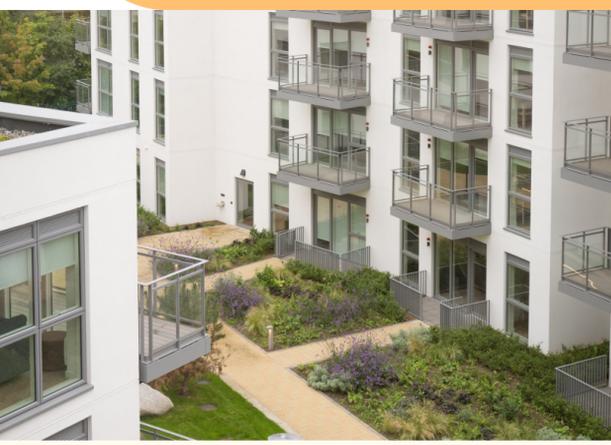


In the past 12 months



Of those who had parcels stolen had more than one taken

Out of the 285 respondents who had parcels stolen from their apartment...



- 29% were taken from buildings with a concierge
- 71% were taken from buildings without a concierge



69%

Agreed that couriers are too rushed to deliver parcels properly



43%

Said a parcel was stolen when it was left in the wrong place by a courier



30%

Said they were worried about having parcels delivered to their home because of theft

Respondents three most important priorities when choosing a delivery option

1

Safety of parcels

2

Cost

3

Convenience



73%

of participants said they would be likely to use a parcel locker in their building to receive online orders

Shared ownership apartments (part owned part rented) had the highest number of participants state they would be likely to use a locker (85%), followed by student accommodation at 84%



Key Takeaways

- Victims of theft are more hesitant to have deliveries ordered to their homes
- Most parcel theft is opportunistic crime resulting from parcels left in common areas by couriers
- Many residents would use lockers for receiving parcels if they were available
- We need to work with property investors and managers to make this happen