

# Move in/out Procedure

Welcome to Smith Collective! We look forward to assisting you and ensuring your move is as stress free and straight forward as possible, both for you and our existing residents. Please ensure you have read and understand the procedure below and feel free to ask us any questions you have prior to moving in.

## 1. Booking a Move in/out

- a. To book a move in, please complete a **Move in/out Booking Form**.
- b. Multiple bookings require separate multiple forms to be completed.
- c. Once the booking form has been submitted, the allotted timeframe will be confirmed with you, subject to availability.

*Arrangements should NOT be made with a removalist until written confirmation of your booking time has been received.*

## 2. Moving in/out

Move in's and Move out's are permitted on week days selected Saturdays during the times listed on the Move In/Out Booking Form ONLY. NOTE: *Move in's or move out's are not permitted on Sundays or public holidays. Please manage your time well to avoid inconveniencing other residents.*

### Changes

Any changes to bookings are to be made in writing. Requested changes may result in the inability to move on the chosen day.

## PROCEDURE

### Key Collection & Building Walk through

1. Upon arrival at Smith Collective, proceed to the Security office for key collection & instructions.  
*\*Your removalist may be required to sign in with security at the security office.*
2. Present your photo ID for security to scan & keep on file with a photocopy of your keys/fobs
3. Collect & Sign for your keys then await further instructions from Smith Collective Security or Facilities.

**Moves must NOT commence until a Smith Collective team member is present and has secured the lift.**

4. For buildings with 2 lifts, a Smith Collective team member will pad and lock off 1 of the lifts for your exclusive use which will prevent the doors from closing when you are loading and unloading. Please do not hold doors as this can cause severe damage and charges will apply.

*\*Single lift buildings can not be locked off for exclusive use. Consideration and patience is required.*

5. Lifts **must** be padded before any bulky items are moved. **Do not begin the move if there is no lift curtains in the lift.**
6. Removalist/Delivery trucks are to be parked in the designated area advised to you on the day of your move and ALL items are to be taken through the basement to the awaiting padded lift where possible. Please note that CCTV cameras are in place throughout the building to record any infringements.
7. **Prevention of damage & cleaning:** A Smith Collective team member will inspect the lift foyers, lift and corridors before moving commences and again after moving is complete. You will be liable for any damage that occurs during your move, even if your removalist causes the damage accidentally. Professional removalists have insurance for damage they may cause, please ensure your removalist is adequately insured. Please call Smith Collective administration if any damage occurs.
8. Once your move is complete, you must advise the Smith Collective team member so they can perform inspection & get your final signature.

***I acknowledge that I have read this document and agree to comply with the procedures above.***

Name: \_\_\_\_\_ Apartment No: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_