

POLICY ON LARGE PACKAGES

Effective December 2021

Over a long period of time, we have experienced an increase of *large packages* arriving and sitting on our valet carts for *more than a day* after the Concierge texts/emails/calls residents to pick up their *large package(s)*.

This problem has an impact on blocking the “pathway” to/from the Lobby. Wheelchairs, walkers, and shopping carts cannot pass through easily inviting possible injury.

Also, *large packages* sit on valet carts for days making them not available for resident usage.

The increase of tardy *large package* pickups, by some residents, requires action to ensure that the “pathway” to/from the Lobby is always clear.

Effective immediately, we will initiate the following:

1. Concierge will notify the resident of the arrival of the *large package* and will document the time resident was informed.
2. Package must be picked up **no later than 24 hours from the time of the text/email/phone notification**
3. Upon delivery at Bella, the *large package* will be in the storage package room – to clear the “pathway”.
4. IF NOT picked up from the storage package room, by the time [see #2.], the *large package(s)* will be delivered to your unit door and a delivery fee of **\$25.00 will be charged to the Owner ledger.**

Note: you must follow the sign-in/out valet cart existing procedures.

The goal of this policy is to keep the “pathway”, to/from the Lobby, free from obstacles – not to collect \$\$.

Note: residents that are NOT on-site [second home] will be handled on a case-by-case basis.

We thank all residents that have/and continue to act quickly to pick up their *large package* when informed of arrival.

Bella Condo Board of Directors