

Lucent - Move In / Move Out Procedures

WELCOME!

- We ask you please ensure the Resident Registration form is completed and returned as soon as possible so your details can be added to [BuildingLink](#) and you can book your move in time. **Please Note, YOU CANNOT MOVE IN UNLESS A TIME SLOT HAS BEEN BOOKED VIA [BuildingLink](#) – No exceptions**
- Book the move in date – via BuildingLink (Amenity Reservation / Move In/Out)
- Pay the move in / move out deposit (**\$500 – Refundable**) via [BuildingLink](#) – This is done via the “**Payments**” tab within the Resident Portal, as detailed on next page of document. Deposits will be held until your full move in and deliveries are completed (Email the Building Mmanager when you have finished all deliveries), so we can arrange the refund.
- Move in & out must be completed between **9am - 4pm**, on Monday to Friday & Saturday between **11am-4pm**.

******Nothing is to be moved in or out of the building on Sundays******

- Move in bookings can be booked in 3 hour time slots only.
- All cardboard is to be flattened and placed into the residential garbage room on the (Ground floor Resident waste room) placed in the big bins, with yellow lids, through the rear fire exit doors in the foyer.
- No boxes or cardboard is to be left in the garbage rooms on the floors – or putdown the garbage chutes. Residents will be advised to come and collect if this occurs.
- Absolutely no discarded waste other than kitchen / small scraps tied in bags are to go down the chutes.

UNAUTHORISED MOVES

- If you do not book & pay then we may send your driver away, disable your access devices and or issue a Notice To Comply with the By-Laws that will cost \$88.00. We will also charge you for any damage, excess rubbish or cleaning costs

For bookings and You will need to go to the 'Amenities Reservation' section of the website to book the time. Pictured below:

**** Payments: You will require a PC or Tablet for a browser – the phone App does not have the payment functionality.**



The loading dock is on Angelo St (Rear of the building).

Items are to be brought in via the double fire exit doors ONLY – not through the glass front doors.

The loading dock area is only **2.9mtrs in height** – from the cobble stones to building overhang. Advise your driver of the building overhang to avoid expensive damage.

Lift Dimensions are ...

Door Opening – 1190 mm

Depth – 1980 mm (Back wall to doors)

Diagonal – 3100 mm (Ceiling to near doors)

Door height – 2100 mm

Height – 2400 mm (Inside lift)

Width – 1420 mm (between hand rails)

We can lock off a lift as priority service. (Once deposit is paid & approved)

The Carpark roller door entry is **2.1mtrs MAX.**

DO NOT MOVE LARGE ITEMS THROUGH THE BASEMENT CARPARK LEVELS.

If this instruction is ignored & a sprinkler is hit, there will be a charge of well over \$2000 for Fire Brigade attendance, Water Damage to Lifts etc.

The entire building would be evacuated!



Not worth the risk !

****You risk losing your deposit if damage to the Common Property occurs during your move.**

You are responsible for the actions of anyone who is assisting you during the move.

DO NOT RUSH. DO NOT ALLOW YOUR DELIVERY MEN TO RUSH.

We would prefer you to take your time and avoid any damage to the common property.

DO NOT DRAG ANYTHING ALONG THE CARPET or TILES.

Heavy items dragged on the carpet will burn the carpet fibers.
This would be a very expensive repair.

DO NOT LEAN SHARP OR HEAVY OBJECTS ON THE WALLS or GLASS or LEAVE ANYTHING IN CORRIDORS.

People going to work have right of way up till 9am.

Please send an email to lucent@excelbm.com.au and advise that you have finished moving large items.
We will check for damage and then refund your deposit.

Electricity:

You can **ONLY use Origin Energy** (The building has an Embedded Network provided by Origin)

Origin Energy- 1800 684 993,

Or online: originenergy.com.au/ceopenonline

Origin can do both gas & electricity

You can fill out an application online with the connection date; they will ask you to do this when you ring.

Gas,

You can choose which company you would like to use if they supply to this building.

AGL - <https://www.agl.com.au/signup#connection>

AGL – 13 12 45

Jemena – 1300 137 078,

Your gas meter # is on your building link profile

Jemena.com.au

NBN, - Building has NBN

NBN box is in your bedroom wardrobe – (Hidden cupboard)

You can use any provider:

Eg, Belong – 1300 235 664,

belong.com.au

Please see our building management contact details below - Email is preferred contact method.

Building Manager

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