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The Solution to the Package Problem

By [Kelsi Maree Borland](#) | Los Angeles

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Luxer One has small, medium, large and oversized locker sizes to fit all deliverable packages.

LOS ANGELES—The news is out. While ecommerce has been touted as a driving force behind the **industrial** sector, responsible for increasing yields and for massive development, it is also costing the **multifamily** industry millions, due to the packages piling in lobbies and mailrooms across the country. Last week, **Camden Property Trust**—in what was deemed as a shocking announcement—voted to eschew package delivery service for its tenants, which had, until now, been a steadfast building amenity.

The announcement hit the same week as RealShare Apartments, where we sat down with **Arik Levy**, CEO of **Luxer One**, a package service designed to not only alleviate but solve the package problem for landlords and residents—who want safe delivery of their online goods. Luxer One's system is a technology platform that allows package carriers to scan and deliver a package either to a locked mailroom or to locker, and then sends a text message to the resident that a package has been received and where it can be retrieved. The system accepts all package sizes, even oversized packages—and accepts signature-required packages.

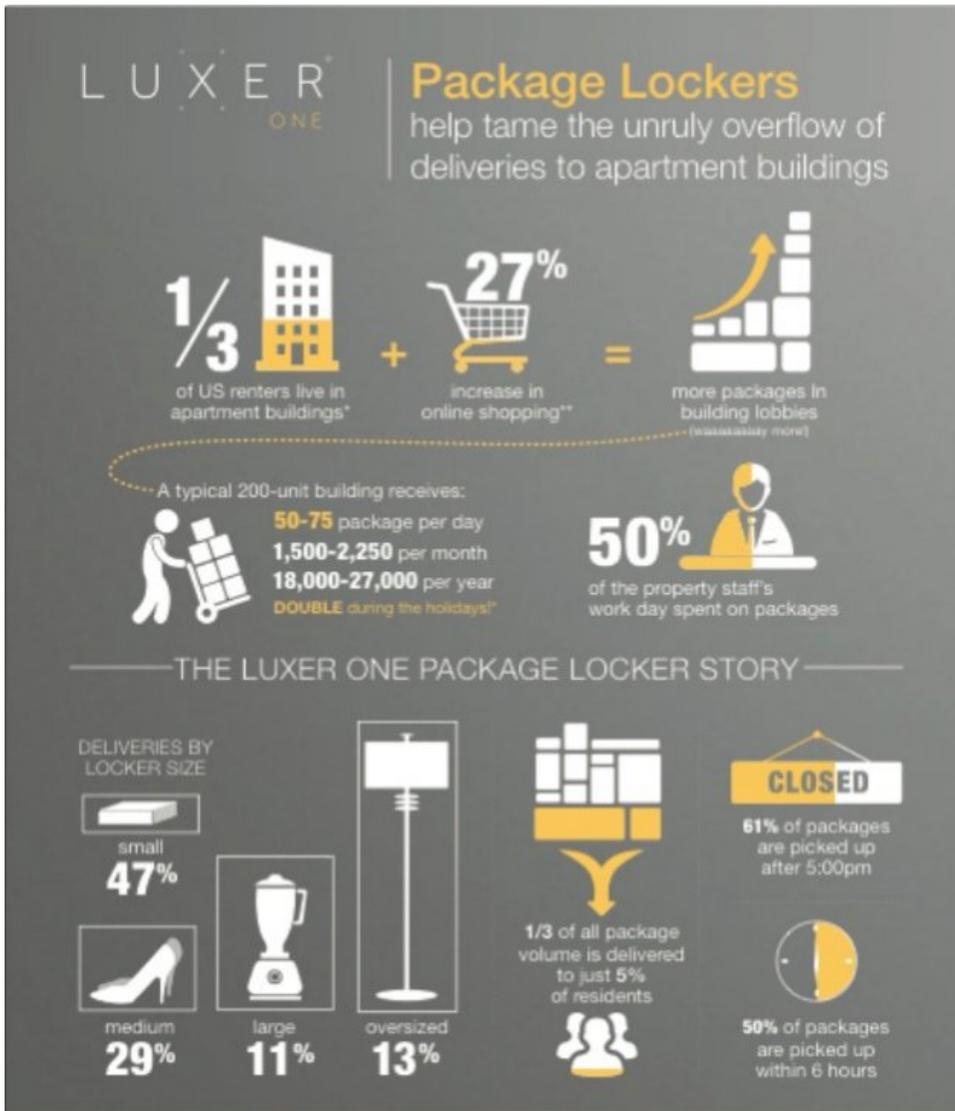
“In time, every building is going to need to have some kind of automated package acceptance system, even single-family homes,” Levy tells GlobeSt.com. “Just like you have mailboxes for mail, packages are becoming just as ubiquitous, and there needs to be a system in place for that as well.” Levy first noticed the need for such a system about three years ago when it was clear that ecommerce was really growing. Prior, he ran a locker system called Laundry Locker, in multifamily buildings, but he always knew that there would be a way to monetize the locker system.

He quickly realized that solving this problem required a sophisticated technology system. Apple IOS serves as the user interface, which records the package labels and files them for safety, generates an access code and communicates delivery to residents via email or text message, and has a web suite system that allows residents to register their information and property managers to track package deliveries in the building. The platform is the crux of the system, but Luxer One also raised the bar by accepting all package sizes. “We have always had a focus on making sure that we can take 100% of packages,” says Levy. “In one of the first deliveries that happened with one of our lockers, the UPS guy had 10 packages and three didn't fit in a standard-size locker. We quickly realized that if we were going to solve this problem for carriers, residents and properties, we needed to accept 100% of packages; otherwise, you don't have a solution.”

The results so far have been phenomenal, according Levy, who cites reports that property managers are reducing resident inquiry turn-around time from 60 minutes to 20 minutes because the staff has more time to focus on resident needs. As a result, resident satisfaction is up by 20%. “There was also a noticeable increase in online review scores, and that helps the leasing office to fill units and maintain occupancy,” says Levy.

The system can accommodate any size property and has a range of prices—from a monthly fee and free installation for the **Luxer Room** product, which links the technology to a mailroom, to locker systems starting at \$7,000—and Levy says that with the improved scores, owners recoup their investment in two months.

See below for a chart that outlines the impact of package deliveries on multifamily properties and how locker systems are curbing the problem.



Due to the increase in ecommerce, apartment staff are spending half the day on package deliveries.

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About Our Columnist



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