



MOVING INSTRUCTIONS

Residents moving furniture or large items into or out of the building must first book with building management at least **48 Hours** prior to the move to ensure the lift is available, co-ordinate your move with other residents and ensure the lift protection is installed. Priority will be given on a first-in basis and only one move per day is permitted.

MOVING TIMES

Residents are currently permitted to move 7 days a week, except on public holidays as follows:

- **Monday to Friday:** 7am to 6pm
- **Saturday & Sunday:** 8am to 4:30pm

MOVING PROCESS

Elena has only a single lift servicing each building allowing one resident to move in/out at any one time. Moving is only permitted during the designated hours listed above.

All items must enter the building via the car park entry accessible via Willandra Street, goods are to then be taken up via the relevant lift. Under no circumstances are items to be moved through the main entrance foyers from Willandra Street or Merinda Street.

Loading Dock

There is a loading dock for large vehicles located next to the car park ramp before the roller door on the left-hand side. The area is open and does not require access, from the loading dock, residents must provide access to the removalists via the two doors which lead from the loading dock to the car park.

The loading dock is restricted in height and size as follows:

Loading Dock Height: 3.5m

Loading Dock Width: 4.5m

Loading Dock Maximum Vehicle Length: 6.3m

Please refer to the photo at the back of this document for the location of the loading dock. Please note vehicles that do not fit into the Loading Dock must park on the street and take items into the building via the car park.

Lift Sizes

Please be cognisant of the size of the lift when scheduling your move to ensure your items can fit into the lift. The dimensions of the lifts are:

Clear Opening Height: 2100mm

Clear Opening Width: 900mm

Inside Car Height: 2200mm

Inside Car Width: 1400mm

Inside Car Length: 2000mm





STRATA PLAN 100363
15 Willandra St, Lane Cove NSW 2066
P: (02) 7255 8299
E: management@elenaapartments.com.au

BOOKINGS

Residents must book their move at least **48 hours** prior to commencement to ensure the lift and loading dock is reserved and lift protection is installed to prevent damage to the lift.

BOOKING PROCEDURE

Residents can make a booking by either emailing management@elenaapartments.com.au, or by using the online booking portal accessible via the Mybos platform. For security purposes residents must have their details registered with management for a booking to be accepted.

To register your details with management and make a booking using the online system:

1. (New Residents) Notify Building Management of your contact details by completing the 'Resident Registration' form available on the home page of the building's website (www.elenaapartments.com.au).
2. Building Management will confirm your details and then send you a login to Mybos, the online management system used to manage bookings and run the building, access to Mybos is also available via the home page of the building's website.
3. Login to Mybos and go to the reservations tab, choose the type of reservation you are wanting to make Lift / Loading Dock. You will be able to see the moving times that are available, make a booking at the applicable time.
4. Management will confirm your booking and the moving process as outlined in this document.

MOVING BOND

A \$200 moving bond is to be paid prior to your move and evidence of payment must be provided to Building Management by emailing a payment receipt to management@elenaapartments.com.au or uploading a copy when making your booking. Please make payment to

Name: SP 100363
BSB: 182-222
Account No. 2311 91412
Reference: Please use as reference: Unit *** Bond

BOND REFUND

Please provide your bank account details either when booking the move or following completion so that the Bond can be refunded assuming there has been no damage or moving conditions breached.





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ON THE DAY – COMMENCING YOUR MOVE

Please ensure that the instructions outlined above and below are followed when commencing your move, if building management is onsite we will assist you with any issues. If building management is not on site, we expect residents to follow the same guidelines otherwise the bond will be forfeited.

Building Management will carry out an inspection of the common areas prior and post your move to ensure no damage has been made.

Please refer to the below moving conditions that must be adhered to when carrying out your move:

MOVING CONDITIONS & OTHER INFORMATION

- There is a \$200 refundable bond that must be paid prior to the move through EFT. Should there be no damage to common property, then the \$200 will be refunded in full.
- There is a period of 4 hours allowed per move, if you require a longer period, please advise building management in advance.
- King-sized beds and other large items will not fit in the lift and will need to be transported up the fire stairs. Please check the lift sizes mentioned above.
- Trucks and other vehicles are only able to park in designated areas as outlined above. Please do not obstruct traffic under any circumstances.
- The lift covers must be used at all times.
- Only 1 apartment is permitted to move at a time.
- Residents must not move items through the ground level main entrance foyers, please use the car park as instructed.
- No damage is to be made to common property, particularly walls and doors; if damage is caused residents are to contact building management immediately.
- No mess (dust, dirt, rubbish, surplus furniture or personal effects) is to be left on common property; items must be disposed of properly.
- Any large items to be discarded must be taken down to the bin collection room on level B2 next to the loading bay, please do not leave items around the complex or fill refuse rooms.
- Paths of transit such as the lifts, hallways and car park / loading dock must be suitably cleaned post move so that they are clean and tidy, this includes vacuuming the lift and hallway floors.



Loading Dock Location

Car Park Entrance Height: 2.2m

Loading Dock Height: 3.5m Loading Dock Max Length: 6.3m

Vehicles that do not fit into the loading dock must park on the street and take items into the building via the car park.

