

# **APPENDIX IV**

# **MOVE-IN/MOVE-OUT**

# **POLICIES AND PROCEDURES**

## Move-In / Move-Out Policies and Procedures

These policies and procedures are meant to make your move as easy as possible while at the same time minimizing inconvenience and liability for both you and the Association. Please **READ ALL SECTIONS CAREFULLY** before you begin planning your move.

### 1. Prior to Your Move

Moves **MUST be scheduled at least seven (7) working days in advance of moving day** to facilitate access to the elevator. Moves will be conducted between 8:00 a.m. and 6:00 p.m. daily, Monday through Saturday, excluding holidays. **No moves are permitted on Sundays or Holidays.** To insure proper scheduling and availability of the elevator designated for your move, please contact the Assistant to the Manager at your earliest opportunity Monday through Friday 8:00 a.m. to 4:00 p.m. at (619) 595-7074 to schedule your move. Elevators are reserved for a four (4) hour period. If a move requires additional time, it may be interrupted to allow for other scheduled moves or deliveries. At that time you should review any questions that you might have regarding these move-in/move-out procedures.

### 2. Insurance

Please choose your moving company carefully. The Owner or Tenant is fully responsible for any damage done to the common area during your move. Because of this liability, only fully insured moving companies may be used. **Three (3) days prior to the scheduled moving day, the moving company must supply the Association with a current certificate of liability and workers compensation insurance evidencing a minimum coverage of at least \$1,000,000.00 and naming the Renaissance Owners Association as additional insured.** The move may not start until this certificate has been received by the General Manager.

### 3. Damage Deposit

The Owner or Tenant must pay a nonrefundable fee of \$150.00 and a refundable deposit of \$500.00 to the General Manager at least one (1) working day prior to the move. The nonrefundable fee covers the cost of an attendant's presence during the move; the \$500.00 deposit is applicable to all damage, repairs, cleaning, losses or other liabilities incurred as a result of the move. The Owner or Tenant is responsible for any damage, repair, cleaning, losses or other liabilities that may exceed the deposit. If no damage has occurred, the deposit will be refunded the next working day following the move.

#### 4. Unscheduled Moves

Unscheduled moves will not be allowed use of the elevators. A mover, Owner or Tenant who attempts a move in/out without a prior reservation of the elevator will be assessed a charge of \$500.00 or the full cost of elevator reprogramming, whichever is greater.

#### 5. Moving Preparation

Make a plan; you will save time and money if you plan the location of your furniture in your new home before it is delivered by the moving company.

Be sure you know:

- a) Your unit number
- b) The day and date assigned for the move and have verified this with your moving company.
- c) The size of the designated moving elevator and hallways. **THE FINISH ON THE ELEVATOR AND HALLWAY WALLS ARE EASILY DAMAGED AND EXPENSIVE TO REPAIR.** Measure your large items to be sure they fit through the standard door openings, elevator and tight corners.

#### 6. The Move

If you plan to use a professional moving company, be sure to inform them that parking is their responsibility. There are no loading docks at Renaissance and the Association does not reserve or provide parking. Parking in the red zone is prohibited. If you have any questions or concerns about the size of the vehicle you intend to use, please discuss the matter with the General Manager PRIOR to the day of your move. Once parked, whoever is responsible for the move must contact the desk attendant and a representative of the Association will accompany the movers on the initial walk-through from the point of entry to the building, to the elevator, and to your unit and note any damage that might exist.

If you plan to move from out-of-state, please use a destination (local) agent for the company or instruct the driver to call the Lobby Desk a minimum of 48 hours in advance to confirm and coordinate the time of arrival and to insure availability and preparation of the elevator.

Owners who wish to move without using a professional moving company may do so providing they comply with all the same requirements imposed on moving companies.

The Association will provide protective covering for the elevator cab walls during the moving process. **It is the mover's responsibility to provide protective coverings for the flooring (carpet) from the elevator to the resident's door.** The coverings can be runners, paper, or plastic as long as they are not a trip hazard, self stick plastic is not permitted. **NO MOVES WILL BE PERMITTED IF THE PROTECTIVE COVERINGS ARE NOT FULLY IN PLACE.**

When your move is completed, the walk-through inspection from point of entry to the building, to the elevator, and to your unit will be repeated and any new damage noted at that time. Owners are responsible for all costs for repairs necessitated by their move or their tenant's move.

Please provide the moving company with a copy of the attached "Memo to Moving Company Personnel" so that they have a clear understanding of Renaissance's moving requirements.

## **7. After Moving**

At the end of the move the hallways and elevator must be cleared of all debris. All cartons must be flattened and taken to the recycling bin in the north tower trash room on level \*1.

Any Owner or Tenant who disregards this regulation by leaving packing materials or boxes in the hallways will be subject to a minimum charge of \$100.00 to cover the cost of removing this nuisance and fire hazard.

PLEASE NOTE: New Owners and Tenants who plan ANY remodel work of any kind either before or after their move should contact the General Manager before taking any action whatever. Any puncturing of floors and ceilings can cause severe damage to the building's post tension cables and must not be attempted before consultation with the General Manager.

## **8. Important Telephone Numbers**

Lobby Desk	619-595-7070
General Manager	619-595-7072
Asst. to the General Manager	619-595-7074
Management Fax	619-595-7075

**RENAISSANCE OWNERS ASSOCIATION  
RESIDENT MOVE-IN/MOVE-OUT AGREEMENT**

Please read, sign and return this move-in/move-out agreement to the Management office PRIOR to beginning any move.

I have read the move-in/move-out procedures for the Renaissance and agree to abide by them. I understand and agree that if any damage is caused as a result of my move, I will be responsible for the cost of any repair, cleaning, losses or other liabilities. I further understand and agree that if my move-in/move-out requires more than the slotted time, it may be interrupted to allow other scheduled deliveries.

\_\_\_\_\_  
Unit Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident Name

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Resident Name

\_\_\_\_\_  
Resident Signature

**RENAISSANCE OWNERS ASSOCIATION  
MEMO**

To: MOVING COMPANY PERSONNEL  
From: Renaissance Owners Association  
Subject: MOVE IN/MOVE OUT POLICIES AND PROCEDURES

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

**These policies must be provided to and reviewed by the moving company supervisor prior to the move.**

### Moving Company Staff

In order to make the move go smoothly for you, your customer and Renaissance, please make note of the following policies. If you have any questions about these policies, please contact the General Manager at (619) 595-7072 prior to the move.

1. The moving company must supply the Association with a current certificate of liability and workers compensation insurance for a minimum of \$1,000,000.00 at least three (3) working days prior to the scheduled moving day. The certificate must name the Renaissance Owners Association as an additional insured. Please mail, fax or email the certificate to:

Renaissance Owners Association  
645 Front Street  
San Diego, CA 92101  
Fax: 619-595-7075  
Email: [thomas@renaissanceownersassociation.com](mailto:thomas@renaissanceownersassociation.com)

2. Notify the desk attendant when you arrive at the building.
3. A representative of the Association will walk with the supervisor from the point of entry to the building, to the elevator and to the resident's unit. During this initial walk-through, any existing damage will be noted on a checklist and signed by the supervisor and the Association's representative.
4. The elevator will be held at point of entry and on your customer's floor in order to minimize the time necessary to accomplish the move. No furniture, boxes, or similar items are to be left in the Renaissance Common Area except while temporarily loading and unloading the elevator.
5. Ceilings may not be removed from the elevator.

6. **It is your responsibility to provide protection to the flooring (carpet) between the elevator and the unit during the moving process. No move can begin until these protective coverings are in place. Self stick plastic is not permitted.**
7. It is your responsibility to insure that the protective coverings have been installed in the elevator prior to the move (provided by the Association).
8. It is your responsibility to check the actual dimensions of the elevator cabs prior to loading large items into the elevator to prevent damage to the elevator cab finish.
9. It is your responsibility to provide all the equipment needed for the move. Dollies or hand trucks must be used at all times. No Renaissance equipment (dollies, hand truck, vacuums, etc.) will be provided by the Association. Under no circumstances may furniture or other belongings be dragged across the hallways or other entry area floors.
10. Moves are scheduled from 8:00 a.m. to 6:00 p.m. Monday through Saturday only. No moves are allowed on Sundays or holidays.
11. When the move is completed, the walk-through inspection will be repeated and any new damage noted at that time and acknowledged by the signature of the supervisor and the Association's representative. The refusal of a supervisor to sign the walk-through inspection form does not relieve the moving company of responsibility for any damage incurred.
12. Should moving company employees disregard any of the above policies, their moving company will not be permitted future access to the building.

**RENAISSANCE OWNERS ASSOCIATION  
MOVING COMPANY  
MOVE-IN/MOVE-OUT AGREEMENT**

This agreement is to be signed by the supervisor assigned to the move by the moving company and returned to the General Manager prior to the start of any move.

On behalf of \_\_\_\_\_ Moving Company, I have received, read, and understood the Renaissance Move-In/ Move-Out Policies and Procedures. On behalf of the named moving company, **I agree that my staff and I will provide flooring coverings as stated in the memo and comply fully with the move-in/out policies and procedures of the Renaissance Owners Association.**

Move-In/Move-Out Date: \_\_\_\_\_

\_\_\_\_\_  
Resident Name

\_\_\_\_\_  
Unit Number

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date