

# Moving Guide

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- *Planning*
- *Information*
- *Advice*
- *Check List*

# Planning Your Move

As you can imagine every move is different. That is why it is crucial that the planning stage of a move is comprehensively undertaken. The widely recognised structure that a professional mover should follow is identified below:

## Pre-Move Survey

Your mover should conduct a *Pre-Move Survey* which is designed to establish your needs and provide you with a customised quotation. Usually a surveyor will visit you at your home and view the property so they can find out the quantity and details of your move. During this time he or she will complete a *Service Specification* which is used as a tool to ascertain your service requirements.

## Standard Services

Services usually available include packing and unpacking, taking down of curtains and lampshades, lifting and moving carpets and removing items from the loft. Professional packing means your property is eligible for insurance cover and expertly protected for the move. There is also a premium *export* packing and wrapping standard used for shipping and air-freight, or pampering that extra special piece of furniture.

## Additional Services and Assistance

Your mover may provide a range of other services that complement a move. These include handyman service, warehoused storage, house cleaning and auction facilities or disposal for unwanted possessions. Always ask if you are not sure. Integrating these tasks within the move proves efficient and can lessen the burden on you.

## Unusual and Special Items

There are procedures in place for the transit of cars, plants, pianos, hot tubs and much more. Advanced warning about items such as these will ensure your mover is fully prepared on the day of the move. Special items such as fragile or valuable antiques, fine arts, chandeliers, barometers and grandfather clocks should be treated similarly.

## Insurance

While a mover can pledge their greatest care and expertise, occasionally mishaps can occur. Insurance will guarantee your valuable and personal possessions are covered for damage in transit. The benefits of insurance and the peace of mind that it provides means its inclusion is always recommended.

## Choosing A Mover

Moving to a new home is a major undertaking. Waiting for contracts to exchange and a million and one things to organise can be stressful at the best of times. A good mover can fit that last piece in the jigsaw in a seamless and courteous manor; consequently the importance of choosing the right mover is critical to a situation that for many people forms the lasting memory of their new home.

### Professional Attributes

Look for an established company with ample resources. Staff should be professionally trained and uniformed; vehicles should be custom-built and specialist packing materials used. The level of support that you experience when enquiring into your move can be a good indication of the standard of service that you will receive throughout.

### Recognised Accreditations

BAR (British Association of Removers) and BAR Overseas are widely recognised moving standards, as is adherence to the BS EN 12522 quality management system. The FAIM accreditation is an indication of excellence and is the only quality standard for international removals. ISO 9001:2000 is the leading quality certification for the generic business. Both FAIM and ISO 9001:2000 are subject to tough and regular external auditing.

### Value for Money

Remember cheapest is not the same as best value. Quotations should be free and non-obligatory. Transparent quotations show all costs and leave no grey area; e.g. clarity as to whether VAT has been included.

Check your mover can offer insurance. They need to be FSA registered to do this. Not all are. Obtaining insurance independently can be costly and more complicated, especially when storing furniture.



**Fragile Packing**



**Warehoused Storage**



**Crating a Motorcycle  
for Transit**

# Moving Check List

- Arrange a visit from a surveyor  Consider all your moving requirements and discuss these with the surveyor
- Select mover and confirm dates  Send out change of address cards to friends and family
- Arrange to redirect mail  Arrange someone to look after pets and young children if necessary
- Plan where furniture and effects will go in your new property  Gather and label keys at current property
- Cancel milk and newspaper deliveries  Label items that will remain in the house; separate phones, keys etc.

Notify utility and technological companies:

- Electricity  Telephone/ISP  Water
- Gas  Digital/Satellite TV

Notify health services:

- Doctor/G  Optician
- P  Vet

Notify authorities and agencies:

- DVLA  TV Licensing
- Passport Office  Registration Office



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