

# MOVE IN PROCEDURES

Thank you for choosing FRANK 57 WEST to call home! Now it's time to move in ... so please read on for a step-by-step guide to your move-in.

## PRIOR TO YOUR MOVE-IN:

- Review email sent by Resident Services. Take the time to ensure that all of your contact information is correct and on-file. If an email has not been received within 48 hours of your lease signing, contact Resident Services at [57WestResidentServices@durst.org](mailto:57WestResidentServices@durst.org).
- Electric is sub-metered for your convenience. You do not need to notify Con-Edison.
- Schedule move-in date and time to reserve the elevator. This is the date of your key possession. A Move-In Inspection will be conducted at this time, so please allow 15-20 minutes for this purpose.
- **NOTE—No deliveries (including beds, or large boxes) can be received or placed into your apartment prior to taking possession. Please refrain from scheduling deliveries to occur before this time.**
- If using a moving company, a Certificate of Insurance must be submitted to our offices PRIOR to your move (this applies to all deliveries both on and after your date of move). If you are NOT using a moving/delivery company a Certificate of Insurance is not required. The Certificate of Insurance should be completed and returned to Resident Services, or via [57WestResidentServices@durst.org](mailto:57WestResidentServices@durst.org). The resident is to be named as the INSURED on the document and add entities on attached Certificate of Insurance document (all must be listed) to appear as additionally insured. Please see page 22 for an example of the form.

## MOVE-IN DAY:

- Visit the front desk located at The HELENA lobby, 601 West 57<sup>th</sup> Street (11<sup>th</sup>–12<sup>th</sup> Ave.) to pick-up 1 keycard per registered occupant.
- Instruct your movers to load-in via the service entrance on 58<sup>th</sup> Street, east of the lobby entrance (closest to 11<sup>th</sup> Avenue).
- Your move-in inspection will be conducted with a member of our staff. At this time, take inventory of the apartment and record anything that you would like to be placed on the inspection report. Once your keycard(s) are received, the apartment is officially under your possession.

## 48 HOURS FOLLOWING YOUR MOVE-IN:

**You will receive an email from the Move-In Coordinator with your BuildingLink login credentials and instructions on how to setup your account on the resident portal. This is the primary method of communication and building notifications.**

[Frank57westresidents.com](http://Frank57westresidents.com)

Post the front desk number somewhere visible in your home (212) 397-6052 for easy reference.