

## **F.A.Q. ON PACKAGES**

*The Triangle offers each resident a complimentary package service. All packages received will be signed on behalf of the resident. Residents have the option to pick up their packages in the office or have them delivered to their apartment.*

### **Q. How are packages I have ordered delivered?**

The carrier will bring your package to the Management Office where we will sign for it on your behalf. We will keep it in the Management Office for up to fourteen days. Or, if you sign up for package delivery it will be sent to your apartment later that day.

### **Q. How will I know I have a package to pick up?**

Package notifications are emailed to all residents with a package to pick up. However, any resident can look online at the Resident Portal and see if they have any packages.

### **Q. When can I pick them up?**

Packages are available for pick up only between 1:00pm-5:00pm Monday thru Friday in the Management Office. You will need to sign before taking them.

### **Q. I know my package has been received, why won't the management team give me my package?**

Packages must be logged in the system before being released to a resident. This way all records are correct, leaving no room for confusion or liability issues.

### **Q. Can I pick up packages on the weekend?**

No, the Management Office is closed on the weekend.

### **Q. What if I have a package I need to send out?**

Contact the carrier you would like to send it through and get a pick up number. You can leave it in the Management Office for them to pick it up. Make sure you drop off the package at the office prior to setting up the pick-up.

### **Q. I have confirmation my package was received but the management office doesn't have it.**

Sometimes carriers register a package as delivered in their system when it is really in route. Request a signature confirmation from the carrier as well as date and time. Bring that information to the Management Office.

### **Q. How do I sign up for package delivery?**

All you need to do is complete the Parcel Acceptance Form found on The Triangle website. When your registration is complete you will be notified by the management team.

### **Q. Is package delivery free?**

Yes, package delivery service from our office to your apartment is free.

**Q. When will my packages be delivered to my apartment?**

Packages will be delivered to your apartment between 3:00pm-5:00pm on the same day they arrive. There are some exceptions, for example if the management team is short staffed or your package arrives at the office after the delivery time.

**Q. What about large packages, can they be delivered?**

We do not deliver any packages over 40 lbs. Furniture and other large items are the resident's responsibility.

## Frequently Asked Questions on Postal Service

**Q. How do I receive mail?**

The mail is put in your mailbox located in the mailroom on the first floor of your building. You were issued a key for your mailbox at move in.

**Q. When does the mail get delivered?**

The mail gets delivered between 9:00am-4:00pm Monday – Saturday.

**Q. How do I send mail?**

In each mailroom there is a slot that says U.S.MAIL for anything outgoing. If you have something that won't fit in the slot you can give it to the Management Office to be handed to the mailperson.

**Q. If I go on vacation who will hold my mail?**

You can notify the Post Office that you will be out of town and they will hold your mail for you for as little as 3 days but not to exceed 30 days. You can find an "Authorization Mail Hold Form" in the Management Office hallway.

**Q. How do I change my address?**

You can change your address by going online to [www.usps.com](http://www.usps.com) or pick up a "Change of Address Form" in the Management Office hallway.

**Q. If I find someone else's mail in my mailbox what should I do with it?**

If you find mail in your box that isn't yours you can place it in the misdirected mailbox. Any letters or flyers you do not want can be tossed in the recycling bin or trash. Misdirected boxes are marked and located in the mailrooms. The paper items you wish to recycle can be put in the recycling bin behind the elevators.

*Any additional questions can be directed to The Triangle Management Office Coordinator at 216-791-5959 or emailed to [jweintz@capstonemail.com](mailto:jweintz@capstonemail.com).*