

## PARCEL THEFT ADVICE GUIDE: CLAPHAM COMMON AREA

### ✓ PLAN YOUR DELIVERIES

- **Track your parcels** and try to be home when they arrive.
- Use **delivery scheduling** or request a specific time slot.
- Opt for “**Signed For**” **services** so parcels aren’t left unattended.

### ✓ CHOOSE SAFE DELIVERY OPTIONS

- Arrange delivery to a **trusted neighbour**, family member, or your **work address**. (Some larger workplaces also have parcel drop-off lockers).
- If you live in a flat, check if a **concierge** can accept parcels.
- Use **secure locker services** (See some local options below).
- Use **parcel drop-off shops / pick-up locations** (See some local options below)

### ✓ IMPROVE HOME SECURITY

- Install a **video doorbell** or **CCTV** for real-time alerts.
- Fit **motion-sensor lights** to deter thieves.
- Consider a **lockable parcel box** for your doorstep.
- If possible, cut back overgrown shrubs and trees in gardens to make front doors visible. Thieves like the cover as they can hide.

### ✓ BE VIGILANT IN COMMUNAL AREAS

- Don’t let strangers tailgate into apartment blocks.
- Collect parcels promptly from shared lobbies.
- Report suspicious activity to the police including your own CCTV (See ‘Police will review home CCTV’ below)

### ✓ EXTRA TIPS

- Avoid posting delivery details on social media.
- Get to know your neighbours—look out for each other’s parcels.
- If you’re away, **pause deliveries** or redirect them to a safe location.
- Some delivery drivers assume you are out, so if you are going to be in (even if you’ve previously advised a safe space): Put a note requesting the delivery driver ring your door bell (or knock) - not just leave item on step.

### ✓ Consumer Rights

It is the responsibility of the retailer not the courier to make sure that the parcel gets to you, but if you give authority for the parcel to be left in a safe place and it is then stolen from there it becomes your responsibility. Individual retailer websites should advise on how to claim.

✓ **POLICE WILL REVIEW HOME CCTV**

The police have confirmed with our local Liberal Democrat team that they will review home CCTV from either cameras or doorbells. There is a two stage process:

1. Click the QR code below for the Met Police online reporting form or access it at [met.police.uk/report](https://met.police.uk/report) (Then choose 'Report a Crime')
2. **Then, email our local police team to tell them** so they can find your footage quickly and review it: [claphamcommon@met.police.uk](mailto:claphamcommon@met.police.uk)

QR Code for Police Online Reporting form:



✓ **Some of our local collection points in the Clapham Common area (always changing as options expand – please check):**

- **Abbeville Road Coop (Amazon)**
- **Post Office Clapham Park Road (EVRI, DPD, Amazon)**
- **Argos in Sainsbury's, Clapham High Street (DPD, Amazon, eBay)**
- **Balham Hill Post Office (EVRI, DPD, Amazon)**
- **Little Waitrose, Clapham High Street (Amazon, John Lewis)**
- **Yeep Lockers – near Parrington House, Rodenhurst Road, SW4 8AF (UPS); Poynders Garden SW4 8PG, Clarence Avenue (Barnsbury House) SW4 8HU.**
- **InPost Lockers (most major parcel deliveries) – Clapham Common Station, Tesco, Clapham Common South Side, Sainsburys, Clapham Common branch (Clapham High Street)**