Avoid the headache



Your guide to a successful move

The British Association of Removers (BAR) is the only Trade Association in the removals sector dedicated to help and protect customers.

BAR Members are professional companies committed to provide a high standard of service to customers as set out by the BAR CTSI Code of Practice and approved by the Chartered Trading Standards Institute.

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For more information visit www.bar.co.uk



Moving home 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.

There are also the legalities that need to be addressed in order to ensure that completion day is problem free and that you are able to access your new home from 1pm.

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

What you need to do to help you have access to your new home by 1pm on moving day

To ensure a smooth home move by 1 pm on the completion day, it's essential that you accomplish the following tasks within the two weeks leading up to it:

• Check your property information, fixtures and fittings form so that you know exactly what to take with you, and what you have agreed to leave.

• If you require a mortgage, ensure that your legal company withdraws the funds 24 to 48 hours before completion day and you will need to check how much this will cost you in interest payments. Please note: Legal companies typically need to 'order' mortgage monies 5 days before completion.

• It is vital that you know how much is to be transferred and when you will need to transfer the final monies to your legal company, (this may be an approximate figure at this stage if mortgages are required).

You will need to know how long it will take you to transfer the monies due based on your own banking arrangements and/or any other limitations (e.g. can it be done in one day or will it need staged transfers over a week?).

Ensure that your legal company:

1. Orders the final redemption figures if you have an existing mortgage.
2. Secures an official search to 'secure priority over the property's title'.
3. Has prepared a legal statement at least the day before the completion.

• Ask your legal company on the day before completion to confirm that your moving file has been signed off by a partner.

• Ensure that you are physically ready to vacate your property by 1pm on completion day and agree this with your chosen removal company.

Moving to another property?

If you are moving to another property, check that the owners have done all the above and secure, if possible in writing, that they will have vacated the property by 1pm.

More information on the legal processes can be found via the following link: **www.homebuyingandsellinggroup.co.uk**



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 moving into your new home.

Packing

Packing can be the most time consuming and frustrating part of any move. If you can afford to have it done professionally, do so. BAR Members use a range of appropriate packing materials and employ fully trained staff who will pack your things professionally and safely.

Alternatively, your remover can supply you with all the packing materials you need at reasonable cost. Simply ask!

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 for the extra work.

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. We advise you to contact your chosen BAR Member at least one month in advance even if you don't know when the big day will be.

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.

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 member companies must have insurance which meets BAR standards and we strongly advise you to discuss it with them.



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, 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.

Deep Freezers

It is advisable to run down stocks as much as possible - freezers are not designed to be moved whilst loaded. To avoid compressor failure, freezers should be completely emptied and defrosted before the move.

For short trips, the contents may be temporarily 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.

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.

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.

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





Moving check list

Make sure that you don't forget anything important on your moving day by ticking the boxes as you complete each task.

- ❑ Arrange visit of estimator and discuss all aspects of your move
- ❑ Receive and consider written quotation
- ❑ Select mover by returning signed acceptance
- ❑ Confirm dates with your BAR mover
- ❑ Sign and return contract and pay the charges
- ❑ Advise the moving company about parking restriction 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, credit card and insurance 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
- ❑ Clear the loft
- ❑ Provide your mover with maps of your current and new addressses
- ❑ Give your mover a spare key to your new residence
- ❑ Plan where things will go in your new home
- ❑ 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/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 your BAR Member!

Why choose a BAR Member?

Choosing a BAR Member will ensure your move goes smoothly. You will have the peace of mind that comes from using a reputable, professional and safe remover, and in the unlikely event that something goes wrong, you've got someone to turn to.

~ BAR Members provide free, no obligation, clear and fair quotes. As professional removers they can explain to 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.

~ BAR Members are professional companies committed to a high standard of service required by the BAR CTSI Code of Practice.

~ Reassurance. BAR Members must comply with annual inspections during their membership.

~ Customer prepayments are protected in the event the BAR Member cancels or experiences financial difficulties (subject to the BAR prepayment protection plan terms and conditions).

~ A free, independent alternative dispute resolution service (ADR).

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