

# Your Guide to Choosing a **Removal Company**



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## What makes a **professional** moving experience?

- A professional removal generally begins with a pre-move survey at your home, followed by a detailed, fixed price quotation being provided in writing - whereas a verbal telephone agreement can leave clients exposed to the possibility of their mover adding surcharges, not arriving on move day, or simply providing a poor level of service with no real customer care values.
- A professional removal follows a structured, organised process and sets the clients expectations clearly from the outset - as opposed to a man and van / flitting.
- The client should feel relaxed and reassured in the knowledge that their belongings are in safe hands; moved by professional, customer-orientated staff using careful handling techniques.
- A professional mover is committed to informing clients of any delays as soon as they become apparent, thereby avoiding any uncertainty and stress.
- Carpet and wooden floor protectors are used to prevent damage to clients' carpets and floor areas, sofa and mattresses are protected with nylon / protection wrapping. Highly polished furniture is individually blanket and export wrapped for maximum protection. Above all, the crew's ability to effectively load, protect and secure your goods for transit is of the utmost importance.

## Eleven **must do** things when choosing a reputable removal company

1. Ensure they'll arrange a home visit for an accurate, written quotation - as opposed to an estimate over the phone.
2. Ask if they provide storage facilities, in case there's a delay in getting keys.
3. Ask if their staff is permanent and fully trained.
4. Ask if they can provide references via Google, Facebook, Trustpilot, etc.
5. Ask to see a copy of their Goods in Transit insurance policy and if they have a good claims record.
6. Ask if Premises Protection insurance cover will be arranged.
7. Ask if they have a customer care policy and complaints procedures.
8. Ask them if they have suitable vehicles to carry out the work.
9. Ask if they use protective covers for your sofas, mattresses, etc.
10. Ask them if you will receive a confirmation of booking in writing.
11. Ask if their service is subject to any potential surcharges, such as delays arising due to late key exchange, postponement and cancellation of moving date.

# Questions and Answers

Is it normal practice for movers to leave their present house and move into their new house same day?

Yes, this is the normal practice, unless someone is moving long distance where an overnight stay is required.

What time should I book my removal for on moving day?

Both your solicitor and your seller's solicitors will have agreed a time for key exchange. Ask your move manager how long loading your home contents may take - so if you anticipate receiving your keys at 1 pm, for example, and loading the vehicle and travelling to your new home is approximately 4 hours, then you should book for 9 am.

What are the packing options that are on offer?

The main options are:

- i. Customer packs boxes themselves and use their own packing boxes, etc.
- ii. Customer pack themselves and the removal company provides boxes, etc.
- iii. The removal company can pack fragile items only, such as lamps, pictures, crockery and china.
- iv. A full pack service is provided where the removal company packs everything including fragile and non-fragile, such as books, clothes, toys and food stuffs.

How many days should packing be carried out in advance?

To ensure move day goes to schedule and there are no delays, packing is usually best carried out a day or two before move day.

How do I pack pictures and mirrors?

Small pictures can go into a box together, larger pictures or mirrors should be bubble wrapped and then - using cardboard or a flat pack box to protect the front and rear - tape together as a makeshift box, alternatively slide the picture inside the flat packed box and secure the sides with tape.

How do I pack a flat screen television?

If you do not have the original box, wrap bubble wrap around the TV and then use a flat pack box or sheet of cardboard to protect the screen. Remember to keep remote control handy.

What do I do with fridge/freezer contents?

It is a good idea to reduce and consume foodstuffs in the weeks leading up to move day. If there is remaining food to be moved, then placing any liquids, sauces, oils, etc., into a sealed bag prior to being placed in a box is a good idea to prevent spillage. Food stuffs should not be placed into storage in any event.

Do we need to empty wardrobes prior to the removal teams arrival?

No, we provide portable hanging garment boxes that can be filled on your removal day - these are provided as part of our service.

Do we need to empty drawers prior to the removal day?

Generally not: small to medium-sized chests of drawers can remain packed with light non-fragile items unless advised by our representative at the time of his survey. Larger chest of drawers will require to be emptied.

If I have furniture that requires to be dismantled, do the removal men carry out this service?

Yes, if you have specifically requested this service and it has been costed and included within your written quotation. Otherwise you should ensure all dismantling is completed prior to our vehicle arriving. Items that require dismantling include beds, cots, wardrobes that are too large to remove, trampolines, child chutes, garden sheds and any other large assembled items that need to be broken down to be removed from the

collection address. PLEASE BE AWARE: there may be large items that can be removed from your current property intact, but may require dismantling in order to get them into your new home.

Does your removal team disconnect cookers, washing machines and fridges?

No, any electrical items should be disconnected, washers should be drained and freezers defrosted prior to the arrival of the removal team.

Do you disconnect electrical goods and light fittings?

We are able to disconnect electrical fittings and appliances, but this must be arranged in advance in order that a qualified electrician can visit your property prior to the removal day. A separate cost will be made for this.

Do you move garden plants?

Yes, we can arrange for all your plants to be moved - but please let us know at the time of quoting as they take up a lot of space and can't be packed onto furniture.

Do we need to empty items containing flammable substances?

Yes, all items such as garden lawnmowers, petrol trimmers, motorbikes, etc., need to be emptied and cleaned thoroughly prior to the removal day. For insurance and Health & Safety reasons we're unable to transport any flammables, batteries, or pressurised containers.

Do you remove doors and windows?

If there is a need for windows and doors to be removed then please let us know at the time of quoting and we will arrange a professional tradesman to do this on move day.

Do you empty lofts and attics?

The contents of lofts and attics should be sorted out and packed before the removal day. Our house removal team will not be able to do this unless it is boarded, well-lit and with a safe point of entry, such as a fixed ladder.

Do you empty garages and garden sheds?

Yes, but unless we are carrying out packing, the contents of your garage or garden shed should be sorted and packed prior to the move day.

Can you dispose of items and furniture?

Yes, we have a waste license and can provide a disposal service for unwanted items.

When and by what methods can I pay?

For domestic UK moves, payment should be made 5 working days prior to the actual move date, unless we have agreed payment on completion.

Will Moving Home Made Easy provide hanging wardrobe cartons on the day of the move?

Yes, we carry these on our vehicle. Should you need to dismantle a wardrobe in advance of your move we can supply hanging wardrobe cartons in advance.

Do you provide packing materials, etc. within the move price?

If Moving Home Made Easy are packing, we will include the necessary materials in the move and packing price. If you decide to undertake your own packing, a full range of packing materials can be supplied.

Do you collect boxes once I have unpacked?

Where possible, Moving Home Made Easy will collect cartons. These should be flat packed ready for collection.

# Our Range of Services include



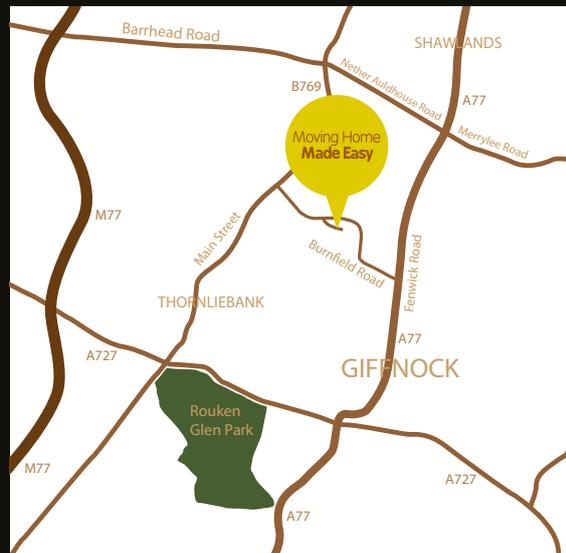
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