

# Contents

Introductory .....	2
Obtaining a Quotation .....	2
Confirmation of Booking .....	4
Packing, Carton Sales & Portable Wardrobes.....	4
Removal Vehicles & Equipment .....	4
Different Forms of Removal .....	5
Storage.....	7
Insurance.....	9
Payment .....	10
General Advice .....	10
Removal Plan.....	12
Change of Address List.....	14

## INTRODUCTORY WARNING

**BE WARNED** - the Removal and Storage Industry is **NOT REGULATED**.

Quite bluntly, this means that there is nothing to compel any removalist to supply even an enclosed van, wrap your furniture, take pest control precautions in stores, or be accountable for stored goods.

You are strongly advised to carefully check what the price tendered by any removalist is going to buy you. On the day of your removal it may be too late to discover that what you are actually getting is not what you expected, and now you have no alternative but go ahead.

### **QUESTIONS THAT YOU WANT ANSWERED**

Most people do not use a removalist service frequently. They lack practice in questioning removalists and often do not know all the choices available.

Hopefully these notes will answer your questions and make your removal day a little easier.

### **OBTAINING A QUOTATION**

#### **(a) SOME DO NOTS**

There is no such thing as an "average removal". You are probably going to be distracted by a wide range of varied prices. Minimise this, by having a firm idea of what you want and that the price given covers this. This will make your decision a whole lot easier.

Do not leave your enquiring too late. The more time you give yourself the more chance of obtaining the service you want with no hassles on moving day.

#### **(b) YOUR REQUIREMENTS**

It is essential that you, the client, retain control of your removal. To do this you must make some preparation before you make your enquires.

When you telephone, you may be bewildered at the various choices that you cannot absorb quickly, or be equally bewildered by the virtual lack of information because the removalist expects you to state what you want.

Spend a little time jotting down what you want, and what you may like as price options. If you have this when you phone or visit or when the assessor comes to visit you, then you will ensure that all points are covered.

#### **(c) WHAT THE REMOVALIST WILL WANT**

To give you an estimate, any responsible removalist must know

- The nature and quantity of goods to be moved
- Whether packing cartons are to be supplied
- All your insurance requirements
- Whether the packing of cartons is required
- The access of both pick up and delivery addresses
- When you want the move and from where to where

If the removalist expresses little or no interest in these areas, it is probably not worth pursuing the inquiry.

If the removalist is interested in giving you a fixed price to cover the service that you want, then they will want to come and view your possessions to give you estimation. This has its advantages as a written quote can be received and more advice can be obtained. If a sighted quote is not possible, then you will have to make a list of ALL goods that you want removing. This is a lot of work, but it is very difficult to remember everything that you have over the telephone. Bear in mind also that the removalist will be just as interested in the small items as well as the large ones. It takes just as long to walk all of these to and from the truck.

If you do not disclose everything that you want moved, the removalist can not assess the volume, hence there is the risk that too small a truck will turn up and the goods will be left behind, or there may be a pointed debate about changing the quoted price.

**NOTE!**

A common problem is customers describing carton size. Removalists work on carton size about that of a *tea chest*. Simply tell the removalist how many you will have that size, half the size, twice as big, etc. and this will help your estimation considerably.

**(d) SELECTING YOUR REMOVALIST**

You must feel comfortable with your choice of removalist. Word of mouth referral from someone you trust will be your best-bet if their job was similar to your own. As a general guide, removalists who are established, particularly in low population areas, have to be doing the job right to have survived.

**(e) PHONE, MAIL OR VISIT?**

Most initial enquiries are by telephone so preparation is important. A visit to a removalist has many advantages as you can assess the working conditions. If your requirement is for storage, then a visit is almost essential due to the wide range of standards within the industry.

**(f) MAKE YOUR ENQUIRY**

Make sure that you have a firm idea of what your requirements are plus any options you are interested in. Give yourself time - half an hour now, may save you dollars and much anxiety later.

Unless you know the removalist, it is not a bad idea to first assess how interested the removalist is in your requirements. By the questions that he asks, you may then satisfy any points not covered with your own questions.

**(g) ASSESSING YOUR QUOTES**

From the information that you have, check that the prices you have and the supporting information, match your requirements. Did the removalist try to relate to your requirements or have you just a vague, average idea? On the day of your removal, when you are committed, have you allowed your removalist to then decide your removal is not "average" and place a different interpretation on costs and/or required van size.

**(h) THE EASY WAY**

There is an easier way. Pick removalists that you feel might be suitable, ring them and ask for a written quote plus a description of the service and equipment. Request a written quote itemising:-

- Removal cost
- Full pre-packing
- Fragile pre-packing ( glassware only )
- Insurance options
- Any storage requirements
- Any other options you may require

Bay Removals will provide this service at no cost to yourself and you have the choice control with no expenditure.

## CONFIRMATION OF BOOKING

It is **MOST IMPORTANT** that you obtain positive confirmation of booking from the removalist of your requirements, dates and times.

You have a lot to think about when it comes to moving so it is easy to forget that you have not actually confirmed that you want to use a particular removalist, especially if you have mentioned dates and have made enquiries with a number of different removalists. Also if you have discussed different options, confirm the particular ones you want, eg. Pre-packing. Do not leave it to the night before - once you have decided, make sure you have confirmation of booking for your requirements.

## PACKING, CARTON SALES & PORTABLE WARDROBES

**Packing of goods into cartons is not an automatic part of a removal, and is a quoted option.**

Normal options on packing are the customer doing it all themselves, the removalist doing it or a compromise where the removalist does the glassware or just the crystal and you, the customer, do the rest.

If you choose to pack yourself, our company sells a variety of removal cartons to suit your needs. These will be purchased back after your removal. We will also purchase any good quality **removal** cartons from any source.

If Bay Removals does the full packing job, the customer will normally have the option of a few cartons supplied to pack any personal items.

Specialist packing crews normally preform substantial sized packing jobs the day prior to removal. This avoids your redelivery being delayed into the evening on the day of the removal.

Bay Removals uses only new paper for all contracted packing jobs. This is also available to buy if the customer chooses to do their own packing.

Bay Removals can also supply the use of portable wardrobes on the day of removal for no charge. These are also available for purchase.

**Unpacking is not an automatic consequence of packing by a removalist and must be stated as a requirement when requesting a quote.**

If you want unpacking, think carefully. Most customers prefer to unpack steadily over a few days so they can organise the location of items as they wish.

When doing your own packing, ask the removalist for any tips or ideas on time and labour saving methods.

## REMOVAL VEHICLES & EQUIPMENT

A working furniture van should be fully enclosed and equipped. Normal equipment consists of the following: -

- Soft felt for wrapping furniture.
- Hessian for wrapping hardware, etc.
- Specialised trolleys ie. Fridge, wardrobe & piano.
- Removal carrying straps
- Loading ramps

The Bay Removals fleet has ALL these requirements.

Furniture vans come in many sizes and even a small one can look very large to unfamiliar eyes. **BE CAREFUL** - "we had an 8 tonner last time we moved " does not mean much. It could have had a large van body or a small van body. Removalist work on cubic metre capacity and it is critical that the estimated volume is correct so that the right van is sent on the job and that no goods are left behind. Most removalists charge the same rate for all vehicles in a fleet. Some customers ask for a small van not realising that it is easier to half fill a large van than it is to fill a smaller one.

## DIFFERENT FORMS OF REMOVAL

Bay Removals prefers to work on week days only, but weekends can be arranged with a surcharge applying.

### (a) LOCAL REMOVALS

Bay Removals charges locally by the hour with a minimum charge of two hours. In the situation where another removal is involved with your own, ie. someone else moving into or out of either end of your removal, then if the same removalist is controlling both ends of the job, timing can be arranged so that no party is waiting on the other. If there is an overlap, crews from the same business will mix in together to speed up operations and avoid the possible added charge of waiting time.

### (b) MID DISTANCE REMOVALS (100 to 300 Kms)

Our usual policy is to carry out the removal as a set task to your particular time requirements. As a result, control of delivery times can be planned to meet your own arrangements. For example, the load can be delivered the same day or taken overnight to be delivered the next day.

If you are able to refer a party that is returning from your destination area to the truck's home area, then it may be possible to share travel costs between both of you for cost saving.

Bay Removals travel to both Canberra and Sydney weekly.

### (c) LONG DISTANCE (Interstate)

Customers will appreciate that it is impossible to give meaningful costs in general terms because of the wide variety of distance and load size combinations. Customers can also be confused in this area because of the wide variety of prices that may be quoted by separate removalists. It comes down to what you feel comfortable with. The following is a listing of areas that you may assess against your personal requirements and then check against the quotes you are given.

- A vehicle could be supplied for your sole use if you wish, but common practice is to charge you for the volume your goods occupy on a one way trip. This represents a considerable cost saving.
- Check that you are allocated a full crew on both uplift and delivery - you may not wish to be press ganged into carrying the other end of the fridge because only the driver has turned up.
- A good quality removalist will operate on a door to door basis with no transhipment of goods through transit stores or between vehicles. If this area is important to you, then you should check at the time of enquiry AND when confirming the booking. Reasonable allowance should be made for unexpected vehicle breakdown to expedite delivery of your goods.
- If you are on a direct delivery agreement, transit time can be quite short. Removalists are often able to build in some time to facilitate customers' travel arrangements and this should be clearly examined when setting up arrangements.
- Subcontracting is a very large part of the removals and storage industry. If you have taken care in selecting a removalist, then you should also ensure that if a subcontractor is being used, they too are equally competent. As the customer, you have the right to know, **SO ASK**.

**Take Note:** A lot of interstate work is arranged by lists via telephone or mail. Over 50% of these jobs have difficulty at the pick-up as there turns out to be more goods than originally agreed. The interstate truck may be huge and only half full, but its total load has been worked out closely. Taking your extra goods may mean another family will have some of or all their goods left behind. So the removalist can and will refuse to pick up undisclosed items.

Remote arrangements made on lists can and does work. But the removalist must be estimating volume correctly, and the customer must give adequate time preparing this list.

- Booking time on long distance is more critical than local and mid-haul. You should plan on having a confirmed booking two weeks ahead of your planned removal day to secure optimum times for your own needs. Removalists can operate on shorter notice but the less time given the more the customer may have to compromise on arrangements, even if you are hiring the entire van for a two day trip.
- **Interstate theft is a fact of life.** The customer pays on pick up and the van disappears. Customers are strongly advised to deal only with removalists that they **KNOW** to be well established and not just able to buy a large advertisement. If there is any doubt that you may be subcontracted, then ensure where the responsibility lies before you accept.

**\*If you intend moving during the busy Christmas, Easter and school holiday period,** then you must start work on your removal arrangements early. Obtain your quotes and make a decision - it may be very difficult, expensive or even impossible to obtain a removal at short notice over this period.

#### (d) REMOTE AREA REMOVALS

Cost may be a big consideration to persons relocating into remote areas. Peace of mind and getting all your goods delivered where you want them has its value too. Bay Removals are Australia wide carriers - nowhere is too remote.

Customers are advised to deal with established removalists, with financial stability, who are able to get themselves out of trouble if mechanical difficulties arise and your goods are on board.

#### (e) TRUCK RENTAL

Renting a truck and doing it yourself is an alternative to using a removalist, particularly if you have the time available and wish to potter along at your own rate. However, potential users should be aware of a number of factors.

Truck rental outlets tend to hire vans by the weight (eg. 5 tonne) whereas removalists work by cubic capacity. As mentioned before, pantechs come in various sizes. You will find rental truck bodies are always a lot smaller than removalist vans, which means that you may have to hire a truck a lot larger than you really need. **WHAT SIZE TRUCK DO YOU REALLY NEED TO FIT ALL YOUR FURNITURE IN?** Rental trucks are flat decks and the larger ones are generally quite high off the ground. Some companies will supply walk-boards and trolleys, for an extra cost of course, but nobody will supply the packing blankets to wrap your furniture, so you will have to find that yourself.

The vehicles are normally rented by the day with a set amount of free mileage included. However, you will need to obtain a full appraisal of costs, which are: -

- rental charges
- distance allowance
- basic insurance
- overhead damage insurance for vans
- excess distance costs
- going over time costs
- hire of equipment costs

You have to pick up the vehicle and return it by a certain time. When you add this together including the cost of bribes to friends and family to help with your removal, you will then have a reasonable comparison base.

## STORAGE

### (a) FORMAL FURNITURE STORAGE

This is sometimes referred to as warehouse storage, and is normally controlled exclusively by the removalist company. This is the traditional form of storage. The mode of storage is a large enclosed area within which a number of separate customers have their goods stored. Due to lack of regulation, such stores range from superb to disgusting. For this reason, it is recommended that customers view storage before contracting.

When viewing the storage facilities, take note that

- Stored goods are stacked with inserts to protect polished or soft surfaces
  - Fridges and freezers are blocked open to prevent mould or damage to auto defrost mechanisms
  - Each item is tagged with identity of its owner and number
  - A full inventory will be made and that you will receive a copy
  - There is clear segregation between the loads
  - Adequate dust sheeting is used
  - Adequate pest control is employed and the frequency it is applied
- These factors will enable you to obtain benefits and unwanted problems.

Bay Removals has a well equipped warehouse which is pest controlled and has 24 hour security

**COSTS** vary but for a general guidance: -

Formal storage is normally the cheapest way to go as it is determined by volume. A weekly fee is determined by the amount of space your furniture takes up. Good quality stores will normally charge an entry and exit fee to cover the costs of protective measures. Storage charges are always in advance.

At pick up, the removalist will normally require payment for: -

- The removal
- Store entry
- Four weeks storage in advance

Subsequent storage payments then follow on with accounts sent monthly. When your goods are leaving storage, the amount owing to that date will be assessed. Before your goods leave storage, the removalist will require payment in advance, usually by cash or bank cheque.

### POINTS TO WATCH

Not being charged entry or exit fees can sound very attractive, but protection costs money, so check what you are going to get. Customers should get full written statements of costs and fees, including re-delivery. This should be obtained before accepting a quotation.

### ACCESS

If your goods have come some distance, you may need a few essentials that could not fit in your car. If you have clearly told the removalist to leave these at the front of the stack, you will be able to pick these up. This is usually done as a courtesy. If you expect the removalist to pull down the whole stack of furniture and reinstate it, then you will have to expect to pay.

**WARNING:** Dangerous goods or any form of food stuff in whatever type of container are not recommended or allowed to be stored at any storage facility.

### (b) SELF STORAGE

**Mini stores** are something like a garage that you are able to drive up to. Costing is usually determined by the size of the unit you require. A bond may also be required to cover any damage that may occur to either the unit or the driveway. This will be refunded after inspection at termination of occupancy.

**Self-storage units** are usually small beehive type cubicles set inside large warehouses. This means you will not be able to drive to your unit. You may have to load your furniture on the cargo lift to the third floor and then unload it and walk it to the other side of the building to where your unit is situated. Remember time is money. Whether you can waste the time to move it yourself or you pay a removalist to do the job it will still cost **YOU**. Generally these units are charged by the accessibility.

Both these types of storage have their advantages. They enable the public, in business or private, to store a vast range of goods that were not practical in formal storage. The accessibility is 7 days a week, long hours, in some cases, 24 hours a day; the customer also retains the keys and the responsibility for their goods. Above all, these outlets give the customer choice and control of their own activities.

Notice of termination of use is normally required to avoid additional rental payments. If self-storage accounts go in arrears, it is standard practice to over-lock them. This denies access to stored goods until the account is made current.

**WARNING:** Customers should check contracts carefully for prohibited items that may invalidate any insurance taken out. Customers should take adequate pest control precautions and exclude ALL FOODSTUFFS in any kind of container.

#### (c) CONTAINER STORAGE

Although this form of storage has been around for a long time, it is not very widely used, because of the need for specialist vehicles, such as forklifts, and having the buying power to purchase enough furniture wrapping for maybe 100 vans but have it stagnant in store for months or years.

Customers should be aware of their own responsibilities. This is particularly important when your goods are picked up by a container and will remain in there until redelivery. A removalist can not be responsible for pest or eggs that have effectively been locked in with a food source. Take particular pest precautions yourself to your own satisfaction.

Fixed containers are also another substitute for self-storage. These are ideal for the average house load for long term storage. Once they are closed and locked, they are vermin proof. The costing is usually a weekly flat rate and the advantages are similar to that of mini or self-storage within reason (ie: accessible times, availability). Bay Removals have these fixed containers available.

#### (d) SPECIALIST STORAGE

People want to store all types of goods and possessions. Bay Removals has the availability of undercover car, caravan and boat storage.

### **WAREHOUSEMAN'S LIENS ACT**

All persons operating a storage business are protected by an Act of Parliament against their stores becoming clogged with goods that owners are no longer paying storage upon. The storage business is entitled to sell goods to regain both losses and space. Storage customers should note that storage businesses using the Act have to operate in a set time frame and will take certain actions. Some of these, such as compulsory newspaper advertising to sell your goods can be quite expensive and are added to the storage arrears.

For his or her own protection, it is important that the customer understands the position of the storage business. The customer will have contracted to maintain storage payments in advance. If an account goes in arrears and the customer does not respond to reminders, the storage business has no means of knowing if it is a credit problem, the customer is distracted by other events or even if the customer is still alive.

To avoid unintended problems, keep your account current and ensure that the storage business has a current address for you at all times.

## INSURANCE

The insurance area of removals and storage can be misunderstood, often misinterpreted, and as it can be complicated, too many people find it easier to assume. There is no such thing as "free insurance" for removals or anything else. Someone has to pay the premiums at some stage. Furthermore, it is impossible to obtain insurance without agreement on the risks to be covered and a declaration of the value of the goods covered.

People know that insuring their house does not automatically cover the contents, and that the contents premium varies on the contents value and that there is usually a string of exclusions. Some people expect their goods to be loaded onto a van, be covered for everything, with no exclusions, at no cost and no declaration of value.

The removalist vehicle's insurance, compulsory third party, business public liability - none of these cover goods in transit. Goods in transit have to be covered under a quite different kind of insurance.

Customers can become confused because some removalists have a blanket insurance cover that they offer for "free" and then the costs are recouped from the removal. These covers are very basic and are often limited in value of payment on any one load. It is essential that any customer, who believes that their goods are insured, or has been lead to believe so, apply the following simple control.

If you do not have the following

- A written confirmation of insurance
- A statement of risks
- A statement of value cover
- A declaration of value of goods

Then YOU ARE NOT INSURED in a form that would stand a legal test.

Insurance for removals and storage is available but is not something that the customer has to have - it is at their cost. There are a number of alternatives. Firstly, removal insurance and storage insurance are different and will not necessarily cover the other. Removal insurance will range from a basic form covering damage caused by an accident when the van is travelling, to more comprehensive covers. There are many pairs or sets of clauses; internal derangement of white goods (fridges, etc) or electronic goods (TV's, etc) or musical instruments (pianos out of tune) will not be covered. Customers should check these points.

Insurance is usually available from competent removalists or the customer can make their own arrangements. Customers taking out their own insurance may use a broker, approach an insurance company or request an extension of their household policy to cover removal/storage. In these cases, beware of the easy term "Transit Insurance". This will cover goods only en-route and only for consequences of fire, collision, overturning and flood - not scratches, rubs, leaking trucks etc.

The main insurance company used by many operators is Associated Marine, who handle nothing but transport insurance. They have offices all over the country, so that people moving interstate can deal locally.

Associated Marine offers three types of insurance cover. They produce literature that explains the types of covers in plain language. They also offer an extension of policy to cover storage up 180 days in 30-day stages. This is an excellent product as the customer is covered all the way through on one premium and policy Bay Removals can arrange the relevant insurance for your removal with Associated Marine.

### FINAL WORDS

"Insurance is a waste of money, they never pay" can be more accurately translated as "I did not check the extent of cover". In real human terms, people simply have so much to do when they move, that just the choice of insurance becomes the last straw of yet more decisions. Once again, some good advice - DO NOT ASSUME - get it in writing and deal with reliable people who can make it easier for you.

## PAYMENT

Customers are advised to carefully check on the payment requirements of the individual removalists. At the beginning of the job, the customer should know what they have to pay, and when, particularly if the nature of the task has been changed with short notice (eg: you have decided to have the removalist pack for you).

The removal and storage industry is primarily based on payment for services when received or in advance. Customers who require account facilities must discuss these with management prior to removal. A removal crew may not be empowered or equipped to deal with an account request.

Bay Removals requests that local removals be payable on delivery. Longer distance removals are normally payable on completion of loading or in advance by cash or bank cheque. Insurance must be paid for in advance.

Persons being relocated by their employer must provide confirmation of arrangements in advance by written authorities in the form of the company order.

If you have cartons for your own use sold by the removalist, this will often form a separate part of their accounting and it is normal practice to obtain payment for cartons as they are supplied.

All responsible removalists will give you a receipt for the services rendered.

## GENERAL ADVICE

### (a) PACKING HINTS

#### COMMON ERRORS TO AVOID WHEN PACKING YOURSELF

- Packing large cartons too heavy causes the carton to distort or break when lifted or contents to crush themselves.
- Using masking tape instead of plastic packaging tape. Masking tape is paper and will rip causing cartons to open when being carried.
- Under filling cartons causing them to crush down when stacked.
- Using large cupboards to pack goods causing failure of furniture when lifted. By all means put in light large things such as pillows.
- Using fridges/freezers to pack goods causes lining damage
- Using newspaper for wrapping creates unnecessary cleaning after unpacking
- Forgetting to pack the microwave plate
- Packing foodstuffs as part load in several cartons then finding out storage is required

### (b) ACCESS

#### ACCESS CAN BE A CRITICAL FACTOR, PARTICULARLY FOR QUOTES OBTAINED BY TELEPHONE.

For your own protection, inform the removalist fully about access at both ends of your removal. If you neglect to mention that although you are going from a low-set home, it is at the bottom of a steep slope with fifty steps - then not only are you going to be charged more, but you may find yourself liable for paying waiting time if the incoming removalist has been delayed due to the extra time required to move you out. Most homes are on streets with driveways. Removal vans are large, tall and heavy - they do not perform well as off-road vehicles, particularly after rain.

Removalist do not consider it reasonable to pay to have their vehicles towed out of soft ground because the customer wanted to save money on having the furniture manually handled 200 metres. They are not going to pay to repair the drains or septic systems that the customer has not pointed out and/or provided access.

**Particular points to consider are** - low wires, overhanging branches, ranch style gateways, a sandy area that could affect your carpet and location of underground drainage. Make sure you have a firm area for the van to gain access to reasonable position and inform the removalist about it when he arrives.

In addition, moves to and from inner city locations and tower blocks in landscaped grounds should be carefully examined in advance. It is possible that you may end up with a huge bill because the truck is not permitted, or able to stand close by.

Check that long workbenches / bars / wall units and large wardrobes will go around sharp corners at the new house. Make extra checks if you are moving from a house with sliding doors to one with conventional doors, particularly if you have a large side by side fridge.

Removalist must assume normal access unless otherwise stated by the customer. Removalist can not be reasonably expected to pay the time and costs of carrying furniture abnormal distances, towing their trucks out, repairing hidden drains or dismantling and reassembling your home to get your furniture in or out all for the price of the removal.

(c) **WATER BEDS**

If you have never moved your waterbed before start early. Most are assembled with power tools and require some effort. Check with a screwdriver the week before the move.

These beds take a long time to drain and must be empty before removal. Bladders will not be lifted with water in them. Take care with the "waveless" models - if you try to speed draining by lifting the bladder corners, the internal baffles will slide together and lock. They then dry solid and render the bladder useless. Give such beds time to drain and roll them - **do not** fold them head to foot. Refilling is as a normal bladder.

(d) **PLANTS**

Check if your removalist will carry plants. There is not normally a problem for local and mid-state removal unless a lot of plants are involved. Interstate requirements may be different and this should be checked in advance.

Removalist will normally reserve the right not to carry plants if the furniture wrapping materials are going to become soiled.

(e) **DANGEROUS GOODS**

There are certain goods that removalist will not carry or are not permitted by **LAW** to carry. These include paints, fuels, oils, explosives, gas and even the humble domestic aerosol can. These can become a small bomb.

You must make prior arrangements to transport or dispose of such items. They will not be carried by removalist. Nor are they permitted in formal stores and most self-storage.

(f) **STORAGE PRECAUTIONS**

**NO FOODSTUFFS OF ANY KIND ARE PERMITTED IN FORMAL STORAGE OR SELF-STORAGE.**

Customers should take some pest control measures themselves when preparing for storage, particularly in the areas that removalist's pest control procedures can not reach. Particular areas of concern are any sealed cartons, carpets, rugs or fabric wall hangings that will be rolled up.

Before storing, think ahead of what you may need in a few months eg: after a season change. Give your removalist advance notice and these things can be left at the front of your load for easy access.

If you intend storing at a friend's or relative's place, it is wise to obtain competent advice on how both parties stand regarding insurance should there be a fire etc. company insurance clauses could leave either or both parties liable for the financial loss.

(g) **TIMES & DAYS**

Most removalists operate on a 7 days a week basis. However customers are advised to check this in advance, particularly if their arrangements have not been finalised. Also check if there are excess charges for weekend or holiday work.

Customers are well advised to book ahead if possible in holiday times and at Christmas. For customers who have to move at short notice, usually something can be arranged to help them.

Removalists should be able to advise you on estimated loading and travelling times to enable you to coordinate your removal with the persons moving into your present house or the persons moving out of your new house. This important as waiting times may be charged.

**(h) HOUSE CONTRACT PROBLEMS**

In most circumstances the seller of the house has to provide vacant possession at the time of settlement. This usually means that settlement day is moving day.

To enable firm arrangements to be made for moving people should make certain that they obtain the date of settlement from their solicitors as soon as possible after the exchange of contracts.

Vacant possession means all goods have to be out of the house. This, plus the other things that have to be done - power, telephone, etc. involve expense. Ask your solicitor to ensure that you will not suffer financial loss if settlement is postponed at the last minute through no fault of your own and all your possessions are on a furniture van, plus your power and telephone have been disconnected.

With all the good will in the world, unexpected problems may still arise. The experienced staff at Bay Removals may be able to assist you in such circumstances. It is well worth a telephone call to find out what options are available and hopefully relieve some of the pressure you are experiencing.

**CONFIDENTIAL SERVICE**

Unless otherwise requested, all services offered are strictly confidential. Make sure you inform friends and relatives of your new address and telephone number, as no information will be divulged to any person other than a POLICE OFFICER pursuing his/her duties or by court order. Furthermore, no one except the customer has access to furniture stored unless prior arrangements have been made.

**CONCLUSION**

We hope these notes can be useful to you and assist you in obtaining the service that you really require. When approaching the removal and storage industry DO NOT ASSUME - CHECK.

When assessing, listen carefully to removalists. It is in your interest to clearly establish what you are getting for the fee charged and to obtain quotations in writing - it is too late when it is all happening around you and you do not like it.

**REMOVAL PLAN**

**START NOW**

- Fill out BAY REMOVALS inventory form ( downloaded from this site )
- Decide if you will pack yourself or have BAY REMOVALS do it for you
- Contact BAY REMOVALS to arrange for a quote
- Clean out all cupboards of unwanted items
- Run down pantry supplies and frozen foods
- Check that larger furniture will fit into new house
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**ONE MONTH BEFORE REMOVAL**

- Make a list of essential items needed on removal day
- If packing yourself arrange for packing cartons either privately or through BAY REMOVALS
- Advise school principal of your children's school conclusion date
- Enrol your children at their new school
- \_\_\_\_\_
- \_\_\_\_\_

**THREE WEEKS BEFORE REMOVAL**

- If packing yourself commence packing and label each carton
- Decide whether you require insurance for your goods and contact BAY REMOVALS for a quote
- Confirm removal date with your removalist. (sometimes this can be difficult, so a *tentative* date should be made )
- \_\_\_\_\_

### **TWO WEEKS BEFORE REMOVAL**

- Lodge mail redirection form with Australia POST
- Lodge Electoral Roll transfer
- Transfer household Insurance
- Arrange final meter readings for electricity, gas and telephone
- \_\_\_\_\_
- \_\_\_\_\_

### **ONE WEEK BEFORE REMOVAL**

- Cancel local services eg: milk, newspapers and lawn mowing, etc.
- Pick up dry cleaning, lay-buys, goods being repaired, etc.
- Advise change of address to banks, building societies and insurance companies
- Seek veterinary advice on moving your pets a long distance
- Make arrangements for house cleaning after removal
- Final clean out of cupboards, etc.
- Dispose of ALL flammable liquids, including pressure pack cans
- Please note:** By law, removalists are not permitted to carry flammable liquids
- \_\_\_\_\_
- \_\_\_\_\_

### **DAY PRIOR TO REMOVAL**

- Defrost and clean fridge and freezer. Switch off night before going to bed  
Remove fridge magnets, etc. to avoid loss during removal
- Do not water pot plants until arrival at new address
- Make sure you have necessary family requirements eg: food, money, clothing, baby needs, etc. whilst your goods are in transit
- \_\_\_\_\_
- \_\_\_\_\_

### **DAY OF REMOVAL**

- Arrange for pick up of keys if you can not be at the house or storage unit on removal day
- Ensure that small children are kept occupied so as to avoid injury during removal
- Secure your pets
- Take all items that you want to keep with you and put them in your car or place them in the shower recess or bath tub
- \_\_\_\_\_
- \_\_\_\_\_

### **FINAL CHECK**

- CHECK THAT EVERYTHING YOU WANT TAKEN BY REMOVALIST HAS BEEN LOADED
- Switch off power
- Switch off gas
- Check all windows and doors are locked
- Check all taps are turned off
- Check the removalist has the correct delivery address and estimated time of your arrival
- Hand over house keys to relevant person
- Check that you have keys for your NEW RESIDENCE
- \_\_\_\_\_
- \_\_\_\_\_

**CHANGE OF ADDRESS LIST**

- |  |  |
|--|--|
| <input type="checkbox"/> Accountant                | <input type="checkbox"/> Newsagent           |
| <input type="checkbox"/> Bank                      | <input type="checkbox"/> NRMA                |
| <input type="checkbox"/> Blood Bank                | <input type="checkbox"/> Optometrist         |
| <input type="checkbox"/> Book Club                 | <input type="checkbox"/> Pre School          |
| <input type="checkbox"/> Building Society          | <input type="checkbox"/> Post Office         |
| <input type="checkbox"/> Chemist                   | <input type="checkbox"/> Schools             |
| <input type="checkbox"/> Child Care Centre         | <input type="checkbox"/> Social Security     |
| <input type="checkbox"/> Clubs                     | <input type="checkbox"/> Stockbroker         |
| <input type="checkbox"/> Council                   | <input type="checkbox"/> Subscriptions       |
| <input type="checkbox"/> Credit Card Provider      | <input type="checkbox"/> Superannuation Fund |
| <input type="checkbox"/> Credit Union              | <input type="checkbox"/> Telephone           |
| <input type="checkbox"/> Dentist                   | <input type="checkbox"/> Taxation Office     |
| <input type="checkbox"/> Department Store Accounts | <input type="checkbox"/> Union               |
| <input type="checkbox"/> Doctor                    | <input type="checkbox"/> Vet                 |
| <input type="checkbox"/> Drivers Licence           | <input type="checkbox"/> Water Board         |
| <input type="checkbox"/> Electoral Office          | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Electricity               | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Family and Friends        | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Finance Company           | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Gas                       | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Insurance Company         | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Library                   | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Medical Fund              | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Medicare                  | <input type="checkbox"/> _____               |