



WEST VILLAGE BRISBANE

RESIDENT MOVE-IN GUIDE

All residents are required to follow these procedures for moving in or out. These procedures ensure that:

- only one move is scheduled at a time
- moving companies have adequate access to building and loading facilities
- common property and areas such as lifts and lobbies are protected
- other residents are not disturbed or inconvenienced

BEFORE MOVING DAY

1. ARRANGE INSURANCE FOR YOUR PROPERTY AND CONTENTS

Residents are responsible for insuring the contents of their residence. Property owners are responsible for insuring their apartment.

We recommend each owner and / or occupants seek advice from a professional insurance broker. You will need to provide some basic information about the building to assess the policy required. Please advise your broker that the building is a concrete construction and includes secure fob access and CCTV in key areas throughout the building.

2. SUBMIT MOVE REQUEST FORM TO REAL LIVING

Residents must contact Real Living at least 48 hours prior to moving to arrange access and confirm moving procedures. The Move Request Form must be completed and provided to Real Living. Use the form included in the Pre-settlement kit for owners or contact Real Living:

Call 1300 187 361 during office hours

Email admin@reallivingwv.com.au

3. BOOK YOUR MOVE DATE

- ☐ Check availability with your preferred removalist
- ☐ Check your preferred removalists holds comprehensive insurance including covering the cost of any damage caused to the building or your property during the move.
- ☐ Confirm availability of loading dock and move in schedule with Real Living
- ☐ Book your removalists and provide them with details of access to the building. For Arcadia, the delivery address is: West Village, 21 Mollison Street, Loading Dock 3
- ☐ Ensure your removalist knows the start and finish time for the move schedule

4. CONNECT UTILITIES

- ☐ Set up your utilities accounts and arrange connection of utilities to your property including electricity, gas, hot water, air conditioning, telephone and internet

5. CONTACT REAL LIVING TO BOOK YOUR KEY COLLECTION AND PROPERTY TOUR

6. ENSURE REAL LIVING HAVE YOUR CONTACT DETAILS AND YOUR CAR REGISTRATION DETAILS



ON MOVING DAY

- ☐ Check in with Real Living once your removalists are close to arrival or onsite
- ☐ Check with Real Living that protective padding has been installed in the lifts
- ☐ Arrange for Real Living to lock off the lift and to show your removalists the lift operation and the designated path to your apartment
- ☐ Do not use a wedge anything under your apartment entry door to keep it open - these fire-rated doors belong to the building Body Corporate and have special inserts underneath for fire protection which can be easily damaged
- ☐ Supervise your removalists and record details of any damage immediately
- ☐ Please ensure your removalists adhere to their nominated schedule so that other residents can access the loading dock and lifts
- ☐ Once your removalists have finished with the lifts, please advise Real Living immediately so that staff can return the lift to normal operation for the convenience of other residents
- ☐ Notify Real Living if any damage to common property has occurred so that quotes for repair can be obtained for your removalist's insurance claim

AFTER MOVING IS COMPLETE

- ☐ Check your apartment and common areas for any damage and provide details to Real Living immediately.
- ☐ Take all rubbish down to the large bins in the loading dock. You must flatten all boxes and take care to dispose of packing using the correct bins. Refer to the Waste Management section in the Owner Manual for details.
- ☐ Update preferred delivery methods of accounts for Rates (BCC) Water (QUU) and Strata (SSKB)?
- ☐ Sign up to Body Corporate FB page and West Village mailing lists to receive information about your building and your new community

PROTECTION AGAINST DAMAGE

If common property in the building is damaged during your move by you or your removalist company, it is your responsibility to pay for repairs.

You must ensure that your removalist enters and exits the building through the loading dock not through the lobby.

The following are recommended measures for protecting the building and your apartment while moving in:

- Ceilings, Walls and Doors - Take care to avoid scuffing or chipping ceilings, walls and door frames
- Sprinkler Heads - Note the location of sprinkler heads and avoid knocking with furniture. Damage to sprinkler heads may cause excessive water damage and may result in call-out charges
- Flooring - Do not drag heavy objects / furniture across carpets, tiles and flooring – use appropriate moving equipment and / or carry all objects
- Moving heavy objects and appliances - Protective materials including soft padding and stiff load distribution sheeting (such as plywood) must be placed over tiled and timber floors when moving heavy objects. This protection is required to avoid damage to tiles, grout joints, floor joints and underlay materials



CONNECTING SERVICES TO YOUR APARTMENT

The apartment owner is responsible for ensuring that all desired service accounts are connected in their name upon settlement. Failure to do so could result in extra charges from service providers. This table provides contact details for service providers. It is important to set up your accounts with WINconnect for electricity, air conditioning, gas and hot water. Refer to Utilities and Services for details.

SERVICE	PROVIDER	CONTACT DETAILS
Electricity	WINconnect	1300 791 970 www.WINconnect.com.au
Gas	WINconnect	1300 791 970 www.WINconnect.com.au
Hot Water	WINconnect	1300 791 970 www.WINconnect.com.au
Air Conditioning (Fair Air)	WINconnect	1300 791 970 www.WINconnect.com.au
Internet	Connected Australia	1300 859 778 https://www.connectedoz.com.au/

MAIL REDIRECTION

The national mail service in Australia is Australia Post.

The building has been registered with Australia Post for the delivery of mail. If you require mail to be diverted from your existing address to your new home, you can apply for mail redirection either online or in a branch.

The nearest Australia Post store is located at:
Shop 2, 73 Russell Street, West End Qld 4104

For further information visit Australia Post:
<https://auspost.com.au/receiving/manage-your-mail/redirect-hold-mail/redirect-mail>