



MAIL AND RECEIVING PROCEDURES

- The receiving department accepts all outgoing mail/packages as long as it has a label or the courier is scheduled to bring an outgoing mail label for the package. Residents who are sending packages out do not need to schedule the pick up. It will always go out once the courier arrives - except when dealing with FedEx Express.
- Receiving will sign for all mail, except certified mail, unless we have the Resident's permission. This is due to the liability of accepting legal documents.
- Packages not opened can be returned to sender or refused at the request of the Resident. If the package is opened, you will have to call the sender or courier and make arrangements for the package to be sent out with an outgoing label.
- When scheduling a package to be picked up by a courier, please have the package ready. The courier will only attempt 3 times to pick up the package. After the 3rd attempt, the pickup will be canceled.
- When returning an Amazon package: you have to log into your account and Amazon will give you the option of printing the label or scheduling the courier to bring the label. This label will come 1 to 2 days after you have scheduled the return and you will have 3 attempts before they cancel the pickup of the package.
- If you have a guest that is not in our Resident database receiving mail at your address, please make sure they include: the unit number and C/O the "name of the tenant residing in the unit" in order for us to deliver the package to correctly.
- If you are moving, please set up a change of address 1 week before your move via online, at the post office, or through a change of address form available in the mailroom area. When the entire family is moving, select the "FAMILY" option on the change of address form.
- If mail is not picked up in 1 week or after the mailbox is full, it will be returned to sender.
- If you are leaving out of town for more than a week please fill out a hold mail form, available in the mailroom area. This will inform USPS the amount of time you will be gone in order to avoid any mail being returned to sender.
- If you are a seasonal resident or leaving town for a month or more, you can have your mail forwarded to the address where you will be residing by filling out a forward mail form one week before your departure. (All forms must be put in outgoing mail not in your mailbox.)