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moving

guide



Your Best Move

choosing your mover

Decision time is here. You have gathered all your quotations together and now need to decide which one to accept. Remember - this is what you get with GB Liners.

- More than 80 years of experience.
- Properly trained staff, skilled and helpful - many of them are shareholders in the company. GB Liners has its own training school and staff regularly attend Industry courses to ensure they maintain and build on our high standards.
- Specialist removal vehicles, equipped with a wide range of packing materials and moving equipment - plus an IT system that ensures staff have everything at their fingertips.
- No hidden extras - you get a detailed quote which says exactly what is and isn't included.
- Comprehensive protection against loss and damage to your goods for the declared value of the goods you're moving, which gives full cover both in transit and in store. Fire cover is included - unlike many removal companies.
- A people-driven quality control system which motivates staff by giving them the chance to be commended for exceptional service.
- The facility to pay by Visa or Mastercard credit or debit cards for removals and storage, and direct debit for storage.
- An in-house claims settlement service, to resolve any claims with as little fuss and paperwork as possible.
- Purpose-built warehousing, protected by centrally-monitored intruder alarms, with many locations having fire alarms and closed-circuit television.

before moving day

Before the move itself you will need to get certain jobs done. All removal companies are different in the way they carry out a move. At GB Liners we make it clear from the start how we are going to work, so you know where you stand.

YOUR TASK

Fix the date for the move as far ahead as possible, then tell the removers immediately so that they can arrange for the necessary vans and personnel to be available. Once these are booked in your name they cannot be booked by anyone else, so if you have to cancel at short notice the mover will be entitled to ask for a postponement or cancellation charge. There is more chance of you getting a discounted price if you move at a less popular time. When considering the best date, remember that Fridays and dates

AUGUST							wk
S	M	T	W	T	F	S	
		1	2	3	4	5	31
6	7	8	9	10	11	12	32
13	14	15	16	17	18	19	33
20	21	22	23	24	25	26	34
27	28	29	30	31			35

close to Bank Holidays and month ends are in heavy demand, so you may need to book further ahead.

OUR COMMITMENT

If you've decided to move with us and have told us when you will be able to confirm the date, we will make a 'to be confirmed' booking. If someone else then wants to make a firm booking for the same day, we will give you first refusal. Our contract conditions detail the charges payable if a firm booking is cancelled or postponed. Please give us as much notice as possible if booking a popular day, and keep us informed on how your sale and purchase are going, so we can identify any problems in advance. If you are moving your possessions into or out of storage, consider timing the move for a day or two before, or after the property exchange. You might also get a better price if you move 'off peak'.

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Confirm your telephone booking in writing by completing the acceptance form and sending it to the mover. The Company will usually confirm the details in writing. Check carefully to make sure the details are correct.

GB Liners confirm all 'firm' bookings in writing, and, where time allows, we also confirm provisional bookings in writing - including the basis on which they have been taken.

As with most similar services, the removers will ask for payment in advance so ensure you have sufficient funds available.

GB Liners' charges are payable when a firm booking is taken, unless it is to be charged to an established account, or special arrangements have been confirmed in writing. Mastercard and Visa credit and debit cards are preferable.

Let everybody else know you are moving. Contact your gas, electricity, telephone and water suppliers; local authorities for council tax and satellite TV or cable companies. Also inform your home contents and motor insurers, credit card companies, banks, building societies and other financial service providers. Notify DVLA about your change of address and arrange to have your post re-directed. Tell all your friends & family, cancel the milk, newspapers and any other home delivery services. Talk to your neighbours about any parking or access problems you foresee on moving day.

GB Liners will supply you with Change of Address cards. If parking is going to be a problem and parking permits or permission is required, we will arrange this and we will have included the cost in the quote (provided we are told at the enquiry stage).



before moving day cont...

YOUR TASK

Carry out that spring clean and sort-out that you promised yourself. Be ruthless; throw out anything that you are unlikely to use again, or to which you have no sentimental attachment.

Review the work you promised to do before the move and start it early. If it becomes clear that you cannot manage some of the tasks then tell the mover because they may be able to do it for an extra charge.

Arrange to have fittings such as cookers, gas fires and electrical fittings disconnected ready for moving, as moving staff are not allowed to interfere with service connections. Some fridges, washing machines and other domestic appliances may need to be prepared for moving. Your supplier will tell you about this and will probably be able to arrange the work for you. Fridges and freezers should be defrosted and dried, and excess water removed from dishwashers and automatic washing machines. If TV aerials or satellite dishes are going they should be taken down and dismantled in advance.



If items are to be moved from the loft, access needs to be checked. The loft will need to be boarded and lit to allow removal staff to work safely.

If you're moving carpets, you will need to arrange for a fitter. Remember that it won't be possible to lay a carpet while furniture is being moved into the room. Similar problems will arise if builders, carpenters, painters or electricians are still working in the property - all this will ideally have been done before the movers arrive.

Where system or kit furniture is being moved, prepare it for moving. Remember that this sort of furniture is not always designed for removal and reassembly.

OUR COMMITMENT

GB Liners' branches may have arrangements with local charity shops who will be able to accept unwanted items. We can also arrange skip hire at discounted rates if there are considerable quantities to dispose of. GB Liners are not registered waste carriers and, therefore, cannot dispose of surplus furniture and effects themselves.

GB Liners' Household Removal Proposal Form specifies the work we will do, and what will be done to you. The form details the amount of materials we will supply for packing - you will need to arrange for this to be delivered or collected in good time. If you can see you're going to be short, let us know. A small amount of material is carried on our vans, but we will not be able to carry out any work which is not specified on the Proposal Form - if time is not available, if we don't have the extra materials or if no charge has been agreed with the office.

Where you have undertaken to carry out all the packing, our confirmation letter will include detailed hints to help you through the packing process.

GB Liners' Proposal Form indicates who will be responsible for moving goods from the loft i.e. GB Liners or the customer. Due to health and safety regulations our staff can only enter lofts that are safely boarded and lit.

GB Liners strongly advise against the move taking place while workmen are still present. A GB Liners Moving Consultant will be pleased to advise you on system furniture and, where specified on the Proposal Form or at the quotation stage, the staff will dismantle and reassemble your furniture and fittings. We cannot, however, accept responsibility for problems that may be caused (such as loose joints or insecure fixings) because the design of the item does not allow reassembly.

CHECK



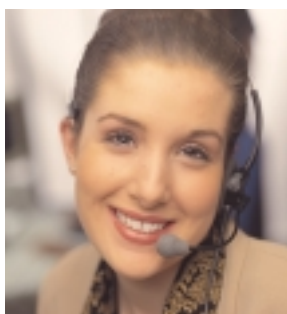
before moving day cont...

YOUR TASK

If you have agreed to take down curtains, shelves or dismantle furniture, get the majority of this work done before moving day. Mark items for ease of reassembly.

If you wish to take pot plants or shrubs from your garden and transfer them to your new property, identify clearly what you are going to take at an early stage and point them out to the Removal Consultant. Lift the plants well in advance and wrap the roots with plastic or sacking.

Dispose of anything you don't want to take with you, and set aside any items you're planning to take personally, i.e. in your car. Remember, removers will usually NOT be willing to move certain dangerous items like paint, petrol or gas bottles, as well as valuable or vulnerable items like pets, watches, jewellery, stamp collections or cash, so you should make your own arrangements for these.



If you have indicated that a lift is available at either end, please make sure that it is, and that the movers will have priority use. Tell the movers in advance if there is a problem, as this will have a considerable impact on the number of staff required and the cost. Plan where you want everything to go at destination. Remember that when everything is boxed you may

have 50% more volume than when it's all in cupboards, so if unpacking is not included in the quotation think about where the boxes can go until you can tackle them. Think about what's essential to unpack and what's better left until, for example, shelves are up.

The most common problem on removal day is the unavailability of keys. In order to avoid this you should agree with your solicitor a definite time that you will be able to move into your new home. Remember, your home is not the first home the solicitor has bought or sold, so they ought to be able to work to a timetable.

Moving day can be an exciting and stressful time for both children and pets. If possible get someone to look after them while the move is going on. If the mover is doing the packing, in most cases items are best left in position on shelves and in cupboards, However, it can be helpful if you assemble smaller items together in one room, before the movers arrive.

If you are planning a leaving party for friends and neighbours, please hold it well in advance. Don't leave it until the night before. We have seen it!

OUR COMMITMENT

A GB Liners' Proposal Form will indicate items to be removed from walls and items to be dismantled by them. Similarly, reassembly will be specified if it has been included in the quotation.

Transporting plants is difficult. They take up a lot of space on the floor of the vehicle, as they cannot be stacked on top of other items or have goods stacked on them. We cannot be held responsible for frost damage to indoor plants kept overnight in vehicles, or for accidental damage to the foliage.

GB Liners' service includes the supply of self-adhesive 'not to go' labels. We can usually also supply a small quantity of cartons in advance for the items you are dealing with yourself.

GB Liners' Moving Consultants may suggest a colour coding system and supply the necessary labels if the move is very large or unusually complicated.



GB Liners strongly recommend paying particular attention to this point. We don't like charging extra for delays but if we are held up through no fault of our own and incur extra costs we have little alternative. However, within reason we will agree to a later delivery time if discussed in advance.

Your Co-ordinator at GB Liners will telephone a few days before the move to make sure you are ready and to help iron out any last minute problems.

CHECK



on moving day

With a little work and a little luck, you'll be well prepared when moving day dawns. But to make sure everything goes according to plan, there are a few more creases you'll need to iron out...

YOUR TASK

When the moving crew go round the house, point out to the Supervisor what has to go. Be particularly clear about outside effects like plants, tools and garden furniture. Give your instructions only to the Supervisor.

Do not offer the crew cigarettes whilst they are working. The dangers are real and obvious and staff are strictly forbidden to smoke except during a break, and then only away from the house.

The moving company will not accept responsibility for jewellery, watches, trinkets, money or documents lost or damaged during a move. Before the move you should deal with these items personally, making sure they are safe.

Set aside handbags, coats, provisions etc. which you may require on the journey, so that they are not packed in the van. Put them in your car first, or collect them together; mark them conspicuously and point them out to the Supervisor. Do not forget to leave the kettle, cups and tea or coffee accessible so that you can make yourself a 'cuppa' when you arrive.

It is your responsibility to ensure that everything has been cleared from inside and outside the house and that no items or fixtures are moved in error. Things which are not to be moved should be clearly marked. Walk round the house before the van leaves to satisfy yourself that all is clear, checking all the cupboards.



Finally, check the delivery arrangements with the Supervisor. It may be helpful if you have a sketch map of where you're going. Give him any telephone numbers where he can contact you (including your mobile phone number if you have one) and make sure that you are at the delivery address in good time.

OUR COMMITMENT

The GB Liners' Supervisor will introduce himself to you on arrival to avoid confusion.

We also ask customers not to offer alcoholic refreshment, as our staff are not allowed to drink alcohol on duty.



A GB Liners' Supervisor will ask you to check around your home to make sure that everything to be removed has been taken.



CHECK



storing your furniture

Ideally, you're moving straight from one home into another - but sometimes that isn't possible. So what do you do with your valued possessions in the meantime?

YOUR TASK

Sometimes the need for storage only becomes clear late in the moving process, so unless you are 100% sure you won't need it, we suggest you plan for it - just in case.

Some items will not be suitable for storage (see 'before moving day'). Add to the list plants, food (unless canned), batteries, gas lighters, chemicals and anything else that could be harmful. Incidentally, you won't be able to store any furniture affected by woodworm.

There are also items it's not advisable to send to store - they include clothing (unless the storage period is very short) and valuable documents such as passports, wills, insurance policies, driving documents and other legal papers. You may also prefer to retain sports equipment, such as fishing tackle and golf clubs.

Consider what items should go into store last, so that you can get them out early if need be - carpets and fitted appliances may need to be reinstalled before the final move.

Sort out what is going to go with you into your temporary accommodation and separate it wherever possible from the goods to go to store.

Think carefully about the value of goods that are going into store. Make sure you have adequate cover through the remover or through your insurer for the replacement value.

Register a communication address and wherever possible leave phone, fax and e-mail details with the mover. Establish how and when storage charges have to be paid. (N.B: Storage charges are usually payable in advance).

Make sure that as far as possible moisture is removed from fridges, freezers, washing machines, tumble dryers and dishwashers. Avoid the use of polythene for wrapping anything containing dampness, as mildew will inevitably result.

When you want your goods back, remember all the advice given at the beginning about booking a date. Movers are entitled to a period of notice to deliver and to finalise the account (which will have to be paid before delivery).

OUR COMMITMENT

We can provide 'Keep Forward' labels for goods required early and wherever possible will keep these items together for easy access.



We have labels indicating 'store' or 'direct' that can be used for this purpose.

GB Liners will cover goods in store for the value declared to them. We will not take goods to store without a declared value.

GB Liners' charges are payable quarterly in advance for storage. Where customers pay by an automated process such as direct debit or credit card, charges can be collected monthly.

We will leave fridges and freezers open to allow air circulation and avoid mustiness or mould to build up in store. Beds will go into paper bedding bags to allow any moisture to escape. Upholstery will often be wrapped in paper covers and stored on racks to avoid pressure marks. Special arrangements may be suggested for musical equipment, gilt picture frames and other items that are sensitive to temperature and/or humidity.

GB Liners ask for 14 days notice but will deliver more quickly if we can, subject to the account being paid, including the notice period. Usually there is insufficient time for a direct debit to be activated so the final account may need to be paid by cheque or credit card.

CHECK



after moving day



Your Best Move

You're nearly there by now. All that time and effort you've invested has paid off. There's no doubt a great deal left to do, but the mover's job is nearly complete.

If the mover has left you to unpack the boxes, attend to one room at a time. Check carefully that each box is completely empty and that no small items are left in the paper. It is a good idea to unpack over something soft so that if anything does fall out of your hands it has a soft landing. Some movers charge a refundable deposit on the materials left, so check whether this will be the case.

GB Liners do not charge for materials left and will call and collect when a vehicle is in the area to suit you. A reply paid card is provided for this purpose. The boxes will fold flat to make storage easy in the interim period.

If you find any damage or loss, let the mover know quickly so he can investigate it. Most removal contracts have a relatively short notice period on claims - seven days is common.

GB Liners' standard conditions allow 14 days for claims to be notified. We admit we do sometimes break things, but wherever possible we will put you in touch with repairers who can sort out the problem. Our long experience has taught us where to find repair services you may not even know exist.

Give the mover feedback on how it all went. Everybody likes to know if the job has been done well and if it hasn't then the only way to stop others being inconvenienced in the same way is to tell the mover so he can remedy it.

Each GB Liners' customer receives a Quality Control form for this purpose, together with a reply paid card to commend any individual for their exceptional service. We keep a tally of these cards and reward all staff who feature on them. A GB Liners' Move Co-ordinator will often call 2 or 3 days after the move, just to check everything is okay.

If you are happy, a recommendation clearly benefits the mover, so tell all your friends and colleagues.

GB Liners operate a 'Recommend a Friend' scheme for satisfied customers. Over 50% of our work comes from regular customers, repeats and recommendations.



your best move

We will be delighted if you choose us for your move. For further details on any aspect of your move, please contact a GB Liners' representative at one of the branches below.

HEREFORD

Holmer Depositories
Holmer Road, Hereford HR4 9RU
Tel: 01432 272274
Fax: 01432 276802
e-mail: hereford@gbliners.com

BRIGHTON

74-75 Trafalgar Street
Brighton BN1 4EB
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CHELTENHAM

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e-mail: cirencester@gbliners.com

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