

MOVING

into an Apartment

In every little way ...

WE CARE

Congratulations

you've purchased the right to live in a new home at 139 on Union. Here is some information to help you plan your move.

Preparing to move

- ▶ You can move in anytime from settlement date. Please let us know as soon as possible which date you will be moving into the apartment so that we can ensure everything is ready for you.
- ▶ If you are purchasing new furniture for the apartment delivery can be arranged up to one week before settlement. Please let reception know the date and approx time of delivery and please direct the delivery truck to park on Union Road, in front of the apartments. If you are not able to be there at the time of delivery, please ask the delivery firm to phone reception on arrival. Reception telephone 538 0800.
- ▶ Please note that if you do move in furniture and belongings prior to settlement and then for some reason you withdraw from the purchase, you are responsible for the prompt removal of any belongings from the apartment and for the cost of HBH making good any damage done to the apartment during this process.

Important dates

Settlement day

Moving day

First night in residence

Collecting Keys

- ▶ You may collect the keys on settlement day or moving day.
- ▶ Please note that if for any reason you withdraw from the purchase you must return the key to us immediately.

Where to park the moving truck

- ▶ Please instruct the moving truck to park on Union Road in front of the apartments and bring furniture in the front door. The lift will be padded on the day of moving to ensure safety of your furniture and also to protect the lift.

Arrange your phone, Internet and power account

- ▶ **Power:** You can use any power company. When you are arranging the account you will need the ICP number. Please phone the Facilities Manager on 538 0800 to obtain the details for your apartment.
- ▶ **Phone/Internet:** You can have any phone provider you wish to use. If you live locally it may be possible for you to keep your existing phone number. Please check with your provider. When you arrange your phone/internet account give them the following information:

Apartment number
139 Union Road
Howick, Auckland 2014

If they try to tell you that there is already a phone at that apartment get them to check that they have not confused the apartment with a room of the same number in the Rest Home or Hospital.

If you have any difficulties getting the phone connected please contact our Facilities Manager on 538 0800.

Sky: Please arrange with your own provider, giving the same information as for the phone/internet.

Hanging pictures or fixing any item to the walls

- ▶ We prefer our maintenance team to hang pictures or fix items to the wall. Please phone reception on 538 0800 to book in this work. There is no charge for this service, however if we need to purchase hooks or other fittings we will charge these at cost.

Heat pump

- ▶ You are welcome to have a heat pump installed in your apartment at your cost. Please contact the Facilities Manager on 538 0800 prior to doing so however as there is a form to sign, and they will advise on installation requirements.

Make the bed up first

- ▶ On moving day we suggest that the first thing you should do is make up your bed. Moving is tiring and this way you can have a rest and also know your bed will be ready in the evening.

Next of Kin form

- ▶ On arrival you will be given a Next of Kin form. This details who we should contact in case of emergency and who your GP is. Please fill this out as soon as possible and hand in to reception.

First dinner is complimentary

- ▶ As a welcome we offer you a complimentary evening meal. This can be a sit down meal in the dining room, or delivered to your apartment. Book through reception by phoning 538 0800 and let the receptionist know this is your complimentary meal when booking.

Pack an easily accessible box of necessities

It is a good idea when packing to fill a box or bag with essential items. Bring this with you separately from your main move. This means you will be able to easily find things you need for your first night.

This box might include:

- Kettle
- Toaster
- Enough cups, mugs, bowls, plates, cutlery to get through the first day or so
- Medicines that you need
- Toilet paper
- Toiletries
- A change of clothes
- Nightwear
- A towel or two
- A tea towel
- Dishcloth
- Dishwash liquid
- Your address book if you use one

 09 538 0800

 enquiries@hbh.org.nz

 hbh.org.nz

 139 Union Road, Howick, Auckland 2014



HBH SENIOR
LIVING
In every little way, we care

A member of the Retirement Village Association of NZ