MOVE-OUT & MOVE-IN INSTRUCTIONS

Resident Moves & Deliveries

- To avoid separate move fees, residents are encouraged to schedule one move date and time. If different dates/times apply to different residents, then separate move fees will be billed as applicable.
- Loading dock and freight elevator access are available on a first come, first served basis and by reservation in advance through the Management Office. Passenger elevators and luggage carts may **NOT** be used for moves.
- All moves, deliveries and contractor access must be done through the freight elevator only:
    - **Monday – Fridays: 8 a.m. – 8 p.m.**
    - **Saturday – Sunday: 10 a.m. – 6 p.m.**
    - **Holidays – Moves and Construction are not allowed**
- Furniture, appliances and other deliveries also need to be scheduled, with the Management office to schedule the freight elevator in advance.
- The resident must be present during the move-in or delivery and must provide access to the unit and oversee the actual move. Management nor maintenance staff provide keys or unit access.
- The approximate dimensions of the freight elevator are: Door – 8' H x 3'5" W; Interior – 6'8" H x 5'4" W x 6' 8" D.
- Management reserves the right to deny use of the freight elevator or to request rescheduling of moves for reasons including, but not limited to, scheduling conflicts, emergencies, and unexpected or scheduled maintenance. Paid and pre-scheduled moves take priority over deliveries.
- The Association will not be held responsible nor will it assume any costs incurred by movers because of delays or any other maintenance problem with the freight elevator. In the event the Service Elevator goes out of service during a move, the move must be suspended until that elevator is back in service.
- The unit owner will be held responsible for any damages to the freight elevator or other common elements because of the move. If a moving company is hired by the unit owner, it will be the unit owner's responsibility to obtain reimbursement from the moving company. Certificates of insurance naming the Unit Owner, Association and Management as additional insureds is strongly encouraged.

Important Reminders:

- All Moves (in or out) will **not** be allowed if the noted documents are not received in advance. All documents are required 10-days in advance or a **$50 Rush Fee** may apply.
- The owner of the unit and/or the owner's representative is responsible to coordinate receipt of keys and other items from an outgoing renter. He/she is responsible to provide keys and all instructions to the resident moving into the unit.
- All questions should be directed from the renter to the unit owner regarding questions relating to the unit and service issues for non-Association items. The Management office can assist in answering building-related questions.
- The package room is not equipped to handle receipt of large or multiple box deliveries. Residents must be present or send an email to the Management Office to receive oversized boxes delivered to the property or they may be rejected and returned to sender.

MOVE-OUT & MOVE-IN INSTRUCTIONS *(cont'd)*

- **Entry instructions must be personally entered on the Association's website to grant permission to guests to access your Unit. Management does not provide keys.**

Waste Removal:

It is the responsibility of the unit owner and/or renter to provide for the removal of packing boxes and other moving materials. Materials left for the Building Staff and/or in the alley for removal may incur extra cost—labor for staff clean-up and extra yardage that the waste company will charge, which will be billed back to unit owner.

The City of Chicago Fire Department and the Gold Coast Galleria Condominium Association prohibit leaving any storage items in the hallways & stairwell as these pose fire risks. Items found in these areas will be immediately disposed of.

Unit owners are **NOT** to throw boxes, hangers, wire racks/shelving units and other materials down the trash chute, that may stick and cause damage to the chute. You may call Maintenance to assist you in the removal of large boxes or submit a Service Request online at www.GoldCoastGalleria.com.

Utilities, Mail & Additional Information:

If you are moving out, it is your responsibility to cancel additional service accounts you have set-up. If you are moving in, it is your responsibility to obtain the services that you will need to set-up.

- **Door Phone Required for Intercom:** In order to be contacted by the front desk to be notified of guest or food delivery arrivals, you must plug in a corded phone to the phone jack located in the kitchen. This does not require a paid phone service as it is a direct one-way intercom from the front desk to each unit.
- **Electric Service**. Notify ComEd at **1-800-334-7661** of your closing/move-in date to begin electrical service and to provide them with your billing contact information.
- **TV Service. USA Wireless provides Direct TV** satellite television as part of your unit's assessment; however, each resident must contact them to set up their individual account including receipt of receiver box, remote control and installation. You may add additional services, which would be billed directly to you. Call (847) 831-4561 for account set up and service calls.
- **Internet Service. SilverIP provides internet service** as part of your unit's assessment. You should be able to plug your personal router into a connection located in the bedroom or living room. If you would like to upgrade your service to a faster speed, please contact them at **312-600-3820** to set up an account for additional services and/or for service calls.
- **US Mail**. Notify the Post Office of your new mailing address:

  111 W. Maple, Unit# _____

  Chicago, IL 60610

We recommend placing a label or taping a note inside your mailbox, which includes the names of those receiving mail at your address. If you should receive the wrong mail in your mailbox, we ask that you please give it to the front desk. They will try and reroute the mail to the correct party or return to the mail carrier.