

Your guide to a successful move . . .

removals
storage
packing
shipping



. . . experts on your doorstep



P.P. REMOVALS Ltd **Containerised Storage & Self Store**



www.ppremovals.co.uk



Moving house can be a daunting prospect . . .

. . . What can we do for you?

Who are we?

We are an established removals and storage company principally serving Leicestershire and Rutland areas, but also regularly handling moves further afield.

As members of the British Association of Removers we give customers confidence that their removal will be handled professionally, helping them relax as much as possible during the move.

Wherever possible, from the first contact to the last, our staff aim to give useful advice and practical help in order to accomplish a successful, stress free move.

Removals

Our vehicle fleet provides the capacity to handle any size of removal - from a single item to the contents of the largest house. As well as "on the day" services, our experienced, friendly staff can pack some or all household possessions prior to the removal, including dismantling furniture and taking down curtains etc.

We can then quote accurately, showing all elements of costs in the quote, making sure there are no hidden or unexpected charges for you.

Planning your move

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 we provide and agree with you exactly what's to be included in the quotation, together with a detailed service specification of what services will and won't be included in the final move.

Service specification

When you arrange for us to help you move, we need to understand how much requires moving, if packing is required, the time it will take us and how far we need to travel. We 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 moving home.

Questions you may need to get back to us with

- ◆ **Anything you are worried about!**
- ◆ **Value of goods to be moved (we require this to be filled in on your acceptance)**
- ◆ **Moving date**
- ◆ **Any items you have decided to take/not to take additional to what your estimator listed**
- ◆ **If you decide to take up our packing (all or part of your belongings)**
- ◆ **If you unexpectedly require storage - we can requote without visiting again (in most cases)**
- ◆ **If you require cartons or any other packing materials**
- ◆ **If you require additional services (dismantling, etc) not included in your quotation**

Planning and preparation

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, we can do all, some or none of the packing. Alternatively, we can supply you with all the packing materials you need. This will be subject to our price list. We supply boxes on a deposit basis.

If you have agreed for us 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 us 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 we will still be able to assist.

However, firstly you should give us 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, we will have to make an additional charge (including VAT) for the extra work.

Handy hints for self pack customers

Use appropriate size box/bag for items to be packed:

e.g. heavy items - small box; light items - larger box. Bedding, towels, etc - strong black bag.

Consider weight of box:

Make sure you can lift the box once packed. If you can't, neither can we!

Fill box:

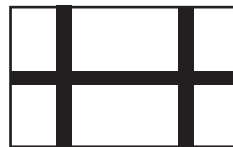
Pack your box as full as possible. Fill any empty space with packing material or soft items such as tea towels, etc.

Pack everything:

Pack everything that will fit into a box, if unsure ring for advice

Tape boxes securely:

Base:



Top:



Mark boxes on tape:

You will find it helpful to mark the room your box has come from and/or the articles inside. e.g. "kitchen - cutlery". Please mark this on the tape **not** the cardboard, as boxes are reused.

Supply of boxes:

We supply boxes free of charge as long as they are returned to us in good condition. We require a small deposit refundable when, at some time after you have unpacked, you return the boxes to us. For local moves we can often arrange delivery/collection of boxes.



What to take

Decide what you want to take early on and make sure we know 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.

Unwanted items

Dispose of unwanted items prior to your move. It will save you time and therefore money on the day of the removal.

Special items

If you have something unusual to take with you, let us know. We 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 us informed if you think we might need to react at short notice.

Mains services

We are 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.

White goods

Please disconnect all washing machines, cookers, etc, unless previously arranged.

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 we will not accept responsibility for any deterioration of the contents.

Carpets and curtains

We will take down curtains and take up carpets by special arrangement but will not fit them again in your new home.

Light fittings

You should remove light fittings before the moving day as we are not qualified to do so.

Furniture

Please dismantle all beds, wardrobes, large items unless previously arranged.

System furniture

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

Wall mounted items

Please take down shelving, curtains, curtain rails, lamp shades, etc, unless previously arranged.

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.

Clothes

Your hanging clothes can be transported in our wardrobe cartons. These must be pre-booked and are only available on the day of the move. Please ensure there is adequate hanging space for us/you to unpack these in your new home. Although the provision of wardrobe cartons is free on the day of the move, a charge will be made for retention after that time.

Parking and access

Tell us if there are parking restrictions at either location. We will make arrangements with the authorities for permission to park if required. Please also inform us if we are likely to face any difficulties getting access to your new home. These might include narrow streets, parked cars, yellow lines, overhanging trees, unmade roads, small doorways, spiral staircases, etc.

Multi-storey buildings

Tell us 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 we 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 our estimator about this.

Children and pets

Older children may enjoy the excitement of the move and should be included as much as possible during the planning, to help them understand the reasons for moving and reduce homesickness. **Please be aware of health and safety considerations on the day of the move (open doors, vehicle ramps, people carrying large and heavy items.) We do not want children or pets put at risk!**

What not to take

Avoid anything explosive

E.g. fire extinguishers, aerosol cans, gas cylinders, munitions, fireworks.

Avoid anything flammable

E.g. paints, matches, white spirit/thinners, fuel cans, flammable cleaning products (any machinery should be emptied of all fuel).

Firearms

Are not legally permitted.



Moving check list

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

- Receive and consider written quotations
- Select mover by returning signed acceptance
- Confirm dates with P.P. Removals
- Sign and return contract and pay the charges
- Check suitable cover is in place for your goods
- Advise us about parking restrictions at both addresses
- Arrange a contact number and give this to us 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

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

- Notify all your creditors
- Provide us with maps of your current and new address
- Give us 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 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!

Then leave the rest to us

When your quotation arrives:

- Compare it with other "like for like" quotations
- Ring if you have questions about your quotation
- Choose your remover
- Book your remover
- Return your acceptance and payment
- Keep the dialogue with your solicitor and estate agent frequent to ensure the process is running smoothly

Our promise to you . . .

Liability for loss or damage to your goods

Four of the clauses in our Terms and Conditions relate to our liability for loss or damage to your goods during the course of work we are contracting to do for you. These are (in abbreviated form):

4. **Our responsibility**
- 4.1 It is our responsibility to deliver your goods to you, or produce them for your collection, undamaged. By "undamaged" we mean in the same condition as they were in at the time when they were packed or otherwise made ready for transportation and/or storage.
- 4.2 In the event that we have undertaken to pack the goods, or otherwise make them ready for transportation and/or storage, it is our responsibility to deliver them to you, or produce them for your collection, undamaged. Again, by "undamaged" we mean in the same condition as they were in immediately prior to being packed/made ready for transportation or storage.
9. **Determination of amount of our liability for loss or damage**
- 9.1 Standard liability
- 9.2 Limited liability
- 9.3 For goods destined to or received from a place outside the UK
- 9.4 An item is defined as:-
11. **Exclusions of liability**
12. **Time limit for claims**

A full set of Terms and Conditions will be supplied with your quotation, further copies available on request. We have an insurance policy in place to ensure we can meet our responsibilities to our customers. If you have any queries relating to our insurance you can contact our brokers. If you have any queries relating to your own insurance value/cover, please contact your own broker as we are not able to advise on such issues.

Golden rules for a smoother move . . .

• 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 us up to one month before you hope to move even if you don't know exactly when the big day will be. We will tell you exactly what we 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.

• Don't move on Friday

If you can, avoid Fridays as this day is always busy. Get your moving date agreed as early as possible and keep in touch with all parties to ensure smooth progress.

...and finally...always pack the kettle last!!



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