

a move as individual as you



YOUR GUIDE TO MOVING HOME

Pickfords

# Thank you for choosing Pickfords



Thank you for choosing Pickfords to move your household effects. This guide explains everything you need to know about our service to you. It takes you through the whole process, from receiving your initial quotation through to the move day itself.

At the end of this guide is a checklist containing everything you'll need to remember in the weeks leading up to your move.

We hope you find this guide helpful. Should you have any further questions, please do not hesitate to contact your Move Manager.

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# a guide to your move

## **Your moving survey**

When you first contact Pickfords you will speak to one of our friendly Move Consultants, who will answer any initial questions you have and book a survey with you to evaluate the contents of your move. You can choose either a home or video survey.

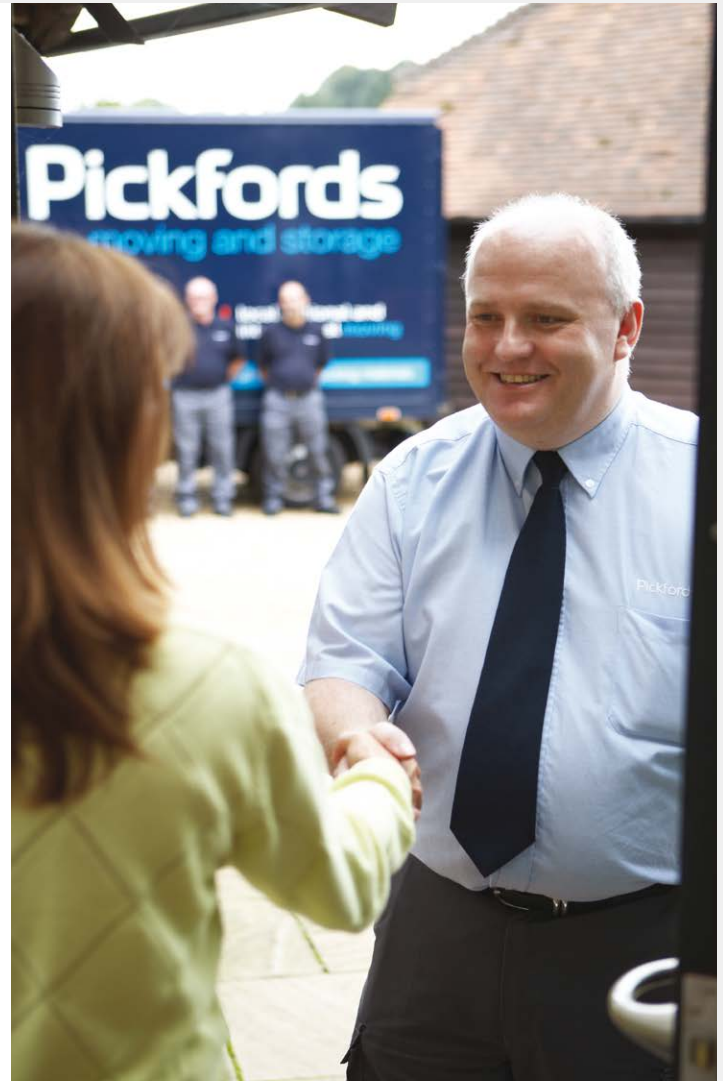
During a home survey, a Consultant will visit your current property to assess and measure all your belongings and identify wrapping and packing requirements. The visit should last no more than an hour.

Video surveys are typically quicker than a traditional home survey. The Consultant will carry out your survey virtually using a downloadable app and the camera on your smartphone or tablet device.

Your Move Consultant will ask you to identify fragile or high value items so we can give the best recommendations for packing materials and procedures. It is important to give as much information as you can so we can provide you with an accurate quotation.

## **Introducing your personal Move Manager**

During the booking process, we will appoint a personal Move Manager as your main contact throughout your move. Advice is always available and your Move Manager will ensure that everything you requested is in your move plan and that every aspect of your move proceeds as you planned.



# your quotation

Your quotation will show the cost of the move, including additional options for moving, storage and insurance. Our commitment is to provide a service to suit you, so our quotation will clearly define the range of services available.

Your quote will include:

## **Move costs**

This is the actual cost of the move itself, whether direct to another home or into store, including any packing.

VAT at the prevailing rate applies.

Transit insurance and Insurance Premium Tax (IPT) are listed separately. IPT is listed at the prevailing rate.

## **Move timetable**

This will include a clear schedule for your move.

Please contact your Move Manager if there have been any changes.

## **Weekly storage charges**

These are the charges for storing your belongings per week, if applicable. VAT at the prevailing rate applies. Any storage insurance is listed separately, as is IPT at the prevailing rate.

## **Other services**

These are listed and priced separately and VAT or IPT is added at the prevailing rate.

These services can include: Premises Protection, Cancellation Waiver, Late Key Waiver, packing services and any other work you may have requested us to carry out as part of your move.

We will send you our Guidance Notes, covering insurance details and waivers to our standard terms and conditions.

We urge you to read this documentation carefully to ensure your demands and needs are met.

# your personal move plan

Your move plan will be included with your quotation and acceptance form.

The move plan contains all the details, dates and timings of your move.

It is important to check the following information as soon as you receive it:

- **Timescales of the move**
- **Collection and delivery addresses**
- **Our services**  
Including any items not to be moved.
- **Your responsibilities**
- **Storage**  
If applicable.

If any information is incorrect or has changed, please notify your Move Manager.



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# insurance and waivers

## **For your peace of mind**

Accidents can happen. Our Goods in Transit and Storage Insurance protects your goods from the home you are leaving to their new destination.

Our insurance is underwritten by a regulated insurance company. In the event of a valid claim, you will be compensated or your goods will be repaired or replaced, at the insurer's option.

## **A short term policy with no excess**

There is no excess on Pickfords' Goods in Transit Insurance.

## **Premises Protection**

Like all removal companies, our terms and conditions limit the amount we pay in the unlikely event we cause accidental damage to your home. For your peace of mind, you can purchase additional cover from us (a Waiver) to cover one or both properties against accidental damage.

## **Prepare for the unexpected**

Sometimes events take place that are out of our control, such as not being able to gain access to your new property at the agreed completion time, or having to cancel your move at short notice. Pickfords' Waivers give you flexibility, so you won't have to pay additional costs should the unexpected happen.

### [Late Key Waiver](#)

If we cannot access your property at the agreed time, there will be additional costs for you to bear. Pickfords' Late Key Waiver covers these costs should there be a delay in access to your new property.

This Waiver will waive the additional fees for three hours, saving you up to £180 + VAT depending on your delay.

### [Cancellation Waiver](#)

If you cancel or postpone the removal after it has been confirmed, you will normally be liable for a cancellation fee. However, by opting for our Cancellation Waiver, you will not incur an additional charge if your plans change.





# booking your move with Pickfords

Once you have reviewed the quotation, call Pickfords to book your move day.

When you have booked your move, find your acceptance form in your quotation pack and complete the paperwork to secure your move date. Once returned to us, this will secure your move date.



# your acceptance form

Below is a guide to your acceptance form:

## **Select the services that you need**

The quotation may include several options for you to choose from. Select the moving, storage and insurance services you need by ticking the boxes.

- [Arrange your insurance](#)  
Insert the full replacement value of your goods (as new) and tick the Insurance and Waiver services you require.
- [Secure your move date](#)  
Confirm the date and time you need to vacate your home and the date and time you will have access to your new home.
- [Sign your acceptance form](#)  
Finally, sign and send your acceptance back to your Move Manager. When we have received your acceptance and payment, your move will become a confirmed booking.

## **Consider access**

Pickfords vehicles are large and similar in size to a double-decker bus, so it's important we have clear access to both the collection and delivery addresses.

## **Payment**

We take payment by debit card over the phone, which helps ensure your preferred date is booked.

Credit card payments can also be made and incur a standard service charge.

# preparing for your move

Once you've booked your removal, there are a number of things to consider in advance to ensure a trouble-free move. We have compiled the following hints and tips to help you prepare for move day:

## **Packing & unpacking**

If you have decided to pack yourself, ensure the cartons are strong enough to permit stacking without damaging the contents. Make sure cartons are only half filled with heavy items such as books, and top up with lighter items.

## **Self-assembly furniture**

Pickfords can arrange for a joiner to dismantle your furniture, depending on each item's age, condition and complexity.

## **Attics and lofts**

If you have an attic or loft, make sure to clear these and place items in a convenient spot ready to be moved. This helps our move team see the entire scale of your move when they first arrive, and ensures nothing gets forgotten.

## **Cookers, washing machines, fridges and freezers**

These should all be disconnected, drained and dried prior to our arrival. To avoid damage, automatic washing machine drums should be secured with the brackets supplied by the manufacturer. To avoid unpleasant odours, wash out fridges and freezers with a strong solution of hot water bicarbonate of soda.

## **Curtains, blinds and fixtures**

These should be taken down prior to the arrival of your removal crew. Please place pictures and mirrors in a neat stack, as they may have to be loaded first.

## **Keep clothing on hangers**

Clothing can remain on hangers. We will provide special wardrobe cartons in various sizes for your clothes. All other items of clothing should be packed into suitcases.

## **Bedding and linen**

All bedding and linen should be folded and laid out on beds ready for packing.



# preparing for your move

## Electronic devices

TVs, hi-fis, PCs, games consoles, DVD/Blu-ray players, etc, are best moved in their original packaging. Pickfords' specialist cartons and covers protect delicate electronics in transit.

## China glass and ornaments

These can be left in cupboards and on shelves ready for our team to pack.

## Contents of garages and garden sheds

Ensure any rubbish is discarded and tools cleaned and bundled together for easy carrying. We cannot move flammable substances, unsealed paint tins, creosote, paraffin, matches, gas bottles or similar items, as these invalidate your insurance cover. Other containers or bottles should be securely sealed to prevent spillage.

## Pets

It is best to keep pets out of the way during collection and delivery on moving day, to prevent them becoming unsettled. Help them feel comfortable by travelling with them to your new home.

## Fitness equipment

Dismantle any fitness equipment before moving day.

## Plants

Wrap plants in newspaper to protect from drafts and stop the leaves bruising. Once in your new home, stand them in a room with plenty of light but don't unwrap until the move has finished.

## Exclusions

Pickfords' terms and conditions and terms of insurance do not cover jewellery, watches, precious stones, money, coins, bullion, deeds, bonds, securities, stamps, furs, tobacco or cigars. It is best to pack these items yourself and carry them in the car. Please refer to your Guidance Notes for a complete list of exclusions.



# on moving day

If you have asked Pickfords to pack for you, it's time to sit back and let our professional packing team go to work. By arranging this service, you will save your time and effort and ensure your goods are protected during your move.

## Protecting your home

Pickfords will ensure your home is protected during the move. Special care will be taken to protect your carpets, wooden floors, banisters and doors prior to moving your furniture.

## Professional wrapping and packing

A day or so before your actual move date a packing team will carry out this service, using our own range of wrapping and packing materials, to ensure your goods are protected during your move.

## Silverware

To prevent tarnishing, silverware is wrapped in acid-free tissue.

## China and glassware

Such delicate items are individually wrapped before being packed into special china cartons.

## Clothes

Clothes are hung in specially railed wardrobe cartons.



# on moving day



## **Books**

Books will be flat -packed into sturdy book cartons.

## **White goods and appliances**

We will wrap your white goods in specially designed padded appliance covers to protect them during the move.

## **Sofas**

Sofas, large chairs and mattresses all have their own specially designed covers to protect these items from tearing, marks and dents.

## **Crates**

For those items you have singled out for extra care, we can make wooden crates to add an extra layer of protection.

## **Special cartons**

Pickfords has developed a range of cartons to cater for all your individual needs. We have cartons to protect your wine collection, bicycles, golf clubs, pictures and lampshades.

## **Unpacking at your new home**

Our unpacking service consists of unpacking and unwrapping your belongings on to flat surfaces and the disposal of all packing materials. Our crews will work under your direction, so it is advisable to have a plan in mind on delivery day.

# safe and secure storage

In today's home moving market, storage can make the difference between keeping and losing a sale.

## **Convenient collection**

Pickfords will arrive at your home and pack your possessions into a secure wooden storage container. This means you do not have to transport the goods yourself, saving your time and the cost of a hire van. It also means you will not have to do any heavy lifting of furniture.

## **Accurate records of your storage consignment**

If you are placing goods into long term storage, Pickfords will create an inventory of everything going into store, so you have an accurate record of the goods in our care.

## **Sealed at residence**

For security purposes your storage container will be sealed at your residence wherever possible, and will not be opened until you are ready for delivery.

## **Convenient delivery service**

When you are ready, Pickfords will deliver your consignment to its new location at a mutually convenient time.





## after your move

We believe moving home is a very personal business. We have built our promise on a platform of unwavering personal, local service. At the heart of all that we do is a commitment shared throughout our organisation to take every measure at our disposal to ease the transition to your new home.

Shortly after you have moved home, your Move Manager will contact you to arrange the collection of your cartons and request a post-move survey. We love to hear from our customers, and sincerely value your feedback on our service.

We hope this guide has given you all the information you need to know about moving home with Pickfords. If you have any questions, please don't hesitate to contact your Move Manager.


**Good luck in your new home!**



# checklist: 2 to 4 weeks before

- Unwanted items**  
Before any packing begins, contact Pickfords to recycle any unwanted items to help raise money for Cancer Research UK.
- Plan your packing**  
If you wish to pack yourself, obtain all the necessary materials, and begin at least two weeks before your move. Label boxes with their contents and their destined room at your new address. Remember, Pickfords cannot offer insurance for owner-packed items.
- Finalise your move date**
- Friends and relatives**  
Notify your loved ones of your change of address.
- Bank**  
Notify your bank of your change of address and consider transferring your account to a branch nearer to your new home.
- Credit/store cards**  
Fill in the change of address section of your statement when returning it with your payment and also notify any card protection insurers.
- Standing orders/direct debits**  
Give your new address to companies to which you pay standing orders, or with which you have a hire purchase agreement or loan.
- Stocks & shares**  
Notify your stockbroker or each individual Company Registrar.
- Car**  
Arrange to have your car serviced, particularly if you are moving long distance.
- Driving licence**  
[Tell DVLA you've changed address.](#)
- Mail redirection**  
[Ask Royal Mail to redirect your mail.](#)
- Phone providers**  
Contact your phone and internet providers to advise of your change of address and the date from which you wish your new number to operate. Give at least two weeks' notice.
- TV licence**  
[Tell TV Licensing you've changed address.](#)

# checklist: 2 to 4 weeks before

- Doctor, dentist, optician**  
De-register and research alternatives nearer to your new address. Liaise with your hospital if undergoing regular treatment.
- HMRC**  
[Tell HMRC you've changed address.](#) 
- Pension**  
Advise your local Post Office or private scheme of your change of address.
- Insurances**  
Notify your broker or individual insurance companies.
- Council tax and electoral registration**  
Notify relevant authorities in both your current area and the area you are moving to regarding council tax and electoral registration.
- Subscriptions**  
Notify any organisations, clubs or charities to which you subscribe of your new address.
- Hotels**  
If you need a hotel or temporary accommodation during the removal, arrange well in advance, especially if your move occurs during the summer.
- Lofts and attics**  
Check the contents and dispose of any unwanted items.
- Schools**  
Notify schools of your leaving date and advise the new schools as soon as possible.
- Pets**  
Make arrangements to book pets into kennels or catteries or for friends to look after them during the move. Arrange for the transfer of your pets' records to the new vet.
- Parking permits**  
Check to see if you need a parking permit for the removal vehicle at your existing or new address and notify Pickfords to arrange.
- Additional services**  
Book any additional services that you may need to disconnect you from your existing home.
- Home contents and buildings insurance**  
Arrange home contents and buildings insurance for your new home.

# checklist: 1 to 2 weeks before

## Two weeks before

- Consider changing the locks**  
Book a locksmith to visit your new home after delivery day.

- Library**  
Return any books you have on loan.

## One week before

- Electricity and gas**  
Contact your energy suppliers to advise the date you will be moving, giving at least 48 hours' notice.

- Water**  
At least 48 hours' notice is required by your existing and your new authority to disconnect and reconnect supply.

- Items on loan**  
Return borrowed items to your friends and neighbours.

- Dry cleaning**  
Collect all remaining items.

- Survival kit**  
Pack a box with light bulbs, toilet rolls, candles, a screwdriver, pliers, matches and kitchen towels and put it in the boot of your car.

- Keys**  
Ensure the keys to your new home are going to be available on time.

- Fridge and freezer**  
Empty, defrost and dry out your fridge and freezer.

- Washing machine and dishwasher**  
Empty, disconnect and drain pipes, secure the washing machine drum with the manufacturer's transit brackets.

- Foodstuffs**  
Care should be taken to ensure that any packets, lids and screw tops are properly secured.

- Meals and snacks**  
Plan these leading up to and shortly after the move, bearing in mind which kitchen items will already be packed. For the evening meal on the day of your move, it may be easier to order takeaway or eat out.

- Prepare the attic**  
If you need the removal team to enter your attic or loft, make sure it is properly illuminated and floored, and has a safe point of entry.

- Make a plan**  
Draw a plan of your new home and be prepared to instruct your removal team on the new locations for furniture.

# checklist: during and after the move

## **Moving day**

- Refreshments**  
Moving belongings is physically demanding work; you may want to have refreshments available for everyone involved with the move.
- Bedding**  
Remove all bedding, and ensure that when packed, it is clearly labelled for immediate unpacking for the first night at your new home.
- Children**  
If your children are staying with you, organise a room with their toys and a few treats. You may want to give older children specific tasks, such as packing their own box.
- What's not to go**  
Show the Team Leader around the house and identify anything that is NOT to be moved.
- Walk around the house**  
Once the van is loaded, walk around the house with the Team Leader to ensure all items to be moved have been placed in the vehicle.
- Meeting at the property**  
Agree an approximate time to meet at the new property.
- Meter readings and key transfer**  
Before leaving, make a note of all relevant meter readings, and arrange for key transfer as agreed. On arrival at your new home, make a note of meter readings.
- Layout of new home**  
Show the Team Leader the layout of your new home. It may be helpful to label the entrance door to each room. Be on hand to direct the team to place your furniture in the correct positions.
- Sign completion form**  
Once you are satisfied that everything has been delivered and positioned in the appropriate place, sign the completion form, adding any comments you wish to make.

## **After the move**

- Relax!**

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