

## 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 Omnia 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 or by calling the **Concierge** on 0410 379 381

### APPLICATION PROCEDURE

- Allocated days and times for move in/move out are **only Monday to Saturday** between **9am** and **4.00pm**. Vehicles arriving outside of these hours will be turned away.
- **Applications for move in/move out and removalist company's insurance** must be submitted a minimum of two (2) full **working** days prior to your proposed move in/move out date. Applications not submitted within this timeframe might not be accepted or considered.

**Note:** Only authorized 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.

### 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 authorized.
- 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 - 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. 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. 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.
- 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.**