MOVING PROTOCOLS

Moving into a high-rise building requires the coordination of many people. In addition, West Ocean has some logistical considerations that will affect the move to your new home. Most importantly, please be advised all moves will occur via the garage entrances at Chestnut Place and/or W. Seaside Way. Entry through the lobby areas for moves or deliveries is prohibited. Our goal is to minimize inconvenience to not only the individual moving, but other residents and guests of the building as well. Please read all instructions carefully and feel free to contact the Management Office for questions at the contact information included below prior to your move.

Prior to Move:

1. Each owner must schedule the use of the elevator for their move at least (7) seven days in advance of the desired date of the move (moves are on a first-come, first-serve basis).

Confirmation will be provided once the following items have been received by the Management Office:

A. Refundable Damage Deposit of $500 made out to "West Ocean Association".
The damage deposit is applicable to all damage, repair, cleaning, losses or other liabilities and charges incurred as a result of the move. Additionally, the owner accepts total responsibility for the cost of any damage, repair, cleaning, losses or other liabilities that may exceed the amount of the deposit. In order to receive the damage deposit back, new residents must go through a 15-30 minute New Resident Orientation with management.

B. Non-Refundable Move In or Move Out Fee of $250 made out to "West Ocean Association" **to reserve an agreed-upon 5-hour time frame. There will be an additional charge of $25 for each hour that the move occurs outside of the reserved 5-hour time frame (there will be a 10 minute grace period before the $25 hourly rate is assessed)**. ($100 for moves lasting less than 1 hour; no fee if unit is fully furnished and new residents are only bringing in suit cases) (*bold language added on September 23, 2015*).

C. Owners renting or leasing out their unit must also provide the following to the Management Office ***prior to*** scheduling the move-in for their new tenant:

1. Signed Lease
2. Signed West Ocean Lease Addendum

2. All moves will be conducted between the hours of 8 a.m. and 6 p.m. Monday through Friday with cleanup of all moving material and departure of all move personnel no later than 6:00 p.m.

3. It is imperative that all moves be conducted on a schedule. In an effort to keep this schedule, the Association has interviewed and adopted preapproved vendors who are familiar with the building and initial requirements for moving. Information about the pre-approved move-in companies is included in this packet for your use and reference.

Preapproved Movers*

(*Please note that neither the Association nor Management recommends any one particular moving company, and these two are only listed as a courtesy as companies that have been 'preapproved' in terms of having the proper and sufficient insurance. Neither the Association nor Management are responsible or liable for any issues that may arise from using either one of these companies. These are not recommended any more or less than any other Moving Company by the Association or Management. They are familiar with the building and have the proper Insurance. That is the extent of our reference to them here in this document).

Costa Mesa Moving Company	www.costamesamoving.com	(714) 241-1673
Suddath United Van Lines	westoceantowers@suddath.com	(800) 846-6683

4. Homeowners who choose to utilize a moving company other than the pre-approved vendor must have their moving company contact the Management Office and arrange to visit West Ocean to become familiar with the rules and procedures for moves, as well as the time restrictions for each move. The moving company must be aware that any delays in the moving process will result in a monetary penalty of $100.00 per hour to the homeowner. This penalty has been established to help defray/offset the cost of any other scheduled moves and/or ongoing operations that are delayed by the movers' inability to complete the move within the scheduled window.

It is important for your moving company to fully understand the logistic considerations for moving into West Ocean and that they adequately staff your move with individuals familiar with moving into high-rise buildings. They should further understand that delays can often arise when dealing with the special protection requirements, specific loading/unloading conditions, and the use of high-rise elevators.

In addition, at this time, your moving company will be advised as to where to unload and where ingress and egress will be achieved.

5. Five (5) days prior to the day of the move, your moving company must provide the Management Office with a Certificate of Insurance in accordance with the insurance requirements provided below *(see "Insurance Requirements").* No mover will be allowed access to the building unless this certificate has been delivered to the Management Office:

West Ocean Association
Management Office
400 West Ocean Blvd
Long Beach, CA 90802
Office: (562) 436–1562
WestOceanMoves@actionlife.com

6. It is the homeowner's responsibility to ensure that the moving company coordinates all aspects of the move with the Management Office and that the moving company receives and acknowledges a copy of the moving procedures and understands its responsibilities and liabilities prior to the day of the move.

7. In order to protect the woodwork, wall coverings, and other finishes, each homeowner must instruct the moving company to wrap ALL furniture with moving blankets or other material to protect hallway walls, elevators, entry areas, front doors, etc. All dollies, handcarts, etc. must have padded bumpers on exposed edges. All plants must be bagged to prevent soil spillage. It is recommended that the movers be advised to wrap all furniture prior to arrival at West Ocean. This should improve their efforts to work within the specified time set for the move.

8. Each homeowner must advise their respective movers that a complete "walk-through" will be conducted by in-house personnel to identify all existing damages prior to each move, as well as a final walk-through (after the move) to identify new damages.

9. Pursuant to the Association's Governing Documents, homeowners are responsible for the behavior of, and liable for any damages resulting from, guests, invitees, vendors (movers), contractors, etc. Although a homeowner may "self-move", the Association must disclose the potential risk and liability in the event of damage to common areas and/or injury to your movers, other homeowners, and/or yourself. The Board of Directors urges you to engage the services of a professional and insured moving company. Residents performing a "self-move" or "self-delivery" will be required to sign a "Self-Move Form" indemnifying the Association and Management and agreeing to pay for all costs related to damage noted in the post-inspection report in connection with the move or delivery.

Interior Improvements

If you are having furniture delivered, we ask that it be delivered to a preferred moving company and moved into your home with your other belongings on your scheduled moving day. If you are having closets installed, we encourage you to coordinate those product deliveries to be scheduled in advance to your preferred mover so that it is delivered first off the truck, on your moving day. You can schedule the installers the same day so they can install your closet systems while the remaining contents of your home are transferred from the staging area into your home. We will make every effort to accommodate your move within these guidelines.

If you are planning to conduct a remodeling project before you move into your home, you must contact the Management Office and obtain a copy of the Association's Design Guidelines. We encourage you to draft your plans for submission to the Design Review Committee, immediately following your escrow closing. In accordance with the CC&Rs we want to accommodate your remodeling projects as quickly as possible.

Building Services

The utilities/services listed below need to be established in each Homeowner's name. Homeowners will need to contact the listed providers to set up their accounts. Please be aware that power and gas have been set up by the previous owner, however, to avoid interruption in services homeowners must arrange ahead of time for these services to transfer over to their name *on the day of their closing*. Services will be disconnected three (3) days after closing.

Electric:

- Southern California Edison (800) 655-4555

Telephone/Television/Internet:

- Charter-Spectrum* (our charter representative is Luis Gomezluna who may be reached at (562) 533-5920 or at luis.gomezluna@charter.com).

(*Please note that while other service providers may be available to service your home, the Association only advertises the services of Charter-Spectrum per an Exclusive Marketing Agreement).

Refuse and general recycling services provided by the Association and included in your HOA assessments.

The following numbers are for your general information only:

Post Office: Long Beach Branches (562) 628-1303
1 World Trade Center, Long Beach, CA 90831-0002
Monday – Friday 9:00 A.M. – 5:00 P.M.

300 Long Beach Blvd. 4th Floor, Long Beach, CA 90802-9991
Monday – Friday 8:30 A.M. – 5:00 P.M. Saturday 9:00 A.M. – 2:00 P.M.

Emergency: Police/Fire/Ambulance: 911 (from a land line phone)
From a cell phone call direct: Long Beach Police (562) 435-6711
Long Beach Fire Department (562) 436-8211

DMV: 3700 East Willow Street, Long Beach, CA 90815 (800) 777-0133

Voter Information: https://ovr.ss.ca.gov/votereg/OnlineVoterReg

General Rules for Move-In

Hours

Moves will be permitted five (5) days per week and will not be permitted on weekends or holidays.

Monday through Friday
8:00 a.m. – 6:00 p.m.

Clean up of all moving material and departure of all move personnel no later than 6:00 p.m.

Accessibility

All moves must be made through either the Chestnut Ave. or Seaside Way garage entrances. One (1) elevator will be dedicated and restricted in Tower I to facilitate a move. One (1) elevator will be dedicated and restricted in Tower II to facilitate a move. Items must be taken to the appropriate floor in the building, and moved directly through the corridor to the homeowner's condominium unit. Under no circumstances will any items be stored in any hallways during the move.

Dimension Limitations

Many of the following dimensions are actual sizes and would not accommodate items that meet or exceed these dimensions. It is critical for your movers to verify the actual "clear-width" dimensions and assess geometry during their preliminary "walk-through". Please be advised there are areas where great care and caution need to be taken in avoiding any disruption of the fire sprinkler heads in the ceilings above.

Garage Entry @ Chestnut Ave.	Clearance	7 feet
Garage Entry @ Seaside Way	Clearance	7 feet
Elevators	Door Width	3 feet 5 inches
	Door Height	7 feet
	Interior Dimension Height	8 feet 6 inches
	Interior Dimension Width	80 inches
	Interior Dimension Depth	4 feet
	Weight Capacity	2500 lbs.
Vestibule Door	Width	3 feet
Vestibule Door	Height	6 feet 8 inches
Condominium Unit Entry Door	Width	3 feet (Penthouses 4 feet)
	Height	6 feet 8 inches
Corridor	Width	4 feet 9 inches (Shortest Width)
		5 feet (Widest Width)
	Height	7 feet

Homeowners must advise those delivering items to West Ocean of delivery procedures and the dimensions listed above.

Large Objects

Special requirements for moving unusually large or heavy items should be coordinated with the Management Office.

Corridors

The moving company is required to protect the surfaces of corridors by placing plywood/masonite board over the floor. Movers should pay special attention to protecting corners, doors, and wood surfaces at all entrances. It is suggested that the moving company protect the hard surface flooring and the threshold in the vestibule of the unit in a similar manner.

Disposal of Moving Materials

The moving company must remove all moving materials (cartons, packing papers, boxes, etc.) from all common areas and surfaces at the conclusion of the move. Under no circumstances should any moving materials be placed or forced into the trash chute or left in the trash room or corridors. This is a serious violation of fire/safety regulations and the rules of the building.

Movers must keep the corridors clear at all times by moving items directly from the elevator to the homeowner's condominium unit.

What the Homeowner Can Expect

Homeowners can expect the following from building management, staff, and the Move Coordinator during and at the conclusion of their move:

1. If necessary, the Management Office will schedule a move coordinator for the day and time of your move.
2. The Management Office will schedule time for elevator use.
3. The Move-Coordinator will coordinate moving van parking upon arrival.
4. After the initial move & removal of all packing material by your mover, custodial personnel will be available to assist homeowners with the *incidental* removal of boxes and packaging materials. However, we request that residents break down all boxes in advance and place all packaging materials into sealed plastic trash bags prior to calling custodial personnel.
5. The Board requests your cooperation to reduce the number of supplemental "moves" by scheduling the delivery of all additional items (e.g. new furniture, etc) on the same day and time. Further, the Management Office must be notified in advance (at least one week) and approve each supplemental delivery. Preferred moving companies have storage and moving facilities to accommodate interior decorator purchase and furnishing schedules.

INSURANCE REQUIREMENTS

WEST OCEAN ASSOCIATION and ACTION PROPERTY MANAGEMENT, hereinafter collectively referred to as the "Association" both require that a certificate of insurance and endorsement be submitted, at least 48 hours prior to each move, to the General Manager of the Association, at 400 West Ocean Blvd., Long Beach, CA. 90802.

The endorsement must include all of the following:

- Provide a minimum limit of Commercial General Liability Insurance, including Non-owned and Hired Auto Liability, with at least a $1,000,000.00 limit. This coverage should be endorsed to be PRIMARY and NOT CONTRIBUTORY with the Associations' own policies.
- Provide evidence of Workers Compensation coverage in accordance with statutory limits.
- Provide evidence of Employee Dishonesty Bond coverage, and confirm its endorsement to protect the Associations' property, or unit homeowners' property. This needs a special legal obligation clause to cover property of others stolen by the movers' employees.
- All policies shall be endorsed naming WEST OCEAN ASSOCIATION and ACTION PROPERTY MANAGEMENT, as additional insured.
- All policies shall contain a waiver of subrogation in favor of WEST OCEAN ASSOCIATION and ACTION PROPERTY MANAGEMENT.

PETS

Please note that no more than two (2) pets total, in any combinations, whether dogs or cats, may be kept in each Unit (rule adopted December 15, 2015).