

Parcel Delivery Locker System

Residents' guide

Congratulations! You're now part of a growing community of apartment residents with secure, convenient 24/7 access to parcel deliveries.

Your parcel delivery locker system, located next to your mailboxes, is for the exclusive use of The Watertower residents.

How the system works:

The system runs via a private registry which stores only names, unit, and contact number/ email.

Your strata manager will maintain an up-to-date list of residents and resident details. Call your strata manager to update your details.

Addressing deliveries:

Address your deliveries as normal using your building address, including unit number.

What can be delivered:



Groundfloor™ lockers accept deliveries from any delivery person, so you can receive parcels, flowers, dry cleaning, and more. Fresh and chilled food need to be appropriately packaged.

Size limit: lockers will fit deliveries up to and including 42cm x 117cm x 45cm (This includes packaging of goods). Anything larger than this will be undeliverable.

How delivery and collection works:



1. Couriers deliver straight into the lockers and recipients are automatically notified via SMS with a single-use access code for 24/7 access to deliveries.

2. To collect, simply type your access code into the locker kiosk touchscreen or scan your QR code with the kiosk barcode scanner for no-touch collection.

* For now, residents CANNOT send deliveries through the system.

Terms and Conditions

All parcel deliveries are fully traceable from delivery through to collection and are tied to your mobile number.

Once an item is in the locker, it is considered "delivered" by the courier company.

Each user assumes the risk of any property left inside the locker system

Groundfloor and The Watertower Owners Corporation will not be responsible for perishables left in the lockers

Groundfloor™ and The Watertower Owners Corporation reserve the right to terminate usage for any unacceptable use of the lockers and to report any suspected illegal use to the police

Groundfloor™ never sells or uses your personal details for direct marketing - only to notify you that your parcel has arrived or to deliver our great customer service!

Customer service:

If you have any technical issues, contact the Groundfloor™ customer care team on 03 9982 4462 (located on kiosk screen) or email ask@groundfloordelivery.com