

Move-in and Move-out or Delivery and Pickup Procedures and Information

WHEN TO USE THIS FORM

Whenever you are:

- Moving in or moving out (i.e. move in/move out) of an apartment in the Gazebo building; or
- Taking delivery to or removing from your apartment (i.e. delivery/pickup), any large item of furniture, whitegoods, etc.,

You **MUST** make a booking using our *BuildingLink* system which can be accessed through the **Residents Portal** on the homepage of our website or by calling the Concierge during operational hours.

APPLICATION PROCEDURE

- Time slots for move in/move out are a maximum of 3.5 hours, either between 9.00am-12.30pm or 12.30pm-4.00pm, **Monday to Friday**. Vehicles arriving outside these hours will be turned away. Deliveries/pickups of bulky items may be made outside these hours, but only with the approval of the Building Manager.
- Applications for a time slot for move in/move out must be made a minimum of two (2) full working days prior to your proposed move in/move out date. Applications not submitted within this timeframe will not be accepted or considered.

Note: Only authorised residents or leasing agents can make a booking. Bookings can not to be made by removalists.

- Building Management will notify you whether your request can be met, within 24 hours of your application being submitted. Once approved, your online booking details will be updated and a notification sent to your personal online profile.
- If your nominated booking time is not available, Building Management will notify you of other available times. **DO NOT** make a removalist booking prior to receiving approval from Building Management.
- A *Resident Profile* must be completed by new residents moving in prior to booking any Move-In requests. Please call Concierge/Building Management to create your profile. If you are a tenant, a copy of the front page of your lease **MUST** be provided **BEFORE** a booking for a delivery or removal can be made.
- An acceptable form of identification and a deposit of \$500, payable by cheque or EFT to **SP 73943, BSB: 182 222, A/C: 206 496 473** are required in advance from the applicant to secure the booking. Proof of payment is required. **The deposit will be refunded after an inspection has been undertaken to establish that there has been no damage to common property.**

Note: For delivery/pickup of a single bulky item, a key/damages deposit will not be required. However, deliveries/pickups of this nature, without an approved booking time, will be refused.

RESPONSIBILITIES OF THE RESIDENT/APPLICANT

All activities must be supervised by the resident, or his/her nominee. The resident will be held responsible for any damages caused. Please advise the Building Manager immediately if any damage occurs.

- Do not allow access to levels for which you are not authorised.
- Protective curtains and a carpet mat will be provided inside the lift prior to the move commencing. Only use the allocated lift during the move - for the Court building, lift 5. For the Tower, lift 3. Please ensure that the lift doors are not forcibly held open during loading/unloading.
- Doors in common areas should not be left open without a person to supervise the area for security. On the day, Building Management will lock the lift during use. The Roller door to the car park is the only entry point allowed for move in/move out.
- Items should not be left unsupervised on common property such as on driveways, hallways, inside lifts etc.
- All excess rubbish/packaging must be removed from common areas on each floor. Cardboard waste must be flattened and taken to the Rubbish Room located in the Court Car Park, just inside the garage roller door. No packaging is to be placed in garbage chutes or the recycling rooms.

GENERAL INFORMATION

- Removalists are encouraged to undertake a site visit and discuss move requirements with the Building Manager prior to allocating a vehicle size. Please use reputable companies with appropriate insurance cover.
- Please obtain the dimensions of the lifts prior to your move. Some large beds and other items of furniture may not fit. Special arrangements may need to be made to use the stairs or an external crane, in consultation with Building management.
- Due to limited parking arrangements, the smallest vehicle possible is preferred. It is recommended that vehicles are no larger than a three tonne truck. Vehicles parking in the front of the building or at the top of the drive must be no more than 4 metres tall and 6 metres long.
- All vehicles must park in allocated spaces. Drivers must liaise with onsite staff on arrival to assess the most convenient location to park. Drivers may need to use street parking if the vehicle is oversized or no spaces are available on common property.
- It is the applicant's responsibility to ensure that their activities do not compromise the safety of any residents or building occupants.
- No responsibility will be taken by onsite staff or the Owners Corporation for items damaged or stolen during removals or deliveries.
- There is no onsite storage available. All items being delivered must go directly to the apartment or be kept offsite.

Building Management reserves the right to cancel a booking at any time when circumstances beyond the control of Building Management dictate that a booking cannot proceed. A booking can also be cancelled at the discretion of Building Management if the resident or removal company fails to comply with the lawful directions of Building Management, breaches the By Laws, health and safety procedures or behaves in a rude or abusive manner.