



# Move-In/Out, 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 Rockwall Apartments; 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 the **BuildingLink** system which can be accessed through your **Resident Portal**. If you do not have your login details, please contact the Concierge team who can provide them to you.

## APPLICATION PROCEDURE

- Allocated days and times for move in/move out are **8am – 4pm, Monday to Friday only**.
- **Moves are not permitted on weekends**. 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 48 hours 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/Concierge 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/Concierge 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 obtain a Resident information form. 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 EFT to the following account:

**Bank Account Name: Strata Choice P/L in trust for SP52659**

**BSB: 182 222**

**Bank Account Number: 2519 47792**

**Please use a payment reference of your apartment number and "Move Bond" (eg: 501 Move Bond)**

The bond is required in advance of 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, smaller item, a 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.

- 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.
- 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 loading dock 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 loading dock. No packaging is to be placed in garbage chutes or garbage rooms.

## GENERAL INFORMATION

- Removalists are encouraged to undertake a site visit and discuss move requirements with the Building Manager/Concierge prior to allocating a vehicle size. Please use reputable companies with appropriate insurance cover. Should the Removalist company not have the required insurance cover certification, they will be refused access to the building.
- Please obtain the dimensions of the lifts prior to your move. Some large beds and other items of furniture may not fit.
- 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.**