



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.

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. The fee must be paid during the reservation process by following these [online payment instructions](#).
2. A \$200 refundable deposit (check payable to River Place North Housing Corporation). The check should be submitted to the Concierge Desk before your move. Reservation may become automatically invalid if the deposit is not received.

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

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. – 7:00 p.m.
- Maximum reservation time: 3 hours

Note: *Any move-in or move-out involving large or bulky items must be scheduled in advance with a freight elevator reservation and completed during approved hours (9:00 a.m. –6:00 p.m. on weekdays and 10:00 a.m.–7:00 p.m. on weekends). Failure to reserve the freight elevator or moving outside the approved hours may result in a \$200 fine.*

The shareholder will remain responsible for fines incurred by residents, tenants, guests, or contractors associated with their unit if the violator does not pay the fines. In this case, the

charge will automatically be added to the homeowner's assessment account.

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

How do I start the reservation process?

To reserve the freight elevator, please submit your reservation request through [this form](#), which allows you to select your preferred date and timeslot. Please note that reservations must be made at least two days before the moving time, and proof of payment must be submitted together with the form.

Our Concierge Desk will review the reservation details and payment within one business day of receiving your reservation request. If your payment has not gone through, the amount is incorrect, or the timeslot is no longer available due to a technical issue, a concierge team member will contact you to help resolve the issue.

After the review process is completed, you will receive an email confirming whether your reservation has been approved. Once approved, the freight elevator and loading dock will be reserved exclusively for the resident during the scheduled reservation period.

Note: Although we don't pay back the \$50 non-refundable fee, you may reschedule your reservation one time, provided that the rescheduling request is submitted before the original reservation begins, at least two days before the updated moving date, and the new reservation date is within one month of the original reservation date.

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

Contractors have a different reservation process. Please contact the Management office directly at 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 and fines.

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, and collect the \$200 deposit check.
 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.
- Residents must arrive and complete their move within their reserved timeslot.
 - If you show up late, your reservation will still end at the originally scheduled time. Continued use beyond the reserved period is not permitted unless an immediately following timeslot is available and approved by management. In this case, you will be required to pay for the additional reservation timeslot.
 - If you show up after regular moving hours (after 6:00 PM on weekdays and 7:00 PM on weekends), we will not accommodate your move. Moving outside the approved hours may result in a \$200 fine. Damage to the elevators or other assets of the

- building would incur additional fines.
- The one-time courtesy reschedule option will no longer be available in the following situations:
 - If the resident fails to reschedule the reservation before the reserved timeslot begins
 - The rescheduling reservation falls outside the one-month deadline.

FREIGHT ELEVATOR RESERVATION TIMELINE

#	Activity	Time
1	Resident submits Reservation Form online	At least 2 days before the moving date
2	Resident pays the \$50 non-refundable reservation fee	While submitting reservation form
3	Concierge Desk reviews submitted reservation form	Within 1 day (24 hours) after receiving the reservation form
4	Resident submits the \$200 refundable deposit (check or money order)	Before the reserved moving time starts; otherwise, the reservation may be denied
5	Resident reschedules reservation time	Before the original reservation begins, at least two days before the new moving date and within one month of the original reservation date