

# Preparing for a Stress-Free Moving Day with Albany Removals

To ensure the removal goes smoothly and your possessions are best protected it is essential to get the packing completed appropriately before the day of the move. Whether you prefer to pack yourself or would like Albany Removals to do it for you, it is important to follow the guidelines below.

## Things We Expect Customers to do Before Removal Day

### Customer packing

1. Ensure that the boxes used for packing are designed for moving. They must be **DOUBLE WALLED BOXES**, which are strong enough to hold the weight of the content. Boxes from supermarkets, such as wine, crisp, banana and file boxes are unsuitable for moving and stacking, so will risk damaging your property.
2. A few bin liners are OK, but ensure they are kept to a minimum and are very strong as they split easily and they are difficult to label.
3. Use **BROWN PARCEL TAPE** on bottom and top of box.
4. Fill boxes to the top as we will have to stack them in the truck.
5. For heavier items such as books, use smaller boxes, so the Albany team can lift and carry them safely.
6. General household items, such as kitchen goods, can be packed into medium sized boxes.
7. Clothes, bedding, soft furnishings such as cushions, can be packed into larger boxes. **Delicate** items need wrapping and padding in paper.
8. Put heavy items on the bottom, light items on top.
9. All boxes should be clearly labelled, on **TOP ONLY**, with **MARKER PEN**, stating the room destination.
10. If you have not booked a **furniture dismantling and reassembling** service, ensure all furniture is dismantled, with any nuts, bolts etc., stored in a small bag, securely taped to the furniture item.
11. **Packing must be completed before removal day.** Leave yourself plenty of time to pack. If you pack 30 mins a day, leading up to your move, it makes it easier. We cannot move a partly packed house.
12. Disconnect washing machines, cookers etc. and furniture is detached from the wall. We are not insured to cover events such as flooding, electrical faults, gas leaks or structural damage resulting from connection and disconnection issues. Any unforeseen problems will need to be resolved before moving day. Please consult a Corgi registered gas fitter for information about gas disconnections.

Albany Removal can supply appropriate boxes and packing materials at a reasonable price, please ask for a quote.

We are happy to offer advice if needed, especially for any unusual, large, or heavy items.

**Please note:** A box may contain hundreds of pounds of goods so use a box fit for purpose, pack and label it properly. Whilst we use blankets and covers, and strap in your goods for safety, inadequate packaging can still lead to damage. **Goods packed by customers are not insured**, so please follow the advice above.

Inappropriate packing can also slow down the move and could therefore, **incur further costs**.

### **Packing Service**

1. Take the stress out of the move and free up valuable time, by booking **Albany Removals packing service**. We can supply experienced staff and appropriate packaging materials to ensure your possessions are moved with care, efficiency and safety in mind.
2. We also offer a furniture dismantling and reassembling service. However, we are unable to reassemble furniture we have not dismantled ourselves.

**Packaging must be completed before removal day**, so this service must be booked in advance.

### **Items that need to remain or not removed by Albany Removals**

1. Take the stress away and get all items like car keys, paperwork, laptops and anything you need in one easy place so it will not be packed.
2. Please put items to stay in one area such as the bathroom.
3. There will not be time, when we arrive, to sort through draws etc.

**Valuables, such as jewellery or cash must be packed and removed by the customer. Albany Removals is not able to take responsibility for such items.**

## **Removal Day**

1. **Save A SPACE FOR the REMOVAL TRUCK** outside your old and new home. Inform neighbours you need this and ask for cars to be moved in advance of the truck arriving. It is no fun getting people out of bed to move cars. Please note: Our Large truck takes up 3 car spaces and smaller one 2 spaces.
2. **MARK FURNITURE DESTINATION, including preferred position if required.** Please use **MASKING TAPE ONLY**.
3. Use a 10 cm strip and adhere to item, then use a marker pen to write which room it should be taken to.

4. Our trucks are supplied with blankets sofa and mattress covers, wardrobe boxes and removal trolleys. Goods will be blanket protected and strapped in for safety.
5. Items that you do not want us to take should be put out of the way, ideally in your car or a secure place away from the items we will be moving. **Please remember, we do not carry money jewellery and valuable items e.g. important paperwork.**
6. **Kitchen appliances, televisions, laptops must be disconnected before we arrive.** We are a removal company and therefore not able to offer services such as electrical or gas fitting, plumbing or structural alterations such as fixing furniture to walls etc.
7. It is very important that someone is in charge to tell us where items go, in each room. This avoids expensive delays and additional work. Hopefully this is made easier as items will have been marked clearly in advance.

Ensuring you are prepared and organised will help to make the move run smoothly, efficiently, with the minimum of stress.

Please note, failure to pack and organise your possession may lead to a delay in your move and incur further costs.

**If there are any changes or problems with packing and preparing for the move, notify Albany Removals as soon as possible, to discuss solutions. Do not wait until moving day.**

## Booking and Paying for a Removal

Booking with Albany Removals will require a **non-refundable deposit**. This will secure the day as once booked we will turn work away for that day.

Full payment is required 3 days before the move, or you can pay cash on the morning of the move.

Be aware, a **waiting time charge** applies if we are waiting for keys or old owners to vacate your new home after 1pm.

### BANK DETAILS

Account name: Albany removals ltd

Account Number: 10092333

Sort Code: 162516.

<b>Checklist: Before we arrive</b>	<b>Completed</b>
All loose items are packed in double walled boxes.	
All boxes and large furnishings have been labelled on top, showing the destination room	
Boxes are not too heavy to lift safely.	
All appliances have been disconnected.	
Furniture or appliances that are attached to walls have been detached.	

Gas fitters, electricians, fitters have been booked for reconnection and attachment of appliances and furniture where applicable, in your new property.	
Items staying in the house are labelled as such.	
Valuable including paperwork are stored separately for you to move	
Move your car out of the way of the removal truck (not on driveway)	
Asked neighbours to move cars to provide room for the removal trucks	
Contact solicitors or letting agents to ensure you receive the keys before 1pm	
If you are paying by cash, you have it to hand to pay and proceed with the removal	

**Contact Peter at Albany Removals Ltd**

**Mobile: 07970 383207**