

A few things to do before the move.

Time the team should arrive

- We usually aim to be on site between 8.30am and 9.30am
- Unless agreed otherwise

Parking restrictions

- Parking is strictly customer responsibility
- Parking available close to property
- If you require suspensions then we can arrange this for you or you can do it yourself with your local council
- We will charge £50 as admin fee + council charges
- Need to contact 7-10 working days prior to move to arrange suspensions

Stairs/ flights of stairs etc.

- If video surveys please inform us of any access issues etc.
- Flight of stairs
- Lift availability
- Let us know if lifts are in working order

Packing your own personal belongings

- High value items such as cash, jewellery, watches, and important documents are not covered in our insurance so it is your job to ensure you arrange for them to be transported.
- Make sure you keep important keys with you at all times, especially car keys

Furniture

- Usually we will dismantle and reassemble furniture unless otherwise stated
- If there are basic items such as beds and wardrobes we will do this in the quoted price
- If there are anything that is awkward or time consuming then there will be extra charges which we will advise you of at time of quote
- If you are dismantling your own furniture make sure you know where the screws are
- Ideally tape them with the furniture you have taken it from

Pets and children

- Pets can struggle on move day and it can be quite stressful for them, they can also get in the way of our team so it is best to either keep them in one room or the best scenario is to arrange for friends or family members to look after them
- This can also apply to small children

High value items

- If there are anything that is of high value or anything that exceeds the value of £5,000 then we are to be advised of this and declared at the time of booking.
- This is so we can insure these items separately
- We are fully insured but we limit our cover to £40 per item in the event of a damage or loss. You can opt to extend your cover up to the value of £50,000 but there will be additional charges for this.

If items are going into storage and you require an inventory then please advise us of this at time of booking

Packing

- If you have chosen removal only then please ensure that you are packed and ready to move by the time the crew arrive on site

- If you are not ready then you may incur additional charges
- Black bags are not ideal for stacking and will waste space in the removal vehicle
- Make sure boxes are labelled properly, ideally where you would like them to end up in your new property

On the day of move we will usually bring:

- Bubble wrap
- Blankets
- Bags to protect mattresses
- Sofa covers

Boxes

- Make sure you have sourced boxes and packaging materials in advance of move day
- Make sure you get good quality boxes, singled wall boxes tend to be quite weak and break easily
- Banana boxes are not good as they cannot be stacked properly
- We can provide boxes and if it is not quoted then you can buy these from us at a discounted rate

Pack boxes appropriately

Use plenty of packaging to protect fragile items. The rule of thumb is that nothing should move once inside boxes and if the box is dropped nothing should break.

Medium: Books, plates and other fragile items

Large boxes: Clothes and large items

Tall boxes: Bed linen and soft furnishing

Be kind when packing your own boxes as we too have backs