



Pacific Square  
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# MOVING INTO PACIFIC SQUARE APARTMENTS

## INTRODUCTION

To help assist residents moving into Pacific Square, several planning issues need to be considered in advance. Building Management will assist with the move-in process and will require your assistance.

Included in this document you will find a **Reservation Booking Form** and a **Resident Register Form**.

In the first instance, would you kindly fill the **Reservation Booking Form** in and remit to reception at the building managers' office either in person or by email as noted on the letterhead.

Building Management will need to confirm your booking by ensuring there are no other bookings made at the same time. We also need to confer with Centre Management, who is responsible for the management of the shopping centre, to ensure that bookings do not conflict with shop deliveries. We also request that you remit your **Resident Register Form** when you move in to enable building management to collate the necessary information to effectively administer the site.

**Excel Building Management takes this opportunity to bid a warm welcome to every owner and prospective resident to Pacific Square. We look forward to meeting you and will endeavour to service your building management needs as best we are able.**

## 1.0 MOVING-IN TIMES AVAILABLE

Times available for moving in are commencing from 10.00am and finishing at 4.00pm 7 days a week except for public holidays. These are the times when there is a staff presence on site to assist and to ensure the relocation runs smoothly. Relocations beyond these times are not available.

***Prior to 10:00am the loading dock is primarily used for retail delivery purposes and is not available to residents.***

## 2.0 SCHEDULING

Generally, we will set aside 2-hour timeslots per move. Requests will be allocated on a first-in first-served basis.

## 3.0 LOADING DOCK

All relocations are to be managed via the loading dock which is located immediately adjacent to the southern side of the goods lift. Enter Piccadilly Place West off Bruce Bennett's Place, which runs between Boyce and Maroubra Roads. As the loading dock is shared with the retail shops, we request all moves to be as efficient as possible to avoid congestion.

**Relocations are not permitted directly via the ground floor foyers to preserve the security and integrity of the complex.**

## 4.0 All Buildings Move In/Out Bond | \$500 CHEQUE BOND

All committees in Pacific Square have resolved that a \$500 cheque deposit is presented to Building Management as a security bond for every Move In and Move Out. An inspection will be conducted by Building Management prior and after every Move In/Out. Provided that no damage has been done to common property the cheque will be returned to the resident. If common property has been damaged, the cheque will be banked and used for repairs as per the **By-Law 12.2 (d) – Moving and Delivering stock, furniture and goods – What are your obligations**

## 4.1 BOTANICA MOVE IN ONLY

Due to the distance from the Botanica lift to the goods lift- It is highly recommended that all relocations are done via a ferry vehicle. The main removal truck stands and unloads within the loading dock (subject to space availability) or street area, into a vehicle below 2.1 meters in height (ferry vehicle). The ferry vehicle then proceeds down to B3 and stand at the sign posted loading zone area whilst unloading. The vehicle must not stand for more than 20 minutes in this area and must be attended at all times in order to ensure that residents are able to move their vehicles in and around this area without being impeded.



## 5.0 LIFTS USED

Each building has 2 passenger lifts side by side. Prior to the move, one of these lifts will be prepared with protective covers to guard against damage. The other lift is to use by other residents and building service people. Please ensure that only the assigned protected lift is used for relocations as we need to consider the movements of other building users at the same time.

## 6.0 HELPFUL DIMENSIONS

You may find the following dimensions useful in planning for the moves:

- **Apartment Lifts:** door opening width 1000mm x 2100mm height;  
Internal car width 1100mm x 2100mm depth; floor to ceiling height 2200mm with a diagonal measurement front to back of 3000mm
- **Apartment hallways** floor to ceiling varies but could be as low as 2380 mm in some areas
- **Apartment entry & internal doors** 790mm wide by 2030 mm high. Note that the opening width of the doors will be on average around 100mm or so narrower.
- **Loading Dock Height** is a maximum of 3700mm. Trucks above this height limit will not be able gain access.

## 7.1 APARTMENT & BUILDING NUMBERS & LIFT LOCATIONS

Apartment numbers indicate the floor levels and building where they are located. Each apartment has a 4 digit number. The first number indicates the building number applicable (1 for building 1 Boulevard, 2 for building 2 Northerly, 3 for building 3 Panorama, 4 for building 4 Axis and 5 for building 5 Botanica). The second number indicates the floor level the apartment is located whilst the remaining numbers are those of the actual apartment on that floor. For example, 1107 is apartment number 7 on the first floor of Boulevard building 1 and so on. This is important when trying to locate the appropriate lift lobby in the car park area.

## 8.0 LIFT KEY CONTROL

It is important not to force the lift doors open at any time. Lift keys may be issued to the team leader of crews for a valid driver's licence or passport. These keys are to be signed out and in at the building managers office by building management.

## 9.0 DAMAGE TO COMMON PROPERTY

Special care must be taken to ensure that no damage to common property occurs. Pay particular attention to impact on walls and doors and use protective blankets on floors where necessary. The repair of damage to common property with the removalist at fault will need to be paid for by the residents-By Law 12.2- What are your obligations, You must repair any damage you (or the person making the delivery) cause to common property of Pacific Square.

## 10.0 SHOPPING TROLLEYS

Residents should not use shopping trolleys at any point during the move in. Shopping trolleys should never leave the shopping centre area. Residents should make their own arrangements regarding trolley usage.

## 11.0 CAUTION SPRINKLERS HEADS EXPOSED IN CIELINGS PANORAMA, AXIS & BOTANCIA BUILDING

Beware of live exposed sprinkler heads overhead in common hallways and inside apartments in building 3 Panorama, building 4 Axis and building 5 Botanica. Accidental impact of a sprinkler will cause a high degree of damage.

## 12.0 FIRE ALARMS

Residents need to be mindful and ensure their removalists are aware of smoke detectors in the loading dock when parking their vehicles. Residents moving in will need to reimburse the Building Management Committee if their removalists activate any smoke/ thermal detectors when entering or carrying out any activities in the loading dock.

### 3.0 GETTING TO THE LOADING DOCK

The Loading Dock at Pacific Square is located to the rear of the building accessible via Piccadilly Place. We remind all residents moving in or out that the roundabout at the junction of Bruce Bennetts Place and Piccadilly Place is a small one and is very close in proximity to the Retail Car park exit and entry which can cause heavy traffic at times.





## Frequently Asked Questions

### **Can I am move in or move-out on weekends, public holidays after 4PM or before 9AM?**

Move-in and move-out times can only be carried out between 10:00 to 16:00 Monday to Sunday. **Move-in move-outs after hours are strictly forbidden.**

### **My real estate agent did not advise me of the advance notice, move-in / move-out procedures.**

The owner is required to advise their real estate agent of the strata by-laws and procedures of the building. Regrettably, if the agent did not advise the tenant, the removalist truck would be refused entry and or turned away by building management if already onsite. If caught on CCTV, fines are applicable by strata.

### **Why is Movers Insurance required?**

Movers can cause significant damage to common property. Residents should ensure that they are supplied a copy of current public liability certificates and workers compensation before attendance. If your mover does not have this information, any damage caused would mean that the resident would be required to cover. Workers compensation is required should the removalist staff be injured on the job and seek legal compensation, again the resident move would be responsible.

### **Why is there a requirement for advance notice?**

Advance notice ensures that your move-in or move-out does not interfere with another resident's move-in or move-out or operation within the shared loading dock. Additionally, if there is any building maintenance works your move-in may be delayed or refused – therefore a 48 hour notice must be provided to coordinate scheduling with the building manager. Please call (02) 9349 5463 or email [pacific3@excelbm.com.au](mailto:pacific3@excelbm.com.au) to set-up a move-in date.

### **Can I contest any claimed damages?**

Residents may contest any claimed damage however please note that Pacific Square has CCTV cameras that record footage 24/7. The footage is stored for later reference. Additionally a walk through is carried out before and after the move with the building manager and the resident.

### **Why can't my moving truck park on the front kerb?**

The Randwick Council has marked the kerb sides of Pacific Square a no-loading zone. Any truck parked on the curb is violating the council law and would be subject to a council fine. Please note building management actively works with Randwick Council and may call council if residents park on the kerb. Moving In via the street level lobbies is not allowed as per the By-Laws of the building.

### **Why is the height of the truck limited to 4m when the loading dock height is 4.3m?**

When unloading goods, the height of the truck will rise (in some cases by 10-20cm). Consequently, the truck would exceed the recommended height and would destroy ceiling pipework. This has happened in the past and the costs to rectify the damage has been more than \$2000 – for this reason – trucks entering the loading dock for move-in and move-outs are limited to 4m

### **Where is my car spot and storage cage?**

If you agent has not provided this information, please contact them. Should your agent be unable to assist, please call building management and they can assist.





### Move-in/Move-out Reservation Form

Return completed form to the building manager (BM) a minimum of 48 hours prior to move-in/move-out.

Resident will be provided confirmation by BM.

Forms may be directly edited and submitted.

#### Move-in/Move-out/Delivery Details

<b>Type of Booking:</b>	<input type="checkbox"/> Move-In <input type="checkbox"/> Move-Out	<input type="checkbox"/> Partial / <input type="checkbox"/> Full <input type="checkbox"/> Delivery
<b>Requested Date (DD-MM-YY):</b> <small>minimum 48 hour notice provided</small>	/ / 2023	<b>BOND Y</b>
<b>Requested Time:</b> <small>Between Mon – Sun</small> Moves Between <b>10.00am – 4.00pm</b> <small>2 Hours Bookings ONLY</small>	<input type="checkbox"/> 10 am to 12 pm <input type="checkbox"/> 12 pm to 2 pm <input type="checkbox"/> 2 pm to 4 pm	<b>LOADING DOCK REQUIRED</b>  YES or NO
<b>Delivery company:</b> <small>Please provide insurance details</small>		
<b>Delivery Contact Name:</b>		
<b>Delivery Contact Number:</b>		
<b>Strata Plan/Lot Details</b>		
<b>BUILDING NAME:</b>	<b>Unit Number:</b>	
<b>Resident Details</b>		
<b>Resident Status:</b>	<input type="checkbox"/> Owner	<input type="checkbox"/> Tenant
<b>Resident Name(s):</b>		
<b>Resident Mobile Number(s):</b>		
<b>Resident Email Address(s):</b>		
<b>Realtor Details</b>		
<b>Realtor:</b>		
<b>Managing Agent Name:</b>		
<b>Managing Agent Number:</b>		
<b>Managing Agent Email address:</b>		

I _____ the resident of Unit _____ agree to abide by the guidelines and all attached conditions.	
<b>Resident Name:</b>	
<b>Date:</b>	





## RESIDENT REGISTER FORM

**Building Name** \_\_\_\_\_ **Apartment** \_\_\_\_\_

This form gives authority to Building Management to update their database with the details below and provide contact details to relevant parties in relation to Building Management managing the site.

### Details

Occupancy Status	Owner	Tenant
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### Primary Resident 1

Full Name	Home No.
Mobile No.	E-mail

### Resident 2

Full Name	Home No.
Mobile No.	E-mail

### Resident 3

Full Name	Home No.
Mobile No.	E-mail

### Agent

Company Name	Contact Person
Phone	Mobile

### Security Devices Issued

	Swipes	Remote	Unit Keys	Mailbox Keys	Number of Bed Rooms
No. of Devices					
No. on Device (last 4 digits)					

### Vehicles

Make	Model	Colour	Plate No.
Make	Model	Colour	Plate No.

Pets –  Yes /  No : Please refer to By-Laws for clarification- Application and Written Approval Required

Type of Animal	Do you have written approval to keep the animal? If No, you must seek written approval- Application available.
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### Emergency Contact (Essential- One person to call in an emergency)

Full Name	Home No.			
Mobile No.	E-mail			
Relation to you	Parent	Guardian	Friend	Other

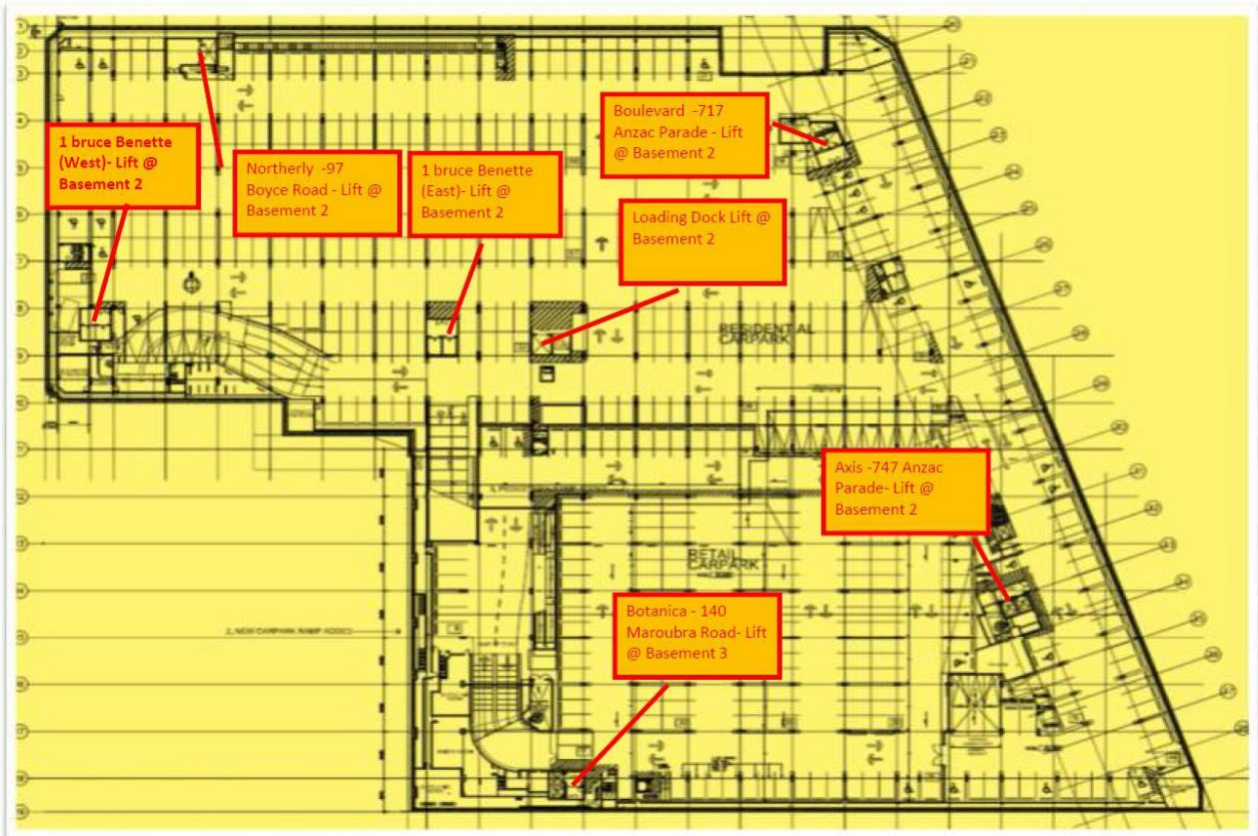
### Disability or frailty

Type of disability
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Please complete all fields of this document and submit to Building Management. If you are a tenant, please provide a copy of the front page of your lease with this document.

### Office use only

Resident database updated	Updated by:	Date:
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PACIFIC SQUARE - LIFT LOCATION