IQ Chandos House - Delivery & Servicing Strategy

- All deliveries will be made to the main reception area of the building on Granby Row. Parking bays are located on Granby Row to accommodate delivery vehicles in this area. Two separate loading bays are provided on Granby Row to accommodate delivery of any plant in the ground floor switch rooms and substation.

- Letters and small packages will be delivered to the main reception desk, where 24-hour staff will take and place in parcel storage for residents to collect.

- Residents will be notified through via the IQ app that their parcel has been delivered and is ready for collection at reception.

- Food delivery/ takeaway drivers will notify residents that they have arrived at IQ Chandos House, food will be handed directly to the resident by the driver.

- On student arrival & departure days, students will be allocated specific arrival slots with specific times to ensure capacity for loading and unloading. Additional iQ staff will be in place to assist on these days. Residents will move their car to a local car park directly following unloading.

- Taxis will drop off residents and guests outside the main building entrance on Granby Row.

- Visiting contractors will utilise the metered street parking and job allocation will be managed by the iQ Operational Team to ensure that sufficient parking is available.

