

HELPFUL HINTS & TIPS FOR A SMOOTH REMOVAL

Packing

If you have accepted our packing quotation there isn't much else for you to do. If you would like a few boxes to pack personal effects please let us know.

If you are packing yourself, within our quotation we have allowed for the supply of boxes and tape. If you use your own boxes, please ensure the boxes/containers are strong, and can be sealed. This will protect the contents and enable them to be stacked on our vehicle. NB: Please ensure you clearly mark any boxes that contain fragile items.

Food stuffs

Please ensure any packets, lids and bottle tops are securely fastened and taped. Please do not make the cartons too heavy to lift. Use the smaller cartons for heavier items like books and CDs, and the larger boxes for crockery/linen/toys/general items.

Fragiles, crockery etc.

Should be wrapped in paper or bubblewrap, which can be purchased from us, otherwise newspaper would suffice.

Mark all boxes with the room you intend them to go into in your new home as far as possible.

We will provide wardrobe cartons on the day of the move and transfer your clothes from the wardrobes to the boxes and unload back into wardrobes in your new property. If you wish to retain the wardrobe cartons, they are available to purchase. Please call the office in advance if this is the case and we can bring cardboard alternatives on the day.

Clothing can remain in chest of drawers providing the unit is solid and stable if the drawers are removed.

TVs, videos, audio equipment. It is best if these are packed in the original packaging. If you do not have this, videos/audio equipment can be packed into boxes and padded out with pillow/cushions. We will bring covers for your TVs on the day.

Sofas, arm chairs and mattresses will be protected with covers which we will bring on the day.

Preparing For Your Removal

Beds

If we are to dismantle beds/cots to allow for their removal we will have noted this on our quote, otherwise it is your responsibility to organise this.

Attics and Lofts

If the loft is fully boarded and we have agreed to empty it we will do so. We cannot access a loft that is not boarded and therefore the contents should be removed and placed in a convenient room prior to your removal.

General If we are to take down any curtains or blinds to allow for their removal we will have outlined this on our quote, otherwise it is your responsibility to organise this.

If we are to lift/roll any carpets or rugs this will be noted on the quote, otherwise it is your responsibility to organise for this to be done in advance of the removal.



Kitchen Appliances

Fridges and freezers should be empty. If possible freezers should be defrosted. If you are only travelling a short distance, your freezer can be loaded last and off loaded first. Condense food into large polythene bags so that entire contents can be lifted and refilled quickly. Most manufacturers recommend these appliances stand for a length of time before switching back on. It is your responsibility to make sure the appliance is switched back on after delivery.

Cookers

Please arrange to have these disconnected and reconnected at your new address by the appropriate authority. We are not permitted to do this.

Washing Machines, dishwashers and American fridges

Please arrange for these to be disconnected prior to our arrival. They should be empty and have any water drained from the hoses. We are not permitted to do this for you.

Outside effects/ children's play equipment/ sheds

These should all be emptied and dismantled prior to our arrival. Please ensure that we are aware of any heavy pots/ outside effects to be moved and that we have agreed to do so.

Pets

We cannot carry pets in any of our vehicles. You should arrange for their safe transportation, preferably before the removal day.

It is your responsibility to make our staff aware of anything that is not to be moved.

Removal into Store

Food stuffs of any kind cannot be put into store.

Fridges/ freezers must be completely defrosted, cleaned and dry.

Washing machines/ dishwashers must have all water drained from their hoses.

Cookers should be clean and dry.

Please ensure that you have any necessary paperwork/clothing/medicines etc. which are not to be moved into store in a safe place and make our staff aware that these effects are not to go to store.

Finally, please ensure that we are aware of all your requirements for your removal. If you are not sure if we have quoted to do something, please telephone us and we'll be happy to help.

Following Your Removal

When you have emptied your packing boxes, please telephone our office and we will arrange to collect them from you if possible, or advise on recycling or disposal.

Let Us Know What You Thought

We try our hardest to provide the best and most efficient service we possibly can when carrying out your removal, and we'd love to hear your feedback!

We are a member of two independent review sites: Which? Trusted Traders, and Referenceline.

If you would like to read our past reviews, or to leave a review yourself, you can visit our pages on www.trustedtraders.which.co.uk and www.referenceline.co.uk. Alternatively we can send you a freepost review form – just drop us an email if you would like one.

We would really appreciate any reviews and feedback you have to offer!

REMOVAL CHECK LIST

- Telephone your remover to confirm dates
- Sign and return the Acceptance form, and arrange your payment.
If liability is required ensure you have advised the value on this form
- Book disconnection & final readings of main services i.e. gas/electricity/water
- Book/advise telephone provider of your move date and arrange for services to be connected at your new property if necessary
- Arrange with the Post Office to re-direct your mail
- Cancel milk and papers
- Start running down the freezer
- Take down curtains/blinds
- Contact carpet fitters
- Plan where things are going to go in your new home & label them if necessary
- Have a good clear out and dispose of anything you don't want. We can arrange to take any larger, good quality items of furniture to charity for you.
- Sort out linen and clothes
- Collect together garden & garage tools
- Clear the loft
- Arrange childminder and safe transportation of pets for move day
- Put together a basic catering pack to see you through your first day/night in your new home

SEND OUT NOTIFICATIONS OF YOUR NEW ADDRESS:

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| <input type="checkbox"/> Doctor/hospital | <input type="checkbox"/> HP/Rental firms | <input type="checkbox"/> Passport Office |
| <input type="checkbox"/> Bank/Building Society | <input type="checkbox"/> Optician | <input type="checkbox"/> Family/Friends |
| <input type="checkbox"/> Motor Insurers | <input type="checkbox"/> DVLA | <input type="checkbox"/> Sky/ Virgin TV |
| <input type="checkbox"/> Dentist | <input type="checkbox"/> Other Insurers | <input type="checkbox"/> Broadband Provider |
| <input type="checkbox"/> TV Licence | <input type="checkbox"/> Vet | |