



Move In/ Move Out Guidelines

This step-by-step guideline has been prepared to help make your move smooth and effective. We hope that it helps you and your moving company to effectively organize your move into or out of *Cielo*.

1. You must book your move with the Concierge at least seven (7) days prior to your planned move in (or move out) date. The Concierge will assign a specific date and time period for your move and arrange to give you a pre-move orientation tour.
2. At the time of the orientation, owners must identify and register any oversized items that will need to be delivered through the lobby. These must be kept to a minimum and must be delivered under the supervision of the Concierge. Should your movers deliver non-registered items through the lobby, a fine of \$200 will be imposed to cover additional damage and cleaning to the lobby area.
3. The Concierge can be reached on their cell phones (see below for numbers) or at the following e-mail address: cieloconcierge@yahoo.ca
4. A \$200 moving fee will be charged for a four hour moving time slot. An additional \$50 per hour will be charged for additional time for a larger move. An invoice for this fee will be sent to you by Colliers Property Management. This fee is used to cover the costs of cleaning, minor damage repair etc. that inevitably happen during a move. We will also ask for a damage deposit of \$500 to cover more significant damage that might occur during your move. The attached check off form will be used to do an assessment of damage immediately following your move. The damage deposit will be returned promptly once the form has been received by Colliers.
5. The Cielo building has two elevators. These procedures are designed to keep strict control on the time that the elevators are booked off for a move in order to lessen the inconvenience for other residents in the building.
 - a. **Under no circumstances will your movers be able to exceed the time slot for your move. Please ensure that they accurately estimate the time needed for your move and do not have the elevator locked off before they are ready to begin loading.**

6. On the day of your move, your movers must check in with the Concierge. The Concierge will direct them to the loading bay and service elevator area of the building.
7. Your movers will drive past the town homes on Hastings Street and proceed down the access ramp. There is a loading bay exclusively for the use of *Cielo* residents immediately on your right after entering the parking entrance. The *Cielo* loading bay is at the Eastern side of the loading bay area. The attached diagram shows the location of the loading bay on the template entitled "Street Level". Should there be any access difficulties due to Urban Fare deliveries, please contact the Concierge immediately.
 - a. For a move in: Please instruct your movers to unload and deposit two elevator loads of furniture and boxes into the "B" level elevator lobby. The Concierge will then lock off the elevator for the exclusive use of the movers.
 - b. For a move out: Please ensure that your movers are ready to load furniture and boxes before the elevators are locked off. Packing and padding of furniture must be completed before the elevator is locked off.
8. The Concierge will "lock off" the south elevator and the loading bay service elevator for your exclusive use. They will have prepared the elevators with floor and wall protection. They will also provide your movers with a "loaner" fob for their use during the move. These fobs must be returned at the end of the move.
9. Your belongings will be loaded onto the service elevator adjacent to the loading bay and will be transported through the access corridor to Level "B" elevator lobby (see diagram template entitled "B Level"). From there, your belongings will be loaded into the south elevator and delivered to your floor.
10. Should you have any oversized items, please coordinate moving these items with the Concierge. Such items may need to be moved through the lobby and the Concierge has been instructed to only permit this where the item absolutely cannot be moved through the access corridor.

Concierge Contact Information

Concierge Desk line (778) 328-9059

Justice: (604) 899-2825

Steve: (604) 885-3265

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<http://www.cielocoalharbour.com>