

A Publication by McCarthy's Removals and Storage

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# McCarthy's Moving Guide

Our top tips and what to expect when moving house



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# First Contact & Terminology

*If you're not sure...ask us!*

When you contact us initially we understand it can be a very daunting process! How do you even ask for a move?? What's involved? How do you get me a price?

Well sit back and relax, grab a cup of tea and let us talk you through the process from start to finish...



# What do I ask for???

What's involved initially and what to expect...


**First of all, if you don't know what to ask for or even what it is you want, don't worry!**

We deal with removals everyday, the average person only moves once every 7 years and we understand how daunting it can seem. All of our staff are highly trained and understand that every move is different. When you make contact with one of our move coordinators all you have to say is that you're looking at moving house – we'll talk you through the rest. We'll talk you through all of the available options and if we're going too fast or you would like more information on something specific, just stop us and ask! We want you to feel as comfortable as possible.



Got any  
questions? You  
can always  
[email us!](#)



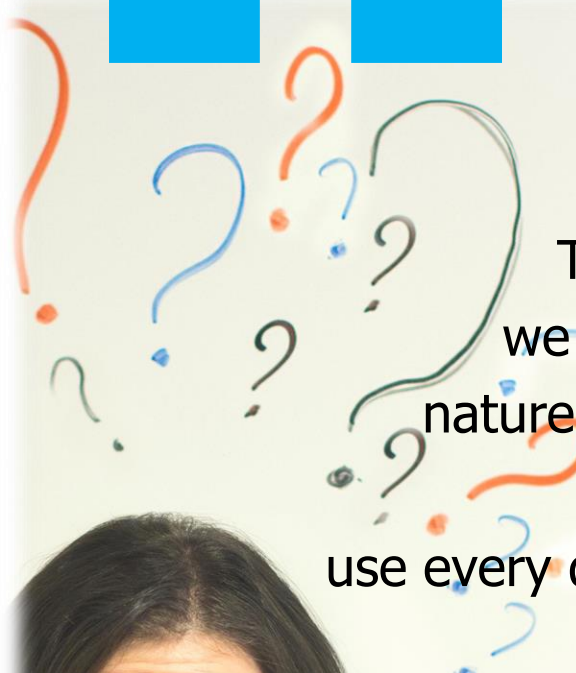


Whatever you  
need, we can help.



“

Good morning  
McCarthy's...How  
can we help?"



Terminology is a funny thing and we understand that what is second nature to us isn't necessarily the same for everyone. They're terms we use every day; so if we say something you don't understand just ask us to explain it or go over it again!



So here are a few of our most commonly used terms to help you understand what it is we're talking about!





- [Full Packing Service](#) – We will pack absolutely everything for you; kitchenware, books, toys, bits and bobs from under the bed and in cupboards....you don't have to do a thing except relax.
- [Fragile Packing Service](#) – We will wrap and pack all of your breakables and delicate items, you do the rest.
- [No Packing Service](#) – We will still look after any items that won't fit into a box (TV, Sofa, Large Pictures etc...) but all of the packing of boxes is to be done by you.
- [Postponement Waiver](#) - If you want to book to guarantee a date but you aren't sure that your date is set in stone – take out the postponement waiver. It allows you to change your date up until 9am the previous working day before your move without incurring any additional costs.
- [Waiting Time Waiver](#) - On the day of your move you will *normally* get your keys at around lunchtime. If you aren't 100% sure your keys will be available then you can take out the waiting time waiver. This gives you an extra hour to acquire your keys without incurring any additional costs.
- [Premises Damage Liability](#) – every care is taken to ensure there is no damage to the properties by using protective coverings and the skill of our removal men, but if you would like an extra bit of security then this is the waiver for you.
- [Home Contents Form](#) – An excel spreadsheet that you fill in with what it is you have to move. Take your laptop with you room to room and fill it in as you go along! That way you don't miss anything. You then email it back to us and we can quote you for your removal based upon the list of items you've provided to us.

If there is anything else you can think of that you need to know and we haven't mentioned it here (or you would like more detail about something specific)– give us a call on 0113-2623000 or [email us](#) and speak to one of our friendly advisors today!!

# Visit? Home Contents Form? DIY?

Trying to decide what you want (just generally!) is difficult to work out at the best of times, never mind when a complete change of home is the outcome!

We understand that everyone is different and we like to be able tailor our service to exactly what it is that you, the customer, need.

**So we have a few different options for you!...**

[www.mccarthysofleeds.co.uk](http://www.mccarthysofleeds.co.uk)



**1. You can have a Home Visit with an estimator –**

The estimator will visit your current property to be shown around to see what you'll be taking, what you'll be leaving, what you need dismantling etc...*If you have a lot of belongings to be moved or you're moving a long way then we would suggest you go for this option!*

**2. You can complete a Home Contents Form –**

We will email you (or you can download [here](#)) a copy of a form that can be completed using excel and then all you need to do is email it back to us for a price the same day!  
*If you don't have very much to move or you're only moving a very short distance we would suggest this option!*



*This is Nick, one of our Estimators!*

**3.** If you have your heart set on doing the move yourself you have the option of using our **[Man & Van](#) or [Van Hire Services](#)**. Give us a call if you would like more details of these on 0113-2623000 or visit [here](#) to book our Man & Van online.





# Booking In!

How? When? What do I do??

*Golden rule  
of thumb -  
the earlier  
the better!*

**Everything feels like it's moving at either a snails pace or  
a million miles an hour!!**

**What do we do??**

**First things first – you're not alone!**

**If you can think of it, chances are after 40 years it won't  
be the first time we've dealt with it! Give us a call on  
0113-2623000 with anything at all that's stressing you  
out or you're not sure about! We're here to help!**



When you're thinking about [booking your removal date](#) it's important you give us as much notice as you possibly can.

## Don't wait to exchange contracts!

This point is very important. We don't know from week to week how full the diary is going to be and having to tell customers we're not available is one of the hard parts of the job!

If you don't book in enough time there is a chance we may not be available. You can always take out the postponement waiver if you think the date may change.



To book in, all you need to do is contact us and let us know the date you're looking at. We'll then double check your moving schedule and check the date(s) is available.

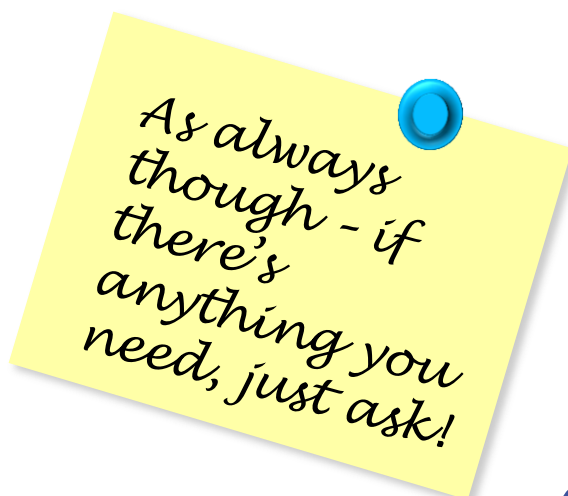
We take full payment upon booking as you are allocated a van and crew for the day(s) required.

**If you want to take out the postponement waiver – now is the time to take it!**

Once this has been paid we will ask you to sign and return the acceptance forms located on pages 2 and 4 of your official quotation. This includes inserting an insurance valuation of the goods to be moved (most people go on what their home contents insurance cover is).

Then we will email you to confirm dates, times and what exactly will happen on the day!

We'll look at this in more detail later!



# Planning Your Removal Day and Packing Up!



**What do you do?**

**What do I do?**

**What about my TV, Sofa, Pictures,  
Fragiles, etc....?**





# Packing up!

If you're doing your own packing it can seem like a very daunting process! You may not know the ins and outs of a fragile packing carton just yet, but hopefully the next few pages of hints and tips for packing up your house will turn you into a pro packer in no time!

**LET'S GET STARTED!**





## General Packing

- Start to pack well in advance - you always have more belongings than you think!
- Try to pack room by room. This will make unpacking at the new location easier and always pack items that you don't use on a daily basis first.
- Important documents should be packed separately and kept somewhere secure and if you want to dispose of them securely ask us about our confidential shredding!
- Always use [good quality, strong boxes](#) so there's less risk of damage to your belongings and make sure you have a good selection of different sized boxes. Light items such as blankets and towels should be packed into large boxes, whereas heavy items such as books will need to be packed into small boxes.
- Don't pack boxes so heavily that they can't be lifted safely. Check the weight as you are going and add lighter items such as toys and towels on top if they are getting too heavy. As a general rule always place heavier items on the bottom.
- Try to fill boxes as much as possible, but not so much that the lids can't be closed. This will allow boxes to be stacked safely in the van.
- Try where possible to pack all electronic equipment and appliances in their original boxes – they generally provide the best cushioning and support.
- We use hanging garment boxes for clothes, which act like transportable wardrobes. They're fantastic for cutting down on the ironing!
- Never close lids by folding under the corners in criss-crosses – they will not be secure. Always use good quality tape to seal the boxes at both ends.
- Always label boxes clearly with the designated room at the new house after storage. Make sure you mark them as "fragile" if they contain breakable items or use our special 'fragile' tape when securing the boxes.



## Wrapping

- Wrap all breakables in white paper, tissue paper or bubble wrap. Do not use newspaper; it may leave smudges from the print.
- To avoid leakages, wrap toiletries and other liquid items in sealable plastic bags. Make sure that all lids are securely tightened.
- Always make sure that sharp items such as knives are thoroughly wrapped or placed in containers before being placed in the box.
- Use acid free tissue paper to wrap silverware; this will prevent it from tarnishing.
- Consider placing blankets and bedding in plastic bags not boxes – they will provide cushioning between the other items in the van.

## Larger Items

- Storage furniture (wardrobes, chest of drawers etc) may not need to be emptied out entirely. Only remove enough items so that they can be lifted safely. Ensure that no breakable items are left inside.
- Try and cover large items (tables, wardrobes etc.) with old sheets or blankets to prevent dust and damage. Remove legs if possible.
- Roll up carpets and rugs and secure with tape or rope.
- Bed frames and garden furniture may be too bulky or heavy to move. Take apart where possible and bind the pieces together with the rope.
- Bicycle handlebars can be loosened and turned sideways so that they take up less space.
- Always tape loose screws and bolts to the furniture it belongs to – this will make life easier when trying to reassemble.

Buy good quality packaging materials from our online shop or pop into store today!



## So what exactly happens on the day?

Firstly, and most importantly, on the day of your removal we will take every care to ensure you feel completely at ease and our drivers and porters will always try and help you in whatever way they can.

Logistically, the time we arrive will be determined by how long your move is scheduled to take – so you will be informed in your acceptance email/letter of the time the guys will be arriving. If you're unsure – as always, please call us!

Once they have arrived at your current address they will introduce themselves to you and your family (and let you know how they take their tea and coffee...) and then, again logistically depending on what kind of service you've decided on and how large your removal is, will get down to work!

They will place carpet covers on the floors and specialist covers to protect your walls and fittings at both houses. They will carefully wrap all of your valued possessions using soft furniture blankets and a selection of protective coverings for your 3 piece suite, fridge/freezer, washing machine, dining table & chairs, and pianos before putting into the removal vehicle.

Clothes will be packed into portable wardrobe carriers to ensure they are transported with upmost care. Please feel free to leave all chest of drawers and dressing tables full, desks however must be emptied.

If you have any questions at all while they're working please ask them anything you're unsure of, they're always happy to help!

If there is anything else you can think of that you need to know and we haven't mentioned it here – give us a call on 0113-2623000 and speak to one of our friendly advisors today!!



# FAQ's

## Our most frequently asked questions!



Got a question we haven't answered? Call us!

**Q: *How far in advance do I have to get a quote?***

**A:** You should aim to [get a quote](#) as early as possible. As soon as you know you're moving, get a quotation. The earlier you sort out your quotation the better! Then all you have to do when the time comes to go ahead and book in...is go ahead and book in! – you'll already have everything prepared and ready to go!

**Q: *How far in advance should I book?***

**A:** Book as far ahead as you can. It's better to book in early and take out our postponement waiver than leave it until your completion date to find out we have no availability. Especially during peak times, the earlier you book the better.

**Q: *What about my wardrobes and chest of drawers?***

**A:** With wardrobes and chest of drawers you can leave the items inside as they are. We will bring clothes rails with us so hanging items can be transported with minimum fuss and without you having to fold, unfold and re-hang everything! Chest of drawers can be transported as they are.



**Q: *What do I do with my TV?***

**A:** Simply, leave it for us to sort out. Anything that won't fit into a box leave for us to wrap up and sort out for you.

**Q: *What happens if I have to cancel and I haven't taken out the postponement waiver?***

**A:** In this situation , how much of the move costs you are liable for depends on how far in advance you have cancelled but you can be liable for up to 100% of the move costs. We would always suggest if you aren't completely certain about your removal date, to take out the waiver. It can save a lot of frustration and disappointment. Please contact the office on 0113-2623000 or [email us](#) for more detailed information.

**Q: *What do I do with my fridge/freezer?***

**A:** Your fridge/freezer needs to be unplugged and defrosted before it can be moved. Try and plan ahead so you haven't just done a big food shop before moving!

**Q: *Do we transport pets in our vehicles?***

**A:** Unfortunately, we cannot transport animals.





# GET A QUOTE NOW

If you're interested in a smooth, effortless and stress free removal with McCarthy's, please don't hesitate to contact the office on

**0113-2623000**

and speak to one of our friendly team today!

Alternatively, [send us an email](#) with any queries or questions you still have, we're always happy to help.

