

MONUMENT

GUIDELINES FOR MOVES / DELIVERIES / REMOVALS

KEY GUIDELINES

- Monument is a large busy building, so moves/deliveries/removals may only occur between the hours of **9:30 am and 3:30 pm, Monday to Friday**. Public holiday moves/deliveries/removals are also prohibited.
- Bookings should be placed with the Concierge as far in advance as possible because available times are limited.
- A **\$500.00 cash holding deposit** is required on or before the day of your booking, or your booking will be cancelled.
- If the removal truck has not arrived at Monument **by 1:00 pm sharp** on the day, your booking will be cancelled.
- No deliveries or removals are allowed through the main foyer or Lower Ground level lift lobby, under any circumstances.
- Removal trucks cannot enter the car park. **A small van or ute (maximum clearance height: 1.9 m) is recommended** to be used to transfer furniture between the removal truck and the Basement level lift lobby.
- White goods, furniture and other large items are not to be left outside the garbage room on the lower ground level, or anywhere else on Monument common property
- The Concierge will conduct a post-move inspection before the holding deposit is refunded.
- **The directions of the Concierge and Building Manager must be followed at all times.**

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DETAILED GUIDELINES

AVAILABILITY

- Deliveries/move-ins and removals/move-outs may only occur between the hours of **9:30 am and 3:30 pm, Monday to Friday**. Deliveries and removals are not allowed to take place on weekends and public holidays.
- The resident must ensure that the removalist holds public liability and workers' compensation insurance.
- Deliveries and removals are to be booked with the Concierge at least **48 hours** in advance, but it is strongly advisable for bookings to be placed as far in advance as possible as only **one** move-in/out is permitted in the building per day. Residents and/or their contractors who arrive without a prior booking may be refused access.
- At the time of placing the booking this form is to be submitted and a **\$500.00 cash holding deposit** paid (fully refundable after the move if all conditions have been adhered to, and no damage has been done to the Common Property).
- Booking times must be accurately and strictly observed. **If the removal truck has not arrived at Monument by 1:00 pm sharp on the day, the booking will automatically be cancelled.**
- The Concierge must complete an inspection report that is signed by the resident before contractors can be permitted to commence a delivery or removal.
- For move-ins, a resident register form and pet register form (if applicable) must be fully completed and submitted to the Concierge before the move can commence.
- Only the assigned lift (whose interior walls are to be protected using supplied curtains/pads, and a carpet mat laid on the floor) is to be used. Residents are responsible for all damage caused to the common property during the move, including lift breakdowns caused by improper lift usage (e.g. overloading) or use of a non-assigned lift. A deduction may be made from the holding deposit amount to be refunded, or the entire deposit withheld, to cover the damage.

Deliveries and removals must not occur before 9:30 am or after 3:30 pm on weekdays, and are strictly prohibited on weekends and public holidays.

ACCESS

- Removal trucks cannot enter the car park. Please also advise the removalist not to park between the car park entry and exit roller doors at any time, as this is likely to result in a heavy fine.
- **A small van or ute (maximum clearance height: 1.9 m) is recommended to be used to transfer furniture between the removal truck and the Basement level lift lobby.** If this is the case the Concierge may be able to allocate a car park space for the van/ute if they are notified well in advance. However, there are no guarantees. The loading and car wash bays are generally not to be used for resident deliveries and removals, and must never be used without obtaining prior permission from the Concierge.
- The Concierge will open one of the roller door shutters to the car park, and all items are to be walked up and/or down the driveway/ramp to the lifts on the Basement level. Stacked items must not block entry or exit pathways at any time.

No deliveries or removals are allowed through the main foyer or Lower Ground level lift lobby, under any circumstances.

AFTER THE MOVE

- All large packing boxes must be taken away by the removalist. Any construction type waste or materials is also the contractor's responsibility to remove from the building, in the contractor's own containers.
- No rubbish, paper, boxes or bottles are to be left in the corridors, fire stairs or on the floors of the garbage chute rooms. Kitchen refuse is to be placed in securely tied, small plastic bags and placed down the garbage chute. Recyclable items are to be placed in the appropriate bins. Larger items must be taken down to the central garbage room on the Lower Ground level.
- Failure to remove and/or dispose of excess rubbish and packaging may result in cleaning fees being charged to the resident or deducted from the holding deposit.

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- White goods, furniture and other large items are not to be left outside the garbage room on the lower ground level, or anywhere else on Monument common property. Disposing of household goods outside the garbage room or elsewhere on Monument common property may result in cleaning fees being charged to the resident or deducted from the holding deposit. If residents wish to dispose of white goods, furniture and other large items, they must:
 1. Notify the Concierge or Building Manager that they would like a council collection
 2. Place the items outside the garbage room on Sunday nightThe Building Manager will call Council before 1400 on Tuesday to book collection on Wednesday.
- The Concierge will conduct a post-move inspection before the holding deposit is refunded.

The directions of the Concierge and Building Manager must be followed at all times.

Any queries should be directed to the Concierge at (02) 9283 3630 or
concierge@themonument.com.au.