



REMOVAL GUIDE- (Tips and Scheduling Checklist)

Moving house is well documented as one of the most stressful events in one's life. On average Australians move only seven times in their life. Each move can involve very different contents so it is unusual to be an expert client. Using a good Removalist will take a lot of pressure off over this difficult time. However achieving a really successful and smooth removal requires considerable organisation on the part of the client. The following tips and scheduling checklist will assist you to be on top of the situation.



Preliminary



- ★ Before requesting quotes decide what you will not need to take. How will you dispose of these items prior to moving? (Garage sales, relatives, friends, auction or council cleanup.)
- ★ Will everything fit into your new home? Draw a plan positioning your furniture. You may need additional storage. It is sometimes a good plan to remove unessential excess to storage prior to your removal. Then when you have settled into your new home you can decide what you need.
- ★ Obtain a quotation well in advance. **Reputable Removal Companies will perform an on site inspection** to properly assess and plan your move. China Bear offers this as a **free service**. Our experienced estimators can identify potential problems and provide efficient safe solutions. While hourly rate is fine for small jobs you run the risk of blown out costs or poor results if the Removalist will not take the trouble to inspect and give an up front price.
- ★ Using an AFRA member like China Bear means you will be dealing with a removal company who has satisfied a comprehensive audit process to ensure they can and do provide quality service.
- ★ Will you require packing? Packing requires skill, time and a lot of work. Client packed goods are not insurable for packing risks.
- ★ Unpacking at your new residence can be arranged but is not always recommended. Your new home may have a very different layout. It may be preferable to have the removalist just unpack essentials and leave the rest for you to do over an extended period, as you become accustomed to the new home.
- ★ Try to negotiate a firm date for moving into the new property well in advance. There are busy periods for removal companies so to book the removalist of your choice you will need to have a firm date of moving.



One Month To Go



- ★ *File* - Keep your move documents together.
- ★ *Book Removalist* - Have you confirmed booking dates?
- ★ *Building Supervisor* - If you live in an apartment there may be special arrangements with which you and the Removalist need to comply.
- ★ *Floor Plan* for placement of furniture in your new home. It is a good idea to allocate a general area to place cartons and articles that can't immediately be placed or you may wish to sort out at your leisure after the removalists leave.
- ★ *Insurance* - Consider what type of removal insurance and how much cover you will need.
- ★ *Easily overlooked areas* - don't forget the garden, garage, shed, under the house or off site storage.
- ★ *Cancel Subscriptions* - newspapers, Pay TV etc
- ★ *Dangerous or toxic goods* - Dispose of old paint, garden chemicals, outdated pharmaceutical and inflammable goods. Plan to use up lawn mower fuel and return LPG cylinders. Removalists may not carry LPG cylinders.
- ★ *Frozen Food* - Plan to use it to avoid wastage.
- ★ *Perishable Food* should be run down particularly if moving long distance. It cannot be accepted for storage.
- ★ *Opened Foodstuffs* are no longer sealed for transport. It is better to use it or dispose of it than run the risk of spillage.
- ★ *Pressure Packs* - are not suitable for packing, transport or storage.
- ★ *Travel arrangements* - you may need to arrange money, accommodation and perhaps passports.
- ★ *Postal Redirection*
- ★ *Notify* - Friends and Family of change of address.
- ★ *Schools* - Transfers, Day care or Child minding may need to be researched in your new area.
- ★ *Unsound furniture* - Check furniture for weaknesses that can be easily fixed and could cause further damage during moving (eg. Peeling veneer, loose legs). Removers are not responsible for damage resulting from inherent weakness.

- ★ *Pre-fabricated Furniture* - Some furniture (like some Ikea lines) is designed to be transported disassembled in flat-packs. If you bought this type furniture and assembled it yourself you may need to disassemble it prior to moving.
- ★ *Appliances* - Are there special procedures recommended by the manufacturer? Front loading washing machines are often supplied with special rods for locating the bowls. Icemaker fridges may need to be disconnected by a plumber. Washing machine hoses will probably need new washers to reconnect without leaking at you new home.
- ★ *Pot Plants* - Plants generally do not travel well. They cannot be stacked and occupy expensive volume during transport. However provided it is a case of all care and limited responsibility China Bear is prepared to move plants when requested. There are quarantine restrictions when moving interstate and more importantly soil cannot be moved to certain agricultural regions. Ceramic pots become brittle with age and exposure to the elements. Proper preparation and packing is seldom an economic alternative but can be moved provided it is at the owners' risk.



2 Weeks To Go



- ★ *Packing* - Do you plan to do some packing yourself? (If you are running out of time book your removalist to do this.)
- ★ *Carton Delivery* - Arrange with removalist.
- ★ *Safe access* - Can the way be cleared for closer truck access? Are pathways free of obstructions and slippery mildew? Could branches or shrubs be trimmed to facilitate the removal?
- ★ *Label* - all cartons with contents and location at drop off.
- ★ *Documents* - for relevant authorities: Electoral office, Post Office, Tax Office, Insurance Companies Motor Vehicle Associations, Medical, Dental, Local Council, Banks, Financial Institutions, Schools, Clubs, Library, Solicitor, Main Roads Dept, Real Estate Agent, Land lord, Docs.
- ★ *Computer* - Back up essential data. Despite the most careful treatment all Hard discs will eventually fail and the risk is greatest when being moved.
- ★ *Car Service* - Are you driving long distance?
- ★ *Disassembly* - Back yard swings apply penetrating oil to rusty bolts. Renovate and clean barbecue prior to moving.
- ★ *Bank Accounts* - may need to be transferred
- ★ *Pets* will need current vaccination for transport
- ★ *Survival Kit* - Plan to have a priority box or two to hold the things you will need till the last moment at the load up and as soon as possible at the drop off. Being creative can help actually make removal day enjoyable. Some suggestions are comfortable bedding, coffee break and mugs, simple toolkit, torch, toilet paper, can opener, cork screw, toothbrushes and toiletries, essential medication, cleaning kit.



1 Week To Go



- ★ *Gas, Electricity, Phone* - notify cut off dates
- ★ Cancel deliveries *Newspaper, Milk*.
- ★ Collect dry cleaning and do the *laundry*.
- ★ *Pets* can sense changes it's a good idea to have pets transported before removal day
- ★ *Parking* - If you live in a built up area you may need to arrange a parking permit with Local Council.
- ★ Check for inflammables or *dangerous goods* they cannot be moved.
- ★ *Valuable and small irreplaceable articles*. The removalist cannot accept responsibility for Jewellery, deeds, money, old family photos. Plan to take responsibility for these yourself and secure them elsewhere during the removal.
- ★ Young *children and pets* can get under foot. Can you arrange for minding on the day of the move?
- ★ *Rainy weather* will not prevent your removal from going ahead. China Bear realises that you have strict deadlines. Your goods will be covered but moving in the rain is difficult and unpleasant. It's not a bad idea to have some old towels and rags put aside just in case to dry any wet articles.
- ★ Remove batteries from powered devices
- ★ Return borrowed items, collect loaned items (eg. Library books, videos etc.)
- ★ Plan personal luggage.



1 Day To Go



- ★ Defrost and clean refrigerator. Don't forget the drip tray.
Reserve parking space for the removal truck. Park some cars that can be moved for the truck; you may need to enlist the help of a neighbour.
- ★ Plan food and utensils for last day.
- ★ Pre-pack: If you have requested this service from the removalist this will usually happen the day before the uplift of furniture. If you are doing your own packing it will need to be completed today. Ensure valuables are with you.
- ★ Empty hose of water coil and tie.
- ★ Bundle Garden tools - These awkward articles are much easier and safer to move if tied or taped securely together.
- ★ Survival kit - add last minute items that you don't want loaded till the truck is closed or that you need first at you your new home (e.g. Vacuum cleaner). Keep in a designated area for things "not to go"
- ★ Personal luggage - collect items travelling with you
- ★ Priority carton. This carton is where you put all those bits and pieces that will be needed but difficult to find amongst the packing. Remote controls, cabinet keys, shelf supports, picture hooks, bed castors, screws and bolts. Label clearly "PRIORITY"



The Day of the Move



When your removers arrive the team leader will briefly discuss a plan of action with you and will appoint a member of the crew to liaise with you. It is important to liaise with one person only, to avoid misunderstandings. Let him know if you have any particular concerns. Is there any article that you particularly treasure or is of a brittle nature? He is very experienced but will benefit from your specific knowledge of your goods and your property.

The removers will need to have unhindered access to all areas in order to properly load and stay on schedule. Although focused on doing the job they will endeavour to respect your privacy and comply with any specific requests you may have.

Point out items that are not to go. They should be grouped together out of the way. Is there any article that you particularly treasure or is of a brittle nature? When the removalists have completed loading please check that nothing has been left behind. *(Under the AFRA conditions of contract it is your responsibility to ensure, to the best of your ability, that all Goods to be removed (other than Goods being removed from store) or stored are uplifted by the removers and that none is taken in error.)*



Packing Tips



China Bear can provide experienced, professional packers however should you wish to pack yourself the following guidelines will help.

Use suitable packaging materials. China Bear can supply a wide range of packaging materials. You will need Standard cartons for bulky and fragile articles and Book cartons (1/2-sized cartons) for heavy goods. Cartons will need to be strong, sealed and of standard sizes so they can be stacked during loading. You will also need marking pens and wrapping paper

Use clean "Butchers paper", not newspaper. Newspaper ink comes off to stain the packer's hands and the wrapped articles.

Label cartons with a brief description of contents, destination and any special handling instructions (eg. Dinner set / Dining Room / *Fragile*). Writing on the tape on top of the carton will lengthen the useful life of the carton by facilitating recycling.

When packing fragile articles a cushioning layer of *crushed paper* should be placed on the bottom of the carton and between each layer. A cushioning layer should also be placed between fragile articles and the carton walls. Plates should be separated by wrapping paper and wrapped in bundles of 4-6 plates each. Bundles should be placed **upright on their edge**. Likewise wrapped glasses and cups should be packed upright, upside down and bedded in cushioning layers of crush. *Nesting* small wrapped fragile articles in larger articles provides protection and saves space. As a general rule cartons should be packed to a standard that would withstand a mishap such as toppling off another carton. As at the bottom and the sides room should be allowed at the top of the carton for a cushioning layer. Towels, linen and scatter cushions can be used as cushioning.



On Arrival At Your New Home



- ★ You will need to be present to ensure that furniture is placed to your satisfaction.
- ★ Check that services have been connected and that the premises are secure.



Storage Tips



- ★ Wash woollens
- ★ Rugs should be cleaned prior to storage. Vacuuming is essential, better still professional cleaning and fumigation (China Bear can arrange this as part of our storage service).
- ★ China Bear can arrange fumigation prior to storage should your furniture harbor borer or other infestation.
- ★ Defrost and thoroughly clean refrigerator. Filling a sock with baking soda or fresh coffee can make a homemade desiccant sachet to absorb residual moisture.
- ★ Washing machines should be thoroughly drained and cleaned.
- ★ Do not pack perishable food or opened liquids that might spill.
- ★ Remove batteries from appliances. Batteries should not be stored.
- ★ Petrol appliances must be thoroughly drained and free of fuel vapor.
- ★ Take care to check that you are not sending needed articles to store. Should you wish to have access to certain they can be marked especially and stowed to facilitate retrieval.



Ineligible Items



- ★ *Flammable Goods:* Oils, cooking oils, kerosene, turpentine, petrol, certain laundry products, pure alcohol, paints, methylated spirits, photographic developers, varnish.
- ★ *Flammable Gasses:* Oxygen acetylene, methane, chlorine gas.
- ★ *Firearms*
- ★ *Explosives:* Flares, fireworks, ammunition, black powder.
- ★ *Corrosives:* Oxides, mercury, caustic soda.
- ★ *Toxins & Poisons:* Arsenic, polishes, weed killers, pesticides.
- ★ *Radioactive Materials:* Wet Batteries
- ★ *LPG Gas Cylinders:* Must not be transported (unless empty and accompanied by a certificate from a Gas Cylinder Test Station certified by Standards Australia stating that it is empty).
- ★ *Miscellaneous:* Irritants, untanned animal skins, matches life rafts, scuba tanks, aerosol cans, pressurised vessels, butane lighters and refills, explosive devices of any kind, gas cylinders, home soft drink makers.

To find out more about how China Bear can make your next move worry free and effortless,
Telephone (02) 9316 6111 or Fax (02) 9316 6999.

Alternatively send us an email quotes@chinabear.com.au .

One of our customer service representatives will get back to you promptly.

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