

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 room on 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 money.

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