

WARATAH APARTMENTS – 71 Victoria St Potts Point NSW

MOVE IN – MOVE OUT PROCEDURES & CONDITION REPORT

For attention Concierge Staff:

The steps to be followed when a resident wishes to move in/out are in summary:

PRIOR TO THE MOVE IN/OUT **UNIT _____** **DATE** **/** **/** **Contact** _____

- 1) Resident contacts you to advise that they will be moving in/out, **48 hours’ notice required!**;
- 2) Concierge is to advise the resident that they will need to complete the attached move in/out information pack which can be sent to the person via email and or provided by way of hard copy (of course if they are vacating they do not need to complete the new resident information section of the attached);
- 3) Confirm a move in /out date and ensure it doesn’t clash with any other move bookings (remember the policy is to ensure that no more than one move in takes place per day);
- 4) Remind the resident that they will not be permitted to move until the attached forms have been completed and returned, their bond has been paid and insurance information for their removalist provided; **all 48 hours’ prior!**

THE DAY OF THE MOVE IN/OUT

- 1) Ensure the pre-move in/out inspection occurs BEFORE the resident moves in or out (as close to the move time as possible to mitigate any risk of non-related damage);
- 2) Ensure the lift protection is installed prior to the move commencing;
- 3) Ensure that the move in/out forms previously provided have been returned and SIGNED (which must include a certificate of currency for their removalists public liability insurance);
- 4) Ensure that the move bond of \$500 has also been paid prior to the move commencing (Ensure you provide the resident with a bond receipt and safely store the bond in a secure area such as the safe located in the tea room);
- 5) After you have inducted the removalist and the resident ensure you remain aware of their movements and progress via CCTV;
- 6) Upon the resident advising you of the move completion you MUST complete the post move inspection report PRIOR to the return of the residents bond;
- 7) If the common areas and facilities used at the time of the move are clean and undamaged the bond may then be returned to the resident;
- 8) ENSURE you note on the receipt that the BOND has been refunded in full and have the resident sign the receipt once again. The original receipt or duplicate, to be glued back into the receipt book. This is important for our audit of cash/cheques received
- 9) Provided there are no contractors performing work and using the lifts in the building the lift curtains may then be removed and stored in the area provided.
- 10) Record in BM as required. Then all associated move in/out files are then to be given to the SP (Brian) who will scan and file.

Move Condition Report

SP38936 WARATAH APARTMENTS 71 Victoria St Potts Point

REMOVALIST MUST BE PRESENT DURING PRE & POST INSPECTIONS

UNIT	Date	Time Start:	Time finish:
------	------	-------------	--------------

Level 2 Garage	Condition Pre	Condition post
Ramp Ceiling (Level 2)		
Exit lights		
Smoke alarms		
Down lights		
Lift door frame		
Foyer Walls		
Foyer Ceilings		
Foyer tiles / Carpet		
Apt front door		
Apt Front door frame		

Level	Condition Pre	Condition Post
Exit lights		
Smoke alarms		
Down lights		
Lift door frame		
Foyer walls		
Foyer Ceilings		
Foyer Carpet		
Apt front door		
Apt Front door frame		

Lift	Condition Pre	Condition Post
Lift glass		
Lift ceiling		
Lift lights		
Lift buttons		
Lift walls		
Lift Carpet		
Lift doors		

Removalists Signature Pre inspection	
Removalists Signature Post inspection	

Concierge Sign off _____ Date / /

Building Manager Sign off _____ Date / /