



Avoid the headache - your guide to a successful move





Moving house can be a daunting prospect...

Moving home consists of packing and transporting often thousands of different objects, each of different value, shape and size, from one location to another. Given the stress of selling, buying and renting homes, it's no wonder that people often give little time to thinking exactly what will or will not be moved to their new home.

That's why the British Association of Removers (BAR) has produced this leaflet to help you prepare and plan for a smooth and efficient move to your new home.

Planning your move

The Schedule of Service

In most cases an estimator or surveyor will visit you in your home to discuss the details of your planned move. He or she will explain the services they provide and agree with you exactly what's to be included in the quotation, together with a detailed service specification of what will and won't be included in the final move.

Service Specification

When you arrange for a removal company to help you move, they need to understand how much requires moving, if packing is required, the time it will take them and how far they need to travel. They will then arrange the appropriate vehicles, number of men required and packing materials to meet your requirements.

The Service Specification document is designed with you in mind. It is there to confirm the specific requirements of your move and help avoid those last minute niggles prior to handing over the keys to your new home.

Packing

Packing can be the most time consuming and frustrating part of any move. Many people often leave it to the last minute only to find they don't have enough appropriate boxes to do the job properly.

According to your wishes, your mover can do all, some or none of the packing.

Alternatively, they can supply you with all the packing materials you need. This will be subject to the company's price list.

If you have agreed for your mover to do the packing, the quotation will include the supply of labour and packing materials and therefore all you need to do is relax and let them get on with it.

If you had intended to do all the packing but, for whatever reason, you haven't had the time then you will often find that your mover will still be able to assist.

However, firstly you should give them reasonable warning (at least a phone call the day before) so that when the lorry arrives at your home, it will have the necessary crew and packing materials needed for the extra work. Secondly, they will have to make an additional charge (including VAT and insurance) for the extra work.

Insurance

Even with the greatest care taken, no mover can guarantee that your personal and cherished belongings won't get damaged in transit. This is why all BAR members are obliged to offer suitable insurance cover as part of their service.

Insurance is not only important, it's common sense. You don't have to take out insurance with your BAR mover, but we recommend it.

What to Take

Decide what you want to take early on and make sure your mover knows this before the quotation is provided. Do not put everything together in one room or area; this makes it very difficult for the crew to work and it will slow them down.

If you can, try to remove anything that is not going to your new home before the moving day. If you can't, then just identify the items clearly, usually by using labels provided by your mover.

Special Items

If you have something unusual to take with you, let your mover know. They will make special arrangements for plants, fine art, antiques, wine collections, IT equipment, or anything else about which you are particularly concerned.

The Date

Arrange the date as far ahead as possible, but don't guess. Keep your mover informed if you think they might need to react at short notice.

Mains Services

Your mover is not allowed to tamper with mains services. Make arrangements with your gas and/or electricity companies well in advance. Also inform your telephone company and Internet Service Provider and, if required, make arrangements to keep your old numbers.

Deep Freezers

It is advisable to run down stocks as much as possible - freezers are not designed to be moved whilst loaded. For long distance moves they will need to be completely emptied and for short trips the contents may be temporarily removed, packed in boxes and reloaded at the new home. However, please note that neither the mover nor most insurers will accept responsibility for any deterioration of the contents.

Carpets and Curtains

Your mover will take down curtains and take up carpets by special arrangement (check your service specification), but will not fit them again in your new home.

Light Fittings

You should remove light fittings before the moving day as your mover is not qualified to do so.

System Furniture

This type of furniture is not designed to be moved in its assembled form. You should discuss this with your mover who will be responsible for dismantling it. Generally speaking, removers would not expect to reassemble such furniture although they may, under certain circumstances, be prepared to quote separately for such work.

Drawers

Clothes and other light items may be left in drawers, but heavier items such as books, files or tools should be removed and packed separately.

Parking and Access

Tell your mover if there are parking restrictions at either location. Your mover will make arrangements with the authorities for permission to park if required.

Please also inform them if they are likely to face any difficulties getting access to your new home. These might include narrow streets, overhanging trees, unmade roads, small doorways, spiral staircases, etc.



Multi-Storey Buildings

Tell your mover if you are moving to a flat or a multi-storey building and whether or not there is a lift (and how big it is!). Where possible we recommend that you make arrangements for priority use of the lift for the day.

Spare Key

Sometimes the removal vehicle will arrive at your new home before you do. If you can, give the foreman a spare key so they won't lose any time waiting for you.

Maps and Plans

Please give the driver clear directions to your new home and a street map if possible. Also draw a floor plan of your new home and give it to the foreman so that everything can be put in the correct room.

Colour coded labels can also help to identify the correct location for items - speak to the estimator about this.

Children and Pets

Older children may enjoy the excitement of the move and should be included as much as possible, both during the planning and the move itself, to help them understand the reasons for moving and reduce homesickness.

Many BAR companies now have specially designed packs for children that involve them in the move and help them settle in their new home.

You might consider having younger children and pets looked after by a relative or friend while the move is taking place.



Moving check list

Keep track of what you have to do by ticking the boxes as you complete each task.

Make sure that you don't forget anything important on your moving day!

- Arrange visit of estimator and discuss all aspects of your move
- Receive and consider written quotations
- Select mover by returning signed acceptance
- Confirm dates with your BAR mover
- Sign and return contract and pay the charges
- Check suitable insurance is in place
- Advise the moving company about parking restrictions at both addresses
- Arrange a contact number and give this to your mover in advance of your move
- Dispose of anything you don't want
- Run down freezer contents
- Contact carpet fitters if needed
- Book mains services for disconnections
- Cancel all rental agreements
- Notify your doctor, dentist, optician and vet
- Notify your banks and credit card companies
- Notify your telephone company and ISP
- Arrange to re-route mail
- Notify TV licence, passport, car licence and registration offices
- Notify all your creditors
- Provide your mover with maps of your current and new addresses
- Give your mover a spare key to your new residence
- Clear the loft
- Plan where things will go in your new home
- Cancel milk and newspapers
- Find and label keys for your purchaser
- Arrange minders to look after pets and very young children on the moving day
- Send change of address cards to friends and relatives
- Separate valuable items and important documents ready for you to hand-carry on moving day
- Sort out any items which are not to be moved
- Put garage/garden tools together
- Take down any light fittings
- Take down curtains and take up carpets (unless your mover has been asked to do this)
- Collect children's toys etc for the journey
- Put together a basic catering pack for the family at the new home – including the kettle!

You must notify DVLA and update your driving licence and V5 logbook. Go to www.DVLA.gov.uk for details.

Then leave the rest to your BAR approved mover!

Golden rules

■ Always choose a BAR member

BAR companies have the experience, expertise and facilities to handle your move properly. If you need advice, call the BAR Consumer Affairs advisor on 0208 861 3331.

■ Plan your move well in advance

Contact your local moving company up to one month before you hope to move even if you don't know exactly when the big day will be. They will tell you exactly what they offer and the areas you need to think about. This way you can plan your time and concentrate on the essentials.

■ Don't do the packing yourself

If you can afford to have it done professionally, do so. Packing is not expensive. BAR companies use a range of appropriate packing materials and employ fully trained staff who will pack your things professionally and safely. Only goods that are packed professionally can be covered fully by insurance.

■ Take out insurance

No matter how much care is taken with packing and handling, accidents do sometimes happen. All BAR members are able to offer insurance and we strongly advise you to discuss this with them.

■ Don't move on Friday

If you can, avoid Fridays as this day is always busy. Some moving companies may even offer a discount if you move in the middle of the week.

British Association
of Removers
3 Churchill Court
58 Station Road
North Harrow
HA2 7SA

T 020 8861 3331
F 020 8861 3332
E info@bar.co.uk
www.bar.co.uk

For more information go to www.bar.co.uk