



Reliable Removals

Transport, Removals & Storage

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HOUSEHOLD LOCAL CHECK LIST

Remember

We do not recommend that you arrange a busy schedule on the day the moving commences. Sometimes the removal van can arrive late by being held up through traffic congestion or through the previous client whereby your already high stress levels may be tested. Follow our guide and be prepared for your removal. Sit back, Relax and enjoy your removal with us. If you need information or advice on any aspect of your move please feel free to contact us at any time.

Things to do before you go!

We hope that this check - list will help you, but please remember that this list is not definitive, and is for guidance only.

QUICK STEPS TO A SUCCESSFUL MOVE

- After deciding to accept the quotation, telephone to book the collection date. Discounted rates are applicable when arranging packing and collection of your effects, away from month-end, public holidays or Saturday/Sunday.
- Return the signed Acceptance Form, as without this a firm booking cannot be made.
- Complete the Insurance proposal form if applicable, and return prior to collection of your effects.
- All completed documentation, should be returned to us. If necessary, we will arrange for a consultant to collect them. If you are posting them, please use REGISTERED MAIL.
- On moving day, please ensure that any effects NOT being moved are clearly marked and identified and personal effects going with you are placed in a safe and secure place.
- **NB*KEEP PASSPORTS, CHEQUE BOOKS ETC... AS WELL AS NECESSARY KEYS / ITEMS / DOCUMENTS IN A SECURE AREA WHERE THEY WILL NOT BE PACKED.**
- Payment of your removal is collected prior to offloading for local removals/prior to the van departing the collection point for storage/long distance removals and should be done in the form of a **Bank Guaranteed, Cash Cheque or Cash**, as delays in clearance of a personal cheque could further delay delivery. Bank or Internet Transfers prior to the removal are an alternative arrangement with proof faxed through thereof (These are required to be made a minimum of 2 days prior to the removal date).
- **IMPORTANT-** Transportation and/or storing of hazardous substances such as petrol, paints, thinners, chemicals, acids, chlorine etc. so please ensure these are discarded or moved by you and **NOT** packed into boxes.

THE REMOVAL - Documentation and What To Do: -

Provide your removal firm with as much detail concerning your removal either by arranging for a consultant to see your household, or verbally providing a full inventory over the telephone, or requesting a set inventory to be faxed/emailed to you to enable an accurate quotation to be obtained (***remember that items not mentioned will incur extra costs***).

Confirm the quotation includes VAT and enquire as to whether any additional costs can be expected (remember that extra expense is incurred should there be accessibility problems for trucks or if abnormal carrying/ferrying distances are experienced).

Once all the details are confirmed and you are pleased with your quotation then **BOOK** your removal date as early as possible and return the signed **Acceptance Form**.

Clearly mark or indicate to the loading crew what items may possibly not be moving/sold.

- Complete the Insurance Proposal form **BEFORE** the removal date. Without this completed form on file you are not insured. For limited cover Transit Insurance, only a total figure needs to be given. Please take careful note of the insurance document and clauses.

Please arrange for the S.A.P. to store firearms and/or ammunition or keep them on your person.

If a pet's travel agency to transport pets is required please request contact details from our office.

WHO TO CONTACT - To Advise of your Forwarding Address and Plans, if necessary: -

- Friends and family locally as well as abroad.
- Your “Householders Policy” Broker regarding insurance cover under your existing policy.
- Your estate agent regarding the dates for home sale, or vacation of rented home.
- Your doctor, dentist, optician and veterinarian.
- Newspaper and other street address deliveries should be cancelled.
- Telkom – the disconnection of your telephone.
- Municipality – the disconnection of utilities.
- Post Office – redirection of incoming mail.
- Any subscription suppliers of publications/magazines.
- The alarm/armed response company.
- Department of Home Affairs regarding ID doc/Driver’s license etc.
- Any Hire Purchase suppliers or charge and clothing accounts.
- The electoral office regarding voters roll.
- Motor licensing authority.

CLOSER TO THE PACKING TIME: -

- Dispose of any unwanted items and preferably removed prior to your main move (charities are willing to collect odds and ends).
- Pack any personal items you wish to pack yourself into cartons but remember that owner packed cartons, are not covered under the Mover insurance policies.
- Decide which goods are going on your “valuables” list and decide on a safe location.
- Get irreplaceable photographs or documents placed/copied onto CD-ROM at your nearest photography outlet or keep negatives separate, keeping them on your person to your destination.
- Empty gas containers (open them in garden or ask supplier) or transport in your own vehicle.
- Drain any fuel from powered tools/mowers/chainsaws etc.
- Dispose of unwanted or open foodstuffs and alcohol.
- Arrange disconnection of your stove if necessary.
- Disconnect TV’s, hi-fi’s, satellite incl. dish & aerials where necessary.
- Keep any firearms/wallets/purses/cheque books/cell phones/jewelry /prescription medication and keys in a safe & secure place.
- Defrost fridges and freezers with the doors remaining open to ensure complete dryness to prevent moulding if you intend storing your goods.
- Stabilize and disconnect washing machines and dishwashers as well as draining the pipes completely to prevent moulding (*NB your mover will not be liable for the disconnecting or reconnecting of appliances).
- Arrange the payment in advance for your removal, insurance and packaging as stated in the terms and conditions.
- Contact your vet regarding pet calming and sedation if necessary whilst relocating.

Keep tickets, passports, forex, c.v’s, insurance policies, jewelry, weapons/ammunition, keys, irreplaceable photographs and any other personal documentation/items together in a secure place to prevent them being packed and loaded.

PACKING BY YOUR MOVER: -

The packing and wrapping of your treasured possessions is of prime importance. Our packing crews get regular training on packing and wrapping that is combined with experience garnered over a number of years. High-grade packing materials are used with different methods and applications for different requirements. Tailor made crating is available for fragile and high value items such as piano’s, antiques, original artworks etc...

PACKING HINTS AND TIPS: -

- Keys should remain with any lockable items to allow the removal of loose shelving/items. The key will usually be found taped to the rear of the item or in the drawer.
- Make special notes concerning abnormal handling of items that cannot be removed through standard means of doorways, lifts or vehicles as additional equipment requirements and/or removal of doors/gates etc including lifting/hoisting of items over balconies incurs an extra charge.
- Removal company packing of cartons is usually carried out a day or two prior to your removal taking place and arrangements should be made well in advance.
- Ensure that cartons are adequately and securely sealed both top and bottom and that they are clearly marked with the destination room name.
- Ensure that sturdy cartons are used for heavier contents (books, glassware etc) and that adequate wrapping of breakables occurs.
- Light and soft items (linen, pillows, cushions etc) can be placed in cabinets/cupboards/chest of drawers etc provided that the item of furniture is sturdy and can be closed securely (this saves on box usage).
- Point out furniture weaknesses/defects to the movers to enable extra care to be taken.
- Double wrap prized valuables/breakables even by using old linen or clothing!
- Always pack pictures face-to-face and back-to-back to prevent the hooks damaging frames or glass.
- Pictures should remain on the wall for the movers to take care of.
- Enquire from your mover as to which items need to be emptied prior to moving.
- Remove valuables/jewelry/money/weapons etc. from bedside pedestals or under your bed prior to the movers entering the room.
- Disconnect appliances and p.c's before the movers arrive.
- Park your vehicle away from where removal van needs to park to prevent being blocked in.
- Request your neighbours presence in advance should any items need to be handled over their balcony or through their garden.
- Place mothballs in plastic bank bags with punched holes into boxes to prevent staining and insect transportation within your boxes.
- Ensure all rugs and furniture is dry to prevent soiling whilst moving or mould/mildew forming in storage.
- Gather boxes and cartons in a clean, dry and usable condition from various stores within your area to begin packing.
- Always pack as much as possible into boxes in order to save time on the day of the move (*NB the movers will not transport small loose items).
- Arrange carpet cleaners/plumbers or other household related services to arrive either prior or after the removal date in order to prevent confusion.
- You or your partner should be available at all times at loading and offloading to direct the removal staff in placement and item requirements.

AFTER LOADING: -

- Check all the cupboards, attics, basements, garage, patios, sheds and garden for any “forgotten” items as it is your responsibility to perform this **before the truck leaves the premises.**
- All power points and lights have been switched off (incl. Geyser, pool etc).
- Windows and doors locked.
- No laundry left on the wash-line or at the dry cleaners.
- Attend to the ex-cleanup of your home whilst having a last check around.
- Check that your cheque book, cash or payment for the mover is on your person and readily available.
- Check that your car/house keys are readily available.
- Check that you have your cell phone with you.
- Make the necessary arrangements for the handing over of keys to your home.

