

CHARLES HOUSE PACKAGE POLICY

Packages and certified letters may be accepted from USPS, UPS, Federal Express, etc. and placed in the office. The Manager or Guard will notify you of delivery. The Owner/Tenant is to sign for the package from the guard. – handbook pg. 10

- All packages will be kept in the office upon delivery unless given specific instructions from residents.
- Each package must be recorded on the sign in sheet by the guard or manager, including a brief description of each parcel.
- Each package must be signed for upon retrieval from the office by the resident who ordered the package, acknowledging receipt of delivery.
- Residents will receive a phone call or email from the guard on duty or the manager in regards to the delivery of said packages.
- If you are out of town or cannot receive your package(s), you may ask the manager to bring the package up to your unit.
- After hours, you may ask the guard to retrieve your package from the office but no one other than the guard may enter the office to retrieve it.