



MOVE-IN AND DELIVERY PROCESS GUIDELINES

Welcome to The Grande South at Santa Fe Place! It is our goal to make this transition for you as seamless and easy as possible, while at the same time maintaining your security and privacy, preserving the condition of the building and preventing conflicts among residents. In order for us to ensure this takes place, we have developed the following *Move-In Guidelines* document to help you.

All move-ins and furniture deliveries will be coordinated and scheduled in advance through the Front Desk personnel. They may be contacted by phone at (619) 236-1122 or frontdeskstaff@thegrandesd.org. Coordinating your move-ins in this manner will help us ensure that you are provided the necessary elevator availability. All requirements for move-ins apply to both professional- moving companies and the residents who contract for their services.

Please note that owners who are planning for future deliveries or for contractors' materials must also coordinate their plans so as to ensure proper scheduling of the padded elevator. Elevator pads and flooring protection must be used to prevent damage and owners will be held responsible for damage done to the common area by their contractors. Please request that your moving company bring appropriate materials to protect the hallway carpet on your floor. With a reservation, the staff will pad the elevator for your use. We suggest that if you plan on using a moving company that you select a company that has experience with condominium high rises and is familiar with The Grande South and our policies. *A list of recommended movers can be found on page 3.*

MOVE-IN REQUIREMENTS CHECKLIST

- Residents must coordinate their schedules and reserve an elevator with the Front Desk after submitting a completed move packet and change of occupancy fee to the Front Desk (619) 236-1122.
- Regular moving hours are Monday through Friday from 8:00 AM to 4:00 PM.
- A non-refundable Change of Occupancy Fee, in the amount of \$500.00 for a standard move-in or \$195 if moving into a fully furnished unit and will not require any elevator usage for furniture, large appliances, construction materials, or large items of any kind, must be paid in advance of the date of the move and paid by check made payable to THE GRANDE SOUTH HOMEOWNERS ASSOCIATION or by card at the Front Desk. Any arrangements between owners and their tenants will need to be made prior to move-in. Management cannot charge tenants this fee. Please note that this fee does not include damage done during a move-in or move-out. Though a deposit is no longer required, a "pre" and "post" move inspection of the area to be traveled during the move will be conducted by security. In the event damage occurs, all parties will be notified and called to a hearing before the Board.

PLEASE READ, SIGN & RETURN PAGE 3*

- Prior to any move or delivery, residents shall provide the Front Desk with a certificate of insurance for worker's compensation and general liability insurance with minimum limits of \$1,000,000 for the moving company, naming The Grande South HOA and Action Property Management as additional insured. Management already has insurance on file for the movers listed on page 5.
- There will be no move-in/out through the main lobby entrance. Furniture will be carried through the rear doors to the padded elevator and up to their unit.
- All residents will only use the padded elevator for move-in purposes.
- Under no circumstances may furniture or other belongings be dragged across the flooring, propped against the elevator interior, or left in the common areas. Dollies or a hand truck must be used at all times. Grande South equipment (dollies, hand truck, vacuums, etc.) are not available for resident moves.
- All personnel involved in a move or delivery will be required to sign in and out of the premises with the Front Desk. Security will conduct a walkthrough prior to and after the move.
- The Owner is responsible for all costs for repairs necessitated by the move.
- In the event that you find it necessary to move or have any items delivered that require two or more persons to transport, all Move-in and Delivery Process Guidelines are required to be met. Residents who wish to move or deliver their own furniture may do so, but will be held financially responsible for any damages to the Common Areas.
- Residents should be familiar with the reserved loading/unloading area in the street so you can give clear directions to drivers. The Grande South HOA is not responsible for providing parking for the moving vehicle.
- All floor areas are to be protected along the entire moving path with carpet runners, or similar protection, from the building entry to the unit. Protective coverings must be removed and the floor cleaned by the end of your scheduled move-in/out time. If your mover/delivery people do not have acceptable floor protection, the Association will provide the proper material, if available. If the proper material is not available, the delivery must be rescheduled.**
- It is preferred that your movers take the emptied boxes and trash with them. If necessary, the building's trash dumpster located in P1 level parking garage may be used for disposing of moving boxes. Residents must break moving boxes down and flatten before placing boxes in the dumpster.
- All trash and debris must be carried off-site on a daily basis by the resident or moving company. The building's trash dumpsters may not be used for disposing of debris, furniture, appliances, or paint. There is a possibility that residents may make arrangements for an extra trash bin to support their move at the resident's expense. Please contact the Assistant Manager for further details.

WATER DETECTION SYSTEM

The Grande South HOA is proud to offer each resident an in-home water detection service. Inside your unit you will find six to seven water detectors, depending on your floor plan, and one repeater. Resident is responsible for the cost to replace a missing sensor or repeater. The detectors are strategically located around most obvious water sources inside your unit. This special system was voted in by the homeowners in 2007. Your Association's Governing Documents were amended to include the purchase, installation, and maintenance of the system. It is important to understand the system and the procedures set in place by the Association. These procedures have been adopted to ensure that the system is operating at a peak level. Any and all questions may be addressed by Management.

BUILDING CONTACT INFORMATION		
Building Address	Management Company	General Manager
1199 Pacific Highway	Action Property Management	Monique Douglas
San Diego, CA 92101	2603 Main Street Suite 500	mdouglas@actionlife.com
(619) 236-1122 Phone	Irvine, CA 92614	Assistant Manager
(619) 236-1436 Fax	(949) 450-0202 Phone	Cheyenne Fairchild
		cfairchild@actionlife.com

PREFERRED MOVERS

The following list of movers has been prescreened by The Grande South HOA and meets or exceeds requirements of the Association. To be a preferred mover, these companies have met insurance standards set by The Grande South Homeowners Association and have previewed the building and agreed to the protection requirements of The Grande South.

Allstate Moving Systems (858) 746-1000	Priority Moving, Inc. (858) 689-2525
Aloha Movers (858)429-9111	Republic Moving & Storage (619) 591-0070
Bekins Moving Solutions, Inc. (800) 456-8092	1st Choice Movers (714) 654-5343
Discount Movers (858) 490-0155	Sullivan Moving & Storage (619) 379-7746 (Laurel Schniepp)

Using one of the preferred movers will provide the following benefits for new residents:

- It will not be necessary to arrange for insurance certification from the movers.
- You will not be subject to the potential charge for floor protection provided by the Association.
- Confusion will be less than with a company that may not be familiar with the building's requirements.

Signature/Date _____

HOW TO REQUEST INSURANCE FROM YOUR PREFERRED MOVING COMPANY

TO: *Moving/ Delivery Company Personnel @ _____*

FROM: *The Grande South at Santa Fe Place HOA*

SUBJECT: *The Grande South Moving/ Delivery Requirements*

COMPANY SUPERVISOR:

The Grande South is a controlled-access building and will only allow companies on the property that will cooperate in keeping the building secure and the property damage-free.

COMPANY STAFF:

In order to make the move go smoothly for you, your customer and The Grande South, please make note of the following requirements. If you have any questions, please contact the onsite concierge at (619) 236-1122 prior to the move.

The moving company must supply the Association with a current certificate of insurance for Workers' Compensation and General Liability Insurance for a minimum of \$1,000,000 before the move may start. The certificate(s) must name The Grande South HOA and Action Property Management as additional insured.

The Grande South at Santa Fe Place Homeowners Association

1199 Pacific Hwy

San Diego, CA 92101

Action Property Management, Inc.

2603 Main Street, Suite 500

Irvine, CA 92614

Contact your customer or the Front Desk for driving directions to the loading/unloading area. When you arrive at the building, you should contact the Front Desk to let them know of your arrival.

All personnel involved in a move or delivery will be required to sign in and out of the premises with the Front Desk.

HOW TO GET THE RIGHT INSURANCE FOR YOUR RESIDENTIAL MOVE

Whether you hire a mover or move it yourself, it is impossible to guarantee that all of your property will arrive at its final destination in the same condition it started out. Damage to your property can occur in transit (on the moving truck), in storage, and when it is being carried in or out of the moving truck. Things can be accidentally dropped, dented, or broken by moving personnel. Most insurance coverage that can be obtained through a mover limits the mover's liability and will not completely cover the value of your property if lost or damaged. *It is extremely important to make sure that your possessions are adequately insured before you move.* When selecting a moving company, thoroughly review the moving company's terms for insurance coverage.

- Determine the extent of liability coverage for property loss or damage your mover will provide.
- Closely examine the contract and find a section for you to establish the estimated value of your possessions.
- Determine the maximum liability dollar value of the insurance provided by the mover and the process involved in case you need to place a claim. However, this does not guarantee that in case of a claim, you are entitled to the maximum liability damage coverage. Factors such as government regulations, taxes, and laws limit the actual the amount you may be entitled to in case of a claim.
- Realize that the insurance provided by most moving companies only covers a portion of the total value of your possessions and you will have to get additional insurance to be fully covered.

INSURANCE AVAILABLE THROUGH YOUR MOVER

Insurance available through your mover is based on valuation. Basically, valuation is the method of determining liability - by you and your mover. There are three types of valuation:

- Declared value: The value of the things you move is based on the total weight of the shipment multiplied by a specific amount per pound (example; \$1.25 per pound). For instance, if your possessions weigh 10,000 pounds the mover would be liable for up to \$12,500. Claim settlement is then based on the depreciated value of the item(s) damaged.
- Lump sum value: If you need insurance that is based more on value than on weight you can get insurance for a specific amount (the amount is variable dependent on the insurance provider) per \$1,000 of value. You must know the value of what you are shipping and make a declaration in writing on the bill of lading.
- Full value protection: This type of coverage includes lost, damaged, and destroyed property. The coverage will pay for the repair or replacement of the item(s). Usually there is a minimum coverage amount and applicable deductibles.

CALCULATE THE AMOUNT OF INSURANCE YOU REQUIRE

Calculating the amount of insurance you require begins with taking into consideration the total weight of what you are moving, the number of rooms you are moving, and the contents of your move. Create an inventory of all the items you are moving:

- What you are moving (sofa, dining room set, refrigerator, etc.).
- The weight of each item you are moving (estimate the weight).
- The replacement value of each article you are moving. Make sure to have totals that summarize your inventory.
- Total number of items you are moving.
- Total weight of the items.
- Establish the total replacement value of all your property.

(Take pictures of what you are moving. This is important in establishing the condition of your possessions and it helps in confirming the inventory list.)

HOMEOWNERS INSURANCE AS A SUPPLEMENT

Most homeowner insurance policies cover about 10 percent of the value of your personal property; including coverage for breakage and theft in transit, minus the usual deductible. This can be a good supplement to the insurance provided by the mover.

TRANSIT INSURANCE AS A SUPPLEMENT

Transit insurance is another good supplement to the insurance provided by your mover. Read the policy and make sure it covers the gaps in insurance left by other policies. This coverage can save you thousands of dollars and is usually available through the mover, a move-it-yourself company, or through your homeowner's insurance company.

SOME ADDITIONAL HELPFUL TIPS

- If you are moving fine art, valuable musical instruments or antiques, you should consider special measures to ensure their safety and protect against their loss or damage. If these items are not covered while in transit by your home policy, you would be advised to purchase additional coverage. Speak to your mover or homeowner insurance representative.
- In the event that something should happen to your belongings and you have to file a moving claim, you must do so within (9) months of the event. You should also note the problem on the moving van driver's copy of the bill of lading before signing it. Your mover will then have 30 days to acknowledge receipt of your claim. Within 120 days of receiving your claim, the mover must either deny the claim or make an offer to pay.