

FREIGHT POLICY

In order to ensure the safety of our maintenance staff, we have implemented the following freight policy to limit the responsibilities of the maintenance team for delivering items over 50lbs. If a resident's delivery is outside the scope of this policy, please arrange the delivery to your unit with the provider or MCCA can recommend a delivery company for service. MCCA recommends that a resident arranges delivery to their unit from the original delivery party to avoid any extra charges or fees.

- Please advise MCCA management office of all freight deliveries.
- MCCA Maintenance staff cannot deliver any items over 100lbs.
- Residents must schedule the delivery with maintenance and will be billed at the in-suite maintenance hourly rate.
- MCCA Maintenance will not deliver any appliances.
- All deliveries must fit the dimensions of the freight or passenger elevator of the building that it is being delivered to. This does not apply for units on the 1st floor or buildings without elevators.
- MCCA is not responsible for any damages to the item that is being delivered.

Policy approved by the MCCA Board of Directors on July 23, 2024