

MOVES RUNNING OVER ALLOCATED TIME – BREAKDOWN OF CHARGES

Dear Owners, Agents and Residents of Eureka Tower,

In order to ensure the loading dock area works more efficiently, there will be some changes to the payment procedure commencing **Wednesday 12 July 2023** for moves **that go over their allocated timeframe.**

As you are all aware, there is only one loading dock that services the entire building. This means if someone is late with their move, it tends to hold up other moves in or out of the building. This in turn then places staff in a difficult situation trying to appease both parties with neither party being content with the outcome in most instances.

Therefore, from **Wednesday 12 July 2023**, the following charges will apply:

Moves running out of their scheduled time **into the building:**

- The first hour over time will be charged at \$150.00 per hour + GST.
- After the first hour, an additional fee of \$200 per hour + GST will apply but will be charged in 30 minute increments. For example: If you are 1.5 hours late with your move, you will be charged \$250 + GST. If you are 2 hours late with your move, you will be charged \$350 + GST (the first \$150+ GST charge, plus the next hour charged at \$200 + GST).

Invoice will be sent.

Moves running out of their scheduled time **out of the building:**

- Same as moves into the building except:
- **You will need to pay the invoice on the spot**, otherwise the gates will close and you will need to reschedule another day for your move – **when there is a time next available.**

Of late, there seem to be many residents moving in or out of the building who have no respect for the timeframes, they do not follow instruction from our loading dock team in order to move their items more efficiently and Eureka Tower team members are required to stay back until the move is completed and/or the security team are taken away from their duties to

monitor what is required for the safety of the building. This means additional costs to the Owners Corporation to accommodate these late moves.

Our Loading Dock team can provide you with a list of approved removalists who are familiar with the building and the process required as well as being efficient in their move in/out process. Sometimes paying a little more for your move can be more cost effective in the long run.

Always remember to book well in advance of your move in/out date. Also remember that if you turn up unannounced for a move in or out of the building and the loading dock is occupied with another booked move, chances are you will be turned away and will need to reorganize your delivery for the next date the lift is available. The same goes with any types of furniture deliveries.

At all times, discretion will be used by the team and they will continue to assist with your move to ensure it as efficient as possible.

For Agents: please advise any tenants moving in or out of the building this now applies.

Kind Regards,

Eureka Tower Management