

The logo for River Place features the text "River Place" in a serif font, centered within a white oval. Below the text is a decorative wavy line. The entire logo is set against a dark red rectangular background.

## River Place

River Place North Housing Corp -1121 Arlington Blvd, Suite L-1, Arlington, VA,22209

### **Freight Elevator & Loading Dock Reservation Guidelines**

All move-ins and move-outs must take place through the loading dock and the freight elevator (Elevator #3). Please read the information below to learn more about the reservation process.

#### **Who should reserve the elevator and loading dock?**

An elevator reservation is required in the following situations:

- A shareholder or resident moving in or out of the building.
- A shareholder or resident who needs to transport large or bulky items.
- Contractors delivering or removing large items, or making multiple trips with materials that could cause damage if transported in elevators not designated for freight use.

#### **What are the approved moving and elevator reservation hours?**

- Monday–Friday: 9:00 a.m. – 6:00 p.m.
- Saturday–Sunday: 10:00 a.m. – 6:00 p.m.
- Maximum reservation time: 3 hours

#### **What is considered a large item?**

Large items refer to any objects that are bulky, heavy, or oversized, and that cannot be easily carried by one person or may cause damage to the elevator if not handled carefully. These include, but are not limited to, furniture, mattresses, large household appliances (such as refrigerators, stoves, dishwashers, or washing machines), oversized boxes, or any item exceeding 3 feet (91 cm) in width or depth or weighing more than 75 pounds (34 kg).

Please be mindful of loading multiple heavy or large items into the elevator in a single trip, as this may cause the elevator to malfunction.

#### **What are the freight elevator dimensions?**

Please note the elevator dimensions and measure large furniture before starting your move:

- Height: 8 ft 7 in
- Width: 72 in
- Depth: 44 in
- Door Height: 6 ft 8 in
- Door Width: 36 in

### **How do I start the reservation process?**

The freight elevator and loading dock can be reserved online using our reservation form or in person at the Concierge Desk. If you submit your reservation [online](#), a concierge staff member will contact you to confirm the details. Once reserved, the freight elevator and loading dock will be exclusively dedicated to the resident who made the reservation.

### **I'm a shareholder doing renovation work. Does the reservation process differ for contractors?**

Shareholders and contractors have a different reservation process. Please contact the Management office directly at [office@riverplacenorth.org](mailto:office@riverplacenorth.org) at least one business day in advance about upcoming renovations and to reserve the freight elevator. Your elevator use must not conflict with any existing reservation. Unregistered contractor use is not permitted and may result in suspension of elevator access privileges.

### **Are there any fees that I need to pay?**

A non-refundable fee and a refundable deposit are required to reserve the freight elevator:

1. A \$50 non-refundable fee (check payable to River Place North Housing Corporation). You may give the check directly to the on-duty Concierge or pay the fee [online](#) after the Concierge Desk confirms your reservation has no scheduling conflicts.
2. A \$200 refundable deposit (check payable to River Place North Housing Corporation).

**Note:** Residents who reserve the freight elevator for a one-time transport of a large appliance don't have to pay a fee but must still provide a \$200 refundable deposit check.

### **Today is moving day. What should I do?**

- ***Before your move:***
  1. Please check in at the concierge desk upon arrival.
  2. The concierge on duty will verify your reservation, collect the \$200 deposit check, and collect the \$50 move-in fee. If you paid online, please show the concierge the payment confirmation email.
  3. The concierge will secure the freight elevator for your exclusive use during the 3-hour reserved window.
- ***During your move:***

Contact the concierge on duty if you encounter any issues, such as difficulty fitting large items into the elevator or if another vehicle is occupying the loading dock. The loading dock is automatically reserved for your use during the scheduled

reservation window, so other vehicles are not authorized to park there and will be asked to move.

**What should I do when I finish the move?**

When you complete your move, check in with the concierge on duty for a final walk-through inspection and collect your deposit check. If there is damage to the walls, light fixtures, doors, elevator buttons, floors, etc., during your move, the Management Office will hold your deposit and contact you within five (5) business days.

Exclusive use of the loading dock ends when your reservation ends, so vehicles parked there must be relocated to an assigned parking spot or to public parking. If that is not done immediately after your move, your vehicle may be booted or towed.

**Is there anything else I should know?**

Please review the following IMPORTANT notices:

- The loading dock and/or use of any elevator for moving large items—including the freight elevator—is prohibited without prior authorization from the concierge on duty.
  - Only the freight elevator may be used to move large items, unless the concierge on duty authorizes another elevator for special circumstances. Unauthorized use or improper loading in any elevator will result in automatic forfeiture of the deposit and may incur additional fines for unreserved use or damages.
  - If another elevator is temporarily out of service, the freight elevator may be unavailable during high-traffic times.
  - Holding elevator doors open to load or unload furniture or large items is strictly prohibited.
  - Any elevator damage exceeding the deposit amount will be charged to the shareholder.
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