



REFLECTIONS

MOVE IN/OUT PROCEDURE FOR REFLECTIONS

When a move in or out occurs in Reflections (Clearwater or Bridgeview), the following procedures should be followed:

ARRIVAL

- On arrival, stop at Security Gatehouse located at 58B Bowman Street, Pyrmont and advise them of your arrival. Alternatively, call them on approach on 9552 1706. (Please phone them if you are running late).

LOADING DOCK

- The Loading Dock is the correct point of entry for your move. There is one loading dock servicing Reflections (ie Bridgeview & Clearwater). The loading dock is located on Refinery Drive. It has the approximate dimensions: 3600mm high x 3500mm wide x 7000 mm deep. The lift car that services the loading dock has the approximate dimensions: 2250mm high X 1250mm wide X 1950mm deep (door 1000 X 2100mm high). All apartment moves must occur through the loading dock on Level 2 adjacent to the Refinery Drive driveway entrance. All furniture must be taken to level 1 then distributed to the various lobby/lifts servicing that apartment.

SECURITY

- A Security Guard will be in attendance, at your expense, to supervise the move. This ensures that you are provided with appropriate direction and that both the loading dock and residential lift are made available for your move. As only one lift is available for each lobby, this service will be shared with residents, with residents wishing to entry or exiting their apartment having priority.
- The residential lift car will also be padded to protect furniture and prevent damage to the building. An "AFS AdHoc Guard Order Form will need to be completed and returned to Resident Services Manager for security guard booking at least 5 days in advance. 24 Hour notice is required for cancellation of the security guard, otherwise charges will be incurred.

REPORT

- A condition report will be completed before and after your move by the Security Guard in relation to the common areas, lifts and lobbies. Please ensure that reasonable care is taken to prevent damage and preserve finishes of the common areas. All damage to common property will be rectified at your cost.

LIFT SIZE

- The residential lift cars are 2200mm high x 900mm wide x 2100mm deep.

AFS ADHOC BOOKING FORM

- AFS Ad Hoc Booking Form will need to be completed and payment must be made to confirm the start and completion time of the move. The Resident Service Manager/Security Guard will have a copy of this form, alternatively you can download this form on the website www.jacksonslanding.net.au

HOURS

- Move in/outs must not proceed after 5.30pm each evening or prior to 9:30 am each morning (two 4 hour blocks are available only) unless written authority has been granted by the Owner's Corporation. Being a rest day, the Owner's Corporation have also advised there is to be no move in's/outs scheduled for Sunday's, unless written approval is received.

Please don't hesitate to contact our office should you require any further information.

ROLE OF SECURITY OFFICER DURING MOVE IN/OUTS

- Place signage in lift day before move, identifying day of move and start time of move
- Place padding on lift morning of move, to protect lift form damage
- Place Signage on each landing effected during move identifying
 - Contact Detail for Security
 - Use of internal intercom for exit or entry
- Security will be responsible to direct all traffic including transport/removalist and residents
- Residents will have priority over transport/removalist
- Security will be required to be on-site through out procedure and assessable to all residents, in main lobby area
- Security will complete condition assessment at the start of the move and on completion in the presence of the mover
- Remove Signage form inside lift and all landing

ROLE OF RESIDENTS

- Residents are to expect short delays during moves with reference to lift availability and are to refer to signage on lifts for additional information.
- A complaints procedure is in place to improve move in/out; A proforma can be obtained from Security or
 - In the first instance contact the Security Officer in Charge Telephone 9552 1706, Please do not discuss problem with Security Office directing traffic, as they are usually new to site and unaware of correct operating procedures;
 - Secondly; contact Resident Services Manager – P: 02 9518 8656
 - Written complaint to:
 - Resident Services Manager (RSM)
45 Bowman Street, Pymont NSW 2009

SPECIAL NOTE AS TO MOVE DIFFICULTIES – WE RECOMMEND INSPECTION OF THE MOVE SITE AND FOR REMOVALIST TO CONSIDER USE OF A FERRY VEHICLE FOR REFLECTIONS MOVES PHONE SECURITY CONTROLLER (02 9552 1706) FOR FURTHER INFORMATION.