



ESTABLISHED 1906

clark & rose

UK & INTERNATIONAL MOVING AND STORAGE

Your essential guide to moving home



Clark & Rose: Taking care of moves big and small since 1906

With many years' experience in the removal business, we understand that the thought of moving home and remembering everything you'll need to do can be daunting.

To assist, we've written this essential guide to moving, giving you all the reminders, checklists and tips you'll need to make moving as stress-free as possible.





Using this guide

Our handy guide is split into four sections:

1. Getting organised
2. Preparing your home
3. On moving day
4. Getting settled

You can also download our guide at clarkandrose.co.uk and share with any friends or relatives that might be moving soon.

Getting organised

We believe planning is the key ingredient to a successful move. Here's a quick checklist of the key things you'll need to do and how we can help:

What you'll need to do	How we help
Decide whether you want to carry out the packing yourself or have Clark & Rose pack for you	We offer a Full Packing Service using a wide range of specialist materials to take the stress out of your hands. If you choose to pack yourself we have a 'Handy Guide to Packing' and sell the same wide range of materials for you to use
You'll need to decide what else you'd like Clark & Rose to do and what you're willing to do yourself - for example, disassembling and reassembling your furniture	The majority of our surveys are done either face-to-face or via video conference meaning we capture all your requirements right from the start. Everything is recorded on our Removal Specification Form, a copy of which will be provided to you with the quote
Confirm your completion date and time (for your current and new home) as far ahead as possible - this will determine exactly when you can move	We can make a provisional booking, which gives you first refusal on the dates in question. However, at busy times we may only be able to hold a provisional booking for a fairly short period of time and your removal coordinator will be able to help with this
Return your removals acceptance form and make sure you have a confirmation letter that you have checked and are happy with	We confirm all firm bookings in writing to give you added peace of mind
As with most removal companies we ask that you pay in advance so make sure you budget for this	We'll only ask for payment once a firm booking is made. Our preferred payment method is bank transfer with direct debit for storage charges, if applicable

Preparing your home

There's a lot you can do in advance of moving day which will make the day run more smoothly:

Make sure all the relevant people know you're moving:

- | | |
|--|---|
| <input type="checkbox"/> Your energy suppliers | <input type="checkbox"/> Your bank and/or building society |
| <input type="checkbox"/> Council Tax and water authority | <input type="checkbox"/> The DVLA |
| <input type="checkbox"/> TV Licence | <input type="checkbox"/> The Royal Mail (for redirected post) |
| <input type="checkbox"/> Your TV/telephone/broadband provider(s) | <input type="checkbox"/> Your neighbours (just so they are aware) |
| <input type="checkbox"/> Inland Revenue | <input type="checkbox"/> Online shops, mail order |
| <input type="checkbox"/> Your home/contents/motor insurer | |

What you'll need to do	How we help
<p>Use your move as an opportunity to have a clear out</p>	<p>If you decide to store any of your belongings, all our branches have storage facilities. Many of our branches also have links with local charity shops for any unwanted items</p>
<p>Carefully plan where you want everything to go in your new home and if you are carrying out the packing, then label boxes accordingly. Make sure anything you'll need straight away, any sentimental items, or anything not to be moved is labelled and put somewhere easily accessible</p>	<p>We can provide useful colour-coded labels to help plan where items should be put in your new home. We can also provide "not to go" labels, "keep forward" labels and labels to mark up goods for direct move and store where the consignment is being split</p>
<p>If you've agreed to take down curtains, shelves or dismantle furniture, make sure you do this as far ahead of moving day as possible</p>	<p>If you're concerned about dismantling or reassembling your furniture, we can take care of this for you (as long as this is detailed on your Removal Specification Form)</p>
<p>Plan ahead when it comes to disconnecting your fittings and white goods:</p> <ul style="list-style-type: none"> • Arrange to have things like cookers, gas fires, washing machines or electrical fittings disconnected • Any plumbed-in appliances (e.g. fridge or washing machine) will need to be unplumbed • Fridges and freezers should be defrosted and dried for storage • If TV aerials or satellite dishes are being moved, they should be taken down in advance 	<p>Once you've disconnected your fittings and white goods, we'll make sure that on moving day these items are transported safely to your new home</p> 

What you'll need to do	How we help
If you're removing things from a loft , it's a good idea to get the items down before moving day	We can remove items from a loft, but for health and safety reasons it's important they are safely boarded and lit, with a fixed ladder in place
Make sure you've considered and planned for any access issues for the removal team e.g. priority use of a lift or parking permits for the removals vehicles	We're happy to arrange for any necessary parking permits to give you one less thing to do, as long as we're aware at the quote stage
If you're having work done to your new home , make sure any other tradespeople are aware	Experience tells us that it's far better not to have any of this work taking place on move day if at all possible
Finally, accidents can happen and it's well worthwhile taking out protection against the unlikely event of loss or damage	The standard time limit for making a claim is 7 days after your move. We realise that sometimes the boxes packed by us may not be unpacked within that time, so you can extend this to 28 days for a small extra charge

The Clark & Rose full packing service

Our highly trained and experienced crew can come and pack everything up for you to ensure your belongings get from A to B safely. We'll only use the very best materials including:

- Lay flat linen boxes
- Strong fibreboard boxes
- Clean white paper to keep fragile items safe
- Cardboard picture sleeves
- Paper blankets to wrap pictures
- Transit wardrobe boxes for hanging clothes



On moving day

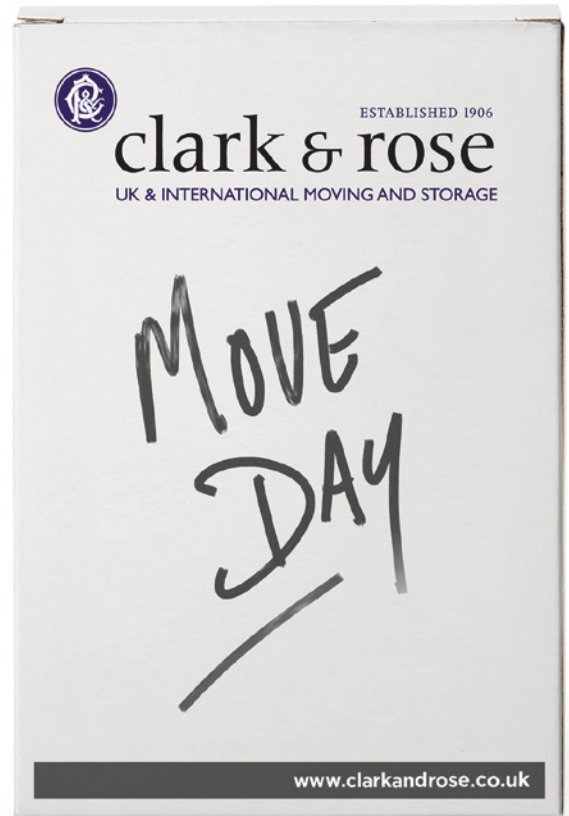
Hopefully a lot of your work is now done, but there are a few things to remember on moving day itself:

Making up a pack

Consider making up a pack of things you might need when you arrive at your new home. For example:

- Tea, coffee, sugar and a kettle
- Some food
- Light bulbs
- Toilet paper
- Mobile phone charger
- Some cleaning materials
- Any medicines you might need

Do set aside and clearly mark those items which you are going to transport yourself and those items that are to remain in the home.



What you'll need to do	How we help
Make sure as many things as possible are packed and ready to go	Your foreman will introduce himself and the crew at the start of the day, and walk round your home with you. He will review with you the work detailed in the Removal Specification Form
Do a final check to make sure everything has been cleared from inside and outside your home (and nothing that shouldn't be moved has been). Also, make sure you have noted down your final utility meter readings (water, electricity and gas)	Your foreman will also do a final check (although please note ultimate responsibility for anything left behind lies with you, the customer)
Keys being unavailable is one of the most common issues on move day so make sure you're 100% clear what time these can be collected from your estate or letting agent	If you're worried or unclear about when you'll receive the keys, we offer a waiting time waiver at a small additional cost, meaning you won't get charged for the first 4 hours of delay
It seems obvious but remember to be at your new home in good time to help direct. Check for traffic and ensure your car is ready to go. Make sure your phone is also fully charged	Once everything has arrived at your new home, we'll get to work in unloading everything carefully and per your instructions

Storing your belongings

In our experience, the need for storage doesn't always become clear until later in the process, so unless you're 100% sure you don't need it, plan for it just in case.

Our containerised storage system, alarmed and monitored around the clock, keeps your things together and secure. We also offer self-storage facilities at many of our locations should you need them.

For more information, including what can and can't be stored, speak to your local branch or go to clarkandrose.co.uk.



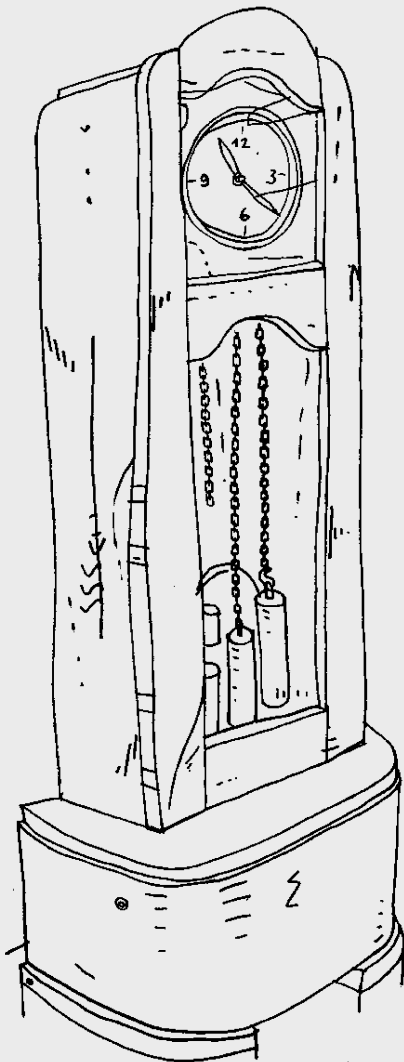
Getting settled

Now all your belongings are safely in your new home, it's time to start getting unpacked.

Make sure you check each empty box carefully as small items can often get left in the paper and it's often best to unpack over something soft to avoid breakages.

Remember, we'll happily come and pick up used packaging when one of our vehicles is in your area; just fold the boxes flat and store them in a dry place and one of our vans will come and pick it all up.

Finally, your removal coordinator will be in touch a few days after your move to answer any final questions and to receive feedback.





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We hope you've found this guide useful. When you choose Clark & Rose for your move, we promise to take great care of everything from start to finish.

You don't just have to take our word for it; you can read independent customer reviews at [referenceline.com](https://www.referenceline.com) and [trustpilot.com](https://www.trustpilot.com).

To find out more or if you have any questions go to [clarkandrose.co.uk](https://www.clarkandrose.co.uk) or get in touch with your local branch.

Aberdeen (Head Office)

Barclayhill Place, Portlethen

Aberdeen

AB12 4LH

T: 01224 782800

E: aberdeen@clarkandrose.co.uk

Stirling

1 Bandeath Industrial Estate, Throsk,

Stirling

FK7 7NP

T: 01786 484747

E: stirling@clarkandrose.co.uk

Biggleswade

14 Eldon Way, Biggleswade

Bedfordshire

SG18 8NH

T: 01767 604364

E: london@clarkandrose.co.uk

