



Circular No : URA/PB/2024/03-SPG
Our Ref : DC/ADMIN/CIRCULAR/PB_24

CIRCULAR TO PROFESSIONAL INSTITUTES

Who should know

Courier Companies

Effective date

9 September 2024

FORMALISATION OF COURIER HUB SCHEME

1. The growth of e-Commerce in recent years has led to an increase in the volume of online purchases and deliveries. To improve the efficiency of last-mile Business-to-Consumer (B2C) deliveries in residential estates, the Urban Redevelopment Authority (URA) and the Housing & Development Board (HDB) are formalising the Courier Hub Scheme (CHS) on **9 September 2024**, with support from Enterprise Singapore.
2. In 2021, selected HDB multi-storey car parks (MSCPs) were piloted as courier hubs where courier companies could conduct delivery activities such as parcel unloading, sorting and dispatching to parcel walkers. Those who had participated in the pilot reported an increase in productivity as seen from a higher volume of deliveries made by parcel walkers. With fewer trips required by delivery vehicles, the courier hubs also helped to reduce the time spent on the roads by drivers, thus improving efficiency and bringing down overall carbon footprint.
3. As the pilot has seen positive outcomes, agencies have decided to formalise the CHS. From 9 September 2024, interested companies can apply to use parking lots at HDB MSCPs located across Singapore to support their delivery activities. These MSCPs were selected based on availability of space and feedback received and can be optimised to improve the workflow of courier companies while providing timely deliveries to consumers.
4. Interested companies may refer to [HDB's website](#) for more information and [FormSG](#) for application submission. Please note that unauthorised usage of HDB car parks for courier hub activities is an offence and enforcement actions will be taken.

5. Please contact HDB (HDB InfoWeb > Contact Us > E-feedback Form) for enquiries regarding CHS application, or URA on queries for last-mile delivery initiatives via [URA's enquiry form](#).

6. Thank you.

CHIU WEN TUNG
GROUP DIRECTOR
RESEARCH AND DEVELOPMENT
URBAN REDEVELOPMENT AUTHORITY

MARIE LIM
DIRECTOR (CAR PARKS)
HOUSING MANAGEMENT GROUP
HOUSING DEVELOPMENT BOARD