

The Portal at Windsor - Moving Procedures

The moving procedures at The Portal have been implemented to provide clear guidelines that support consideration and respect

- by minimising as much as possible, interruption to normal lifestyle of residents (owners / tenants) as well as to those moving in / out; taking delivery of or disposing of any large items.
- to assist in any residents being faced with avoidable additional charges and/ or penalties;
- and to continue to keep this great, new complex attractive and comfortable for all.

Please review the procedures carefully. It is in the best interests of all to ensure the moving procedures are abided by - for consideration of others and to avoid being in breach of Body Corporate By-laws and/or tenancy agreement.

Bookings

To ensure:

- the time you want to move is available
- lift protection (eg elevator walls covered) is in place for your move in / out
- OR for moving in / out of any LARGE ITEMS

Please:

- make your booking request via email to the Manager, well in advance
- and at minimum, forty- eight (48) hours before. (enquiries@qmgmt.com.au)

Before the move in /out commences, prospective residents (owners / tenants) must first complete and sign a *Release and Waiver of Liability Agreement*.

This agreement waives all responsibility and liability of the Body Corporate / Body Corporate management / Building Manager for any loss / damage caused by any of the parties involved in the moving in / out process: delivery/disposal of large items; during the entire time they are resident and if / when vacating the complex.

For this reason:

- **ONE (1) apartment ONLY may move in or out**
- **OR move any large item/s in/out, during the booked timeframe.**

Moving In / Out Times (including Delivery / Disposal of Large Items)–

Moving is available:

- **ONLY BY PRIOR ARRANGEMENT WITHIN A MAXIMUM TWO (2) HOUR TIMEFRAME**

during the following days / times:

- Monday – Friday 10.00am - 4:00pm (completed by 4.00pm)
- Saturday (by prior arrangement ONLY)

A Booking must be received no later than **48 HOURS** prior to the requested time

AND

A Booking is **not definite until receipt of a confirmation email from the Building Manager (QMGT GROUP)**

Use of Lift during Moving In / Out

The lift will be made available for moving in / out for the timeframe booked for moving.

- You may need to obtain and sign for, (on short-term loan), a lift-lock off key.

There are two lifts in the complex.

- Protective material (curtains) must be in place prior to moving IN or OUT of any large / bulky items. The lift with protective curtains must be used for moving of all large items.
- The lift is to be locked off, ONLY for the time it takes to load/unload items for each trip.
- The lift must then be made available for use by other residents in between each load and the next.
- Please advise removalists / others involved in the moving process to take care when placing items in the lifts as all lift walls, and the doors are stainless steel (floor to ceiling).
- Removalists / others must ensure a floor blanket / covering is placed on the floor of the lift to prevent scratching / damage to the floor surfaces
- Please ensure the lift sliding door tracks are not covered.

Carpark Entry Point when Moving In / Out (and Moving of Large Items at any time during residency)

Ground Floor lift foyer entry door on the left, just inside the roller door entry to the Residents Car Park, is the **ONLY** access point to be used during moving in / out of LARGE ITEMS:

- when residents are moving in / out
- and at any other time while in residence at the complex.

NO large items are to be moved in / out via the Main Foyer Entry nor the entry door in the centre of the Visitors Car Park.

- Access to the carpark entry point and movement flow of other residents' garaged cars, must be kept free at all times.
- **Please take careful note of the height limits for the carpark entry. (2.1 metres)**
- **Removal** trucks will not be able to enter the Residents' Carpark area due to height limits (2.1m), nor park in the Visitors Car Park area due to blocking movement of visitors' cars in or out.
- **Removal / other vans / utilities are to park parallel to the *No Standing Anytime / Removalist Vehicles Only* sign on the LEFT HAND SIDE of the driveway entrance.**

Please ensure that removal vans are parked in a manner that does not impact on

- the safety of, NOR access for other residents / visitors wishing to enter / exit the complex, either via vehicle or on foot.
- **The driveway is to remain clear for use by other residents / visitors at all times during move in / out and for delivery of large items.**

You may need to collect and sign for a short-term loan of access items (eg a lift lock-off key / remote) for your use while moving in / out of large items.

These items must be returned immediately after expiry of the booked moving time.

PLEASE NOTE:

ACCESS TO YOUR FLOOR WILL REQUIRE YOUR SWIPE /FOB (OR A LOAN SWIPE / FOB IF PROVIDED FOR USE DURING YOUR MOVE IN PERIOD)

Waste Management - Disposal of Rubbish (During Move In / Out and / or Delivery / Disposal during Residence)

The Refuse Room is located on the northern side of the Visitors' Car Park.

Rubbish disposal relating to moving activities must at all times comply with the building's waste disposal policies.

General Waste:

All general waste is to be deposited in the general waste rubbish bin/s (RED LIDS) in the Refuse Area.

Recycle Waste:

All cardboard boxes/cartons are to be flattened and reduced in size, before being deposited in the Recycle Bin/s (YELLOW LIDS).

Care also needs to be taken when placing glass bottles / jars etc in the recycle bins.

Plastic bags and many packaging materials (eg bubble wrap; polystyrene foam) ARE NOT RECYCLABLE.

These items should be placed in the *general waste bins (Red Lid)*.

The abandonment of furniture, large/ small household goods, or any other personal property is not permitted within the complex, nor in any external areas eg driveway /footpath. (If not adhered to, removal charges will apply.)

ANY WASTE (general or recyclable) that will not fit in the bins provided MUST NOT BE LEFT IN THE REFUSE ROOM, nor the Visitors Car Park nor anywhere else in complex, for example: Basement Car Park, other Common Property areas; driveway area or footpath. (If this occurs, removal charges will apply.)

General and Recycle Waste will generally be collected between two (2) to three (3) times per week once the complex is fully occupied.

Please ensure the Moving Procedures and the Waste Management procedures are respected.

PLEASE NOTE:

LEAVING OF HOUSEHOLD ITEMS / RUBBISH ANYWHERE IN THE COMPLEX WILL INCUR REMOVAL CHARGES

Common Property Areas - Non-Smoking

Smoking is not permitted in any part of the common property areas of the complex.

Non-smoking includes cigarettes and any other substance.

Recreation Area Code of Conduct / Terms of Use

BBQ, Recreation Area– Level 6

Conduct:

- **The BBQ / REC AREA AND ALL OTHER COMMON PROPERTY AREAS IN THE COMPLEX ARE NON-SMOKING***

*Non-smoking includes cigarettes or any other substance.

- The BBQ/Rec Area is a common property area to be enjoyed by all in a courteous manner.
- Use of the BBQ/Rec Area must be carried out with consideration of others, including residents and neighbours.
- Children under 12 must be supervised by an adult at all times in the Rec Area
- No animals are permitted in the Rec area.
- ALL facilities must be kept clean and tidy at all times.
- Appropriate attire must be worn at all times in the Rec area.
- Rowdy, inconsiderate / nuisance behaviour, excessive noise will not be tolerated; as this behaviour is in contravention of the By-Laws and a disturbance to the peaceful lifestyle of other residents.

Terms of Use Overview:

- **A Booking must be made and confirmed prior to any exclusive use of the BBQ/Rec Area. (Refer BBQ/Rec Area Bookings).**
- **Guests must be accompanied by an approved resident (owner occupier / tenant)**
- **For safety purposes, the Maximum number of people at any one time in the Rec area is TWELVE (12).**
- **NO drinks or food are to be consumed in any other Common Property area outside the designated space in the Rec area.**
- **ALL facilities used must be cleaned to the standard required, ready for use by other resident/s, prior to leaving the area, including the BBQ,.**
- **ALL rubbish (general and recycle) is to be removed, taken to and placed in respective waste bins and a new bin liner placed in the Rec Area bin**
- **Use of ALL/ANY facilities must be in accordance with the Recreation Area Code of Conduct, Terms of Use, By-Laws; relevant legislation, regulations, regulatory Codes of Practice.**