



## 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.

