



SILK MOVE PROCEDURE

Making a Booking

- A non-refundable \$198.00 or \$220.00 (if booked within 48 hours of move) security fee plus a refundable deposit bond of \$300.00 must be lodged with the Resident Services Manager (Located on 45 Bowman Street) at the time of booking a move in or a move out. This will provide the person responsible for the move with key access to lift controls. Security will provide instruction as to locking of the lift. An ad hoc guard will be in attendance dedicated to the move for 4 hours. *(No bond or fee applies to a one-off furniture delivery to an existing occupant of Silk).*
- The Resident Services Manager (RSM) can be contacted Monday to Friday, 8:00am to 4:30pm and outside of these hours, please contact the Security Supervisor on 8565 9494.
- On site security will arrange for the installation of protective lift covers (as per by-law).
- A gatehouse security representative will conduct a pre and post move inspection prior to lift key hand over and return. Any damages to common property or additional cleaning requirements caused by the move will be at the resident's expense.

Removalist Access

- Access for the furniture removalist will be dependent on the size of the removalist truck. All vehicles should be advised to park on Tambua Street, directly opposite the buildings car park entrance so the guard can manually lock open the entry boom gate to avoid any accidental damage before the vehicle accesses the loading dock.
- All cardboard waste from your move should be left flattened and left at the rear of the loading dock for removal.
- **The lift car that services Silk has the approximate dimensions:**
High Rise - 2850mm high x 1390mm wide x 1970mm deep (door 1100mm wide x 2100mm high) Low Rise - 2430 mm high x 1290mm wide x 2000mm deep (door 1100mm wide x 2100mm high)

The car park entry height from Tambua Street is: 3400mm high.

The car park entry height from Bowman Street is: 2100mm high.

No moves are permitted on Sunday/Public Holidays.

The strict booking times during the peak move in period are as follows and must be adhered to.

- 7am – 1pm
- 1pm – 7pm

No responsibility will be taken should your removalist be running late or over time.

Furniture and other large items must not be transported through the main foyer doors at any time.

The deposit bond will be refunded on return of lift key. If there is no damage recorded by Gatehouse Security, the full deposit bond will be refunded. If any damage is recorded, refund of deposit bond will be withheld pending advice as to probable costs of repair/additional cleaning. The person/s requesting move will be liable for costs that may exceed the bond deposit.

Under no circumstances are lift doors to be forced open.