

Removal Guide

A great read for people moving home or business.



Moving People...
Removing Your Stress!



Dear Mover

Take the headache out of moving home or business....

Thank you for allowing our company to provide a quotation for your forthcoming move.

Moving is recognised as one of the most stressful periods of our lives. We are a family-owned business, moving 20-30 households every week, and our company has been moving families for nearly 100 years. Therefore, we've learned a thing or two when it comes to helping our customers move home or business as smoothly as possible.

Please see our enclosed Guide to Moving, which contains some invaluable hints and tips to help you avoid some of the headaches.

One of the biggest advantages of choosing a professional removals company, such as Henry & Son Removals and Storage, is the fact that you can rest assured that you will be in safe hands:

- **Value and peace of mind:** We need to ask the right questions, listen carefully and provide a quote that reflects your needs. We need to find out what is most important to you.
- **Planning to reduce uncertainty:** Unforeseen events give rise to problems, hold ups and stress – this includes delays when it comes to exchanging contracts, the time between exchange and completion, and waiting for keys to be released on completion day. We will guide you through this process, explaining all the challenges and helping wherever we can. For added peace of mind, you may wish to consider late key insurance or additional removal insurance - the enclosed guide contains more details.
- **Regulation:** Always choose a regulated company - we are governed by The British Association of Removers, who have been maintaining standards within our industry for over 100 years. See page 13 for more information.
- **Fair pricing:** Bargain prices from non-regulated removers can lead to unresolved issues after the move, leading to higher levels of stress and added costs. Always base your choice of removals company on customer service, performance and experience.
- **Quality of service:** Before you commit to someone moving all your treasured possessions, look carefully at reviews. Check genuine independent reviews on Facebook, Google or www.reviews.co.uk. Be wary of website reviews which may not be truly independent.
- **Our approach:** When you ask us to quote, our surveyor will visit your home. We will then email or post your quotation within two working days and follow up shortly afterwards by telephone on an agreed day. At this time, we will check to see whether we have accurately listened to your needs.

While moving can be stressful, it can also be an exciting time, offering a fresh start and new opportunities. By using an experienced, reputable company, you can avoid some of the headaches and, with our friendly, helpful removers to help you on the day, you can focus on settling into your new home.

We look forward to helping you move into your new home.

Happy moving!

Warren Henry

Our Difference Is Your Guarantee

Your complete satisfaction with our service is 100% guaranteed. Our workmanship guarantee is one of the best in the country and our experienced, highly trained staff will exceed your expectations. Simply put, when you choose Henry & Son – SJ Sharp for Removals and Storage, you can't lose..

Did You Know: We provide move plans tailored to your needs, providing a memorable experience, move day can be fun!

Our Guarantee To You:

- Your crew will be on time, if we are delayed in bad traffic we promise to communicate this to you.
- Your flooring and stair carpets will be kept clean using runners or stair stick protection where needed.
- Your Flat Screen TVs will be kept safe and moved using specialist moving covers.
- Your Pictures and Mirrors will be kept safe and moved using specialist covers.
- Your Mattresses will be kept clean using specialist PVC covers.
- You will be moved by a friendly, courteous and hard working team.
- You will be wowed by our service and by our teamwork.

Did You Know: We offer a **5% discount** for moves carried out on Monday, Tuesday or Wednesday.

Our Values and Ethics...

- We are A TEAM
- We are A FAMILY
- We are HELPFUL & POSITIVE
- We are EFFICIENT & HARD WORKING
- We are PASSIONATE
- We are CONSCIENTIOUS
- We are PUNCTUAL
- We are COURTEOUS & KIND
- We are CREATIVE
- We are PROFESSIONAL
- We are POLITE & FRIENDLY
- We are PURSUING GROWTH

Did You Know: You can add a comprehensive insurance policy for all of your possessions.



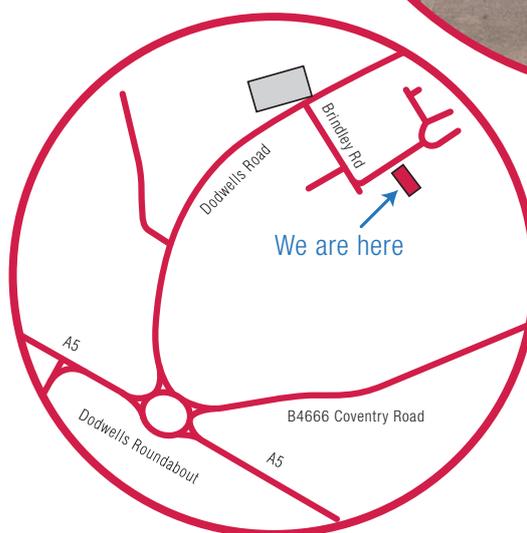
Tel: 01455 618668

Email: removals@henryandson.co.uk

Web: www.henryandson.co.uk

Address: Knights Court, Brindley Road,
Dodwells Bridge Industrial Estate,
Hinckley, Leicestershire LE10 3BY

Find us on:  



Introduction

Moving house can be exciting, but it's also very stressful. In a recent poll, $\frac{2}{3}$ of people said that moving topped their list of the most stressful experiences – above a relationship break up or starting a new job.

With over 35 years experience of helping people to move house, we've learned many ways to help take the stress out of moving. Our Guide to Moving House contains our top hints and tips for a smooth, hassle-free move.

So, before you get stuck in to packing, planning or shifting boxes, why not make yourself a cuppa, sit down and have a read...?

Countdown to your move...

Planning and preparation are essential for a smooth house move. It can feel like there are a million and one things to do. There are certainly a lot of things to organise, so a well-planned, methodical approach will make all the difference and ease any moving stress.

Ideally, your countdown needs to start a couple of months before your moving date, and certainly no later than a month before. Why not use our 'My Moving Organiser' on the back page of this brochure.

Two Months before Moving

It may seem a really long time away, but time will pass quickly, and you don't want to hold things up once the moving process really starts to gather pace. Two months before moving it's a good idea to:

- Find a solicitor to handle your conveyancing.
- Start researching removals companies in your area – see our 'Tips on Choosing a Removals Firm' for advice.
- Arrange a mortgage if you need one.
- Start a moving folder and keep all your documentation together in one place.
- Check your insurance to see if your valuable possessions are covered during the move. If not, talk to your removals company who should be able to provide cover.
- Start collecting boxes and packing materials. Your removals firm will be able to supply these if you need them to.
- Begin clearing out the items stored in your loft!



FAQs

Q Will the removals van be able to park outside my house and if so how long for?

A This will vary from one area to another. You may need to apply for a parking permit, so it's a good idea to leave plenty of time in case you need to do this. If you choose a removals firm that is a member of a trade association they should be able to handle this for you. It's a good idea to let both your old and new neighbours know too, so you can get things off on the right footing. A polite note through the door is a good way to do this.

Q I'd like to find out about the area we're moving to, how can I do this?

A It's a good idea to find out as much as you can about your new area before you get there – facilities, what's on, schools, shopping, gyms, community groups, etc. Knowing what's what can help you and your family to settle in quicker. Try Googling community groups and what's on. Also, have a look at Facebook. Sometimes there are lively discussion groups and forums that you could join. If you know anyone in the area you're moving to, try asking them, or post a question on a local Facebook page.

One Month before Moving

A month or so before your move date, you'll probably be starting to feel the strain a little. If you can, build in some "you time" even if it's just going for a 15-minute walk at lunchtime. Keeping on top of things and sticking to a clear plan can help you manage your stress levels.

- Set your moving budget and stick to it. It's easy for costs to run away with you, so it's a good idea to keep a note of everything you're spending.
- Finalise details with your estate agent and solicitor, so you know what you need to do and by when.
- Inform schools of your children's finish and start dates.
- Dig out your legal, medical, and insurance records and put them in a safe place where they won't get lost during the move.
- Set up post forwarding with the post office.
- Make sure your friends, family and important contacts know your new address.
- If you need to put items into storage we can help with that, just ask.
- You need to notify the DVLA (driving licenses, vehicle registration details), banks and building societies, councils, insurance companies, private health insurance, life insurance and other key organisations of your new address.
- Remember to let doctors, dentists, opticians and other service providers know that you are moving. If you are moving out of the area, you may need to register with new ones.
- **IMPORTANT** Agree a date for exchange of contracts and also the date for completion (move day).
- Start packing away non-essentials and decorative items. It's a great opportunity to de-clutter, so you're only actually moving the stuff you really want to keep. Bag up good quality unwanted items and take them to local charity shops. Anything that cannot be resold can go to the local recycling centre.

FAQs

Q I'm really sorry to leave my family GP, how can I be sure of finding a good one in my new area?

A You have a legal right to choose the GP practice that best suits your needs, although the practice will decide whether it is clinically appropriate for you to join their list or not. The NHS Choices website allows you to search for and compare practices in your area (www.nhs.uk/Service-Search/GP/LocationSearch/)

You might want to check out things like facilities, access and performance. Also, try asking for recommendations. If you've linked up with some local people on Facebook this can be a good place to start.

Q How do I get my post redirected?

A This is very straightforward. You need to go into a post office and complete a post redirection form, visit the website: www.postoffice.co.uk/mail/redirection or call Royal Mail on 03457 777 888, once completed the service will be up and running within five days.



Two Weeks before Moving

This is when the serious packing starts, and the moving process reaches a critical stage. Tempers can start to fray, so do whatever you can to stay calm and in control. Ask for help from friends and family if you need to.

- Take items down from your loft. This can take a surprisingly long time as all of us accumulate clutter and other 'stuff' that we tend to forget about once it is out of sight.
- Arrange cool boxes for chilled/frozen food on removal day. You are unlikely to want to transport lots of food but even some basics – bread, butter, milk, tea, coffee, biscuits – will be very welcome on moving day.
- Inform the gas, electric, water, cable, and telephone companies that you are moving and also notify TV licensing.
- Arrange services at your new address. It can take a few weeks for services like broadband to be set up, so doing it a couple of weeks before your move can ensure you're not left high and dry in your new home.
- Label each box with the room in the new home to which it should be delivered. This will help the removals team to get on with their job on moving day without having to keep stopping to ask you.
- Number the boxes and keep a list of what is in each box. Clearly mark fragile items.
- Pack some "Open me first" boxes containing essential items that you will need immediately. Make sure these are clearly marked so they don't get buried under other boxes. See our 'Packing Like a Pro' section for more packing tips.
- At this point, it's a good idea to keep in daily contact with your solicitors. By now you should have exchanged contracts and have set a date for completion. This is your removal day.
- Leave a spare set of keys with your estate agent, this means you can post your keys back through the door when you leave your old house, saving time on your moving day.



On The Day

So, the big day is here... Hopefully, all of your planning and preparation will have paid off and things will go smoothly. There will inevitably be some unexpected surprises, so here are some of our tips to prepare you as far as possible:

- Talk to your removals team about the best time to pack chilled/frozen food. You want to give yourself enough time to pack food items, but to minimise the amount of time that food is out of the fridge/freezer.
- Pack a bag of personal items you may need during the move. If you have children, pack a bag of games and activities for the trip; remember, you may have to wait for key release, so you'll need something to keep them occupied.
- Plan to start calling your solicitor from around 10.30am to check on money transfers and find out what time the key will be released.
- Read gas, electric and water meters. Use our really useful section on the back page of this guide to record your readings.

FAQs

Q What can I expect from my removals team?

A An experienced removal company is worth its weight in gold as they will have done it all before, many times over. However, there are things you can do to assist them. Before the removal team arrives, ensure vehicles are cleared from driveways and pavements to allow access for the removal vehicle. You should have an approximate time of arrival on your quotation.

When the removal team arrives, they should introduce themselves and lay carpet protectors. At this point, it is a good idea to walk around the property with them, discussing what needs doing in each room. You can remind them of any special requirements previously agreed at the quotation stage, and also discuss the schedule for the day including tea breaks and lunch times.

The removals team will position furniture and effects where you want them, in any room, providing you are on hand to guide them. It is important to label as many items as possible to let them know where you want them to be put in your new home.

If you are using one of our removal teams, towards the end of the day they will ask you to take some time to check the rear of empty vehicles. They will also ask you to complete a Customer Satisfaction Record.

Tips on Choosing a Removal Firm

We are often asked these questions, so we've put together a list of questions you can ask:

- **Are you a member of the British Association of Removers?**
We are members of the BAR, meeting their standards to promote professional excellence in the removal industry.
- **What type of removals do you do?**
We provide domestic, commercial and corporate relocations.
- **What type of removal vehicles do you operate?**
We operate a fleet of fully-maintained specialist vehicles in various sizes.
- **What type of training and assessment do the removal crews have?**
All our staff are fully trained, uniformed and exceed BAR standards.
- **What happens if the keys aren't ready when we get to the new house?**
We offer waiting time insurance up to 6pm on moving in day, fixing your costs.
- **Do you offer a dismantling and reassembly service?**
We offer this service, and many of our customers find it invaluable.
- **Do you offer packing materials and/or storage facilities?**
We offer secure, clean storage facilities and a full range of packing materials.
- **Do you provide carpet protection?**
We protect all floors, including stairways, with carpet protectors.
- **What insurance do you have?**
We hold commercial combined, fleet, public and employee liability cover.
- **How long have you been in business?**
We have more than 35 years' experience.
- **Are my payments protected?**
Yes, through the BAR Advanced Payment Guarantee Scheme.
- **Can I see references and testimonials?**
We have 100's of customer references and testimonials that are genuine, un-policed feedback on Facebook, www.reviews.co.uk and Google reviews.

Once you've chosen your removals company, it's a good idea to do the following:

- Let them know of any special requirements you might have on the day.
- Show them any items that are valuable or require special care.
- Point out difficult-to-move items like pianos, heavy pieces of furniture, grandfather clocks and barometers.
- Indicate any items of furniture you need dismantling and reassembling.
- Point out any carpets and curtains that you are taking with you.
- Give them a floor plan of your new home.



It is important to see what other people think about your removal firm, check out our recent reviews to compare:

★ REVIEWS

We have over 550
5 star customer reviews
on reviews.co.uk



facebook

We have over 120
5 star customer reviews
on our Facebook page.



Google

We have over 50
5 star customer reviews
on our Google places page.



Packing Like a Pro

We've packed just about every type of item for just about every type of customer. Why not let our experts pack your home the day before you move?

Did you know...

- All of your household items must be packed to make them ready for transportation. Items that have not been packed taking reasonable precautions will not be covered under your removal firm's liability cover.
- Contents of boxes are not covered for breakages when you pack them yourself so please take care to pack responsibly, if we pack for you, your contents are insured, just ask.
- **IMPORTANT** Personal electronic items, phones, ipads, jewellery, furs, cash and extremely high value items are not covered under the terms and conditions of a removal firm, please ask our experts for more guidance.



“Open me first” boxes

It's a good idea to pack an “open me first” box for each family member, and also one for the kitchen containing plates, cutlery, can opener, corkscrew, TV remotes, chargers, telephones, medicines, spare glasses, etc. Remember tomato Ketchup for young ones and salt and pepper for the adults!

Using boxes

Boxes are most commonly used for packing - here are some hints and tips:

- Boxes should be assembled using parcel tape and used for packing all solid household items. Crockery and glassware should be wrapped in tissue paper and each layer separated by towels or bed linen.
- Boxes must be labelled indicating the room they are to go in (i.e. kitchen, bedroom 1, 2, 3 etc.) and write the contents on each label (i.e. plates, ornaments, clothes etc.).
- You should not mark every box fragile. Instead, keep fragile items together in boxes marked fragile and pack them with reasonable care, i.e. use bubble wrap or tissue paper.
- Boxes must not be left open and **MUST** be able to be stacked.
- Your removals company can supply strong boxes that are ideal for moving house. Always choose a suitable box for carrying your treasured possessions.
- If you have purchased cartons from us, we will collect and recycle them (within 20 miles).

Using bin liners

Heavy-duty bin liners can be used for all soft materials (bedding, toys, garments, shoes). Wheely bin liners are ‘wheely’ good for packing bedding and duvets!

Using packing tape

Garden tools, lengths of wood etc. can be lashed together using packing tape. Please note that Sellotape is not strong enough.



Preparing furniture and appliances for moving

You can help your removals crew by preparing your furniture and appliances for moving, here are a few tips:

Drawers	It's fine to leave solid wood chests and units full. Drawers from flat pack furniture should be empty so they can be moved without damaging them.
Wardrobes	Must be empty (your removals firm should bring garment carriers on move day).
Beds	Strip away all bed linen, so beds are ready to move. Divan bed drawers should be empty.
Loft	All loft items must be packed and taken down from the loft. Ideally, you should try and do this several weeks before moving day.
Fridge	Empty prior to moving, as your removal firm cannot take liability for chilled/frozen food.
Freezer	Empty prior to moving, if you are moving over two days.
Cooker	Disconnect from the mains supply prior to moving.
Washing machine	Disconnect and drain at the filter, if possible.
Dryers	The condenser dryer reservoir must be emptied prior to move day.
Garage/Shed	All items such as tins of paint, oil, tools etc. should be packed into boxes. These items pose the greatest risk of damaging your furniture.

Please note that removal firms cannot carry bottled gas or petrol containers as the load will be rendered uninsured. Also, removal companies cannot go into loft hatches to empty loft spaces or be held liable for any chilled or frozen food.

Good luck with your packing!

P.S. Please try not to pack the kettle, tea bags and cups until the van is loaded!

More Top Tips

Top 10 last-ditch questions to ask sellers, make your life easy remember to ask the previous owner these questions:

1. Where's the main stopcock (to shut off the water)?
2. Where are the gas and electricity meters? (You will need to record the readings ASAP.)
3. Do any surfaces need special cleaning products, eg wooden floors?
4. What day are the bins collected?
5. Do you have any used tins of paint in the same colour as the walls?
6. Do you have any instruction manuals or warranties for electrical items?
7. Where did the kitchen and bathroom tiles come from?
8. Where did any fixed furniture come from, eg, kitchen cabinets?
9. Which company supplies the energy, broadband and home phone?
10. Where is the thermostat and how does the heating work?

It's a lot to remember, so why not write them down and take them, or this guide, with you so you don't forget?



Waiver Protection Options

Planning for circumstances beyond your control - Our “Late Key Waiver” has been developed in conjunction with our customers to provide peace of mind so that your removal budget will not alter!”

Cancellation Charges

Without exception, we guarantee to provide our services providing we have received a confirmed booking in the form of a fully completed Acceptance Form and full payment at least seven days prior to your removal. This means that we will not offer your removal crew and vehicle to another client for that day. However, often events beyond our or your control can lead to cancellation of an already booked removal.

- Cancellation within ten to five working days of your removal date then 30% of the removal charge is payable.
- Cancellation within five working days then 60% of the removal charge will be payable.
- Cancellation on the removal day means 100% of removal charge applies and cancellation must be notified within office hours.

These cancellation charges help to cover labour and vehicle standing costs. **The period between exchange of contracts and completion (removal day) must be adequate, ideally 10 working days; this will help to put you in control of your removal.**

Waiting Time – Late Key Problems?

Often due to circumstances beyond our or your control keys release for your new property can be delayed. We have calculated your quotation assuming that we will gain access to your new property no later than 2pm on the day of removal.

If we are unable to gain access into your new home we will charge £72 inc VAT per hour, per vehicle. This charge only applies after 2pm and only until we gain access and can commence unloading, up to 6pm or until the solicitors are closed.

We offer a Waiting Time Waiver to avoid hourly waiting time charges incurred after 2pm. The waiver costs 10% of the total removal charge and covers any number of vehicles used to complete your removal.

These gadgets are included on every removal to help you move and we take them away at the end of the day so that you don't have to buy them, saving you money.



Carpet Runners



Stair Stick



TV Carrier



Garment Carriers



Picture Carrier



Pre Wrapped Item



Mattress Bag

Short-term and Long-term Storage

As well as helping you with your removals we can help with short-term and long-term storage at our dedicated facility in Hinckley.

Within our family of businesses we have 'Hinckley Storage'. Hinckley Storage is the area's favourite self store company and offers great value short-term and long-term storage to homes and businesses in Hinckley and the surrounding areas. Storing with us is simple and flexible – our storage rooms range from 25 sq ft to 150 sq ft.

GREAT NEWS! We have Hinckley's only 24hr self storage room facility! We also have external storage units within our secure compound with access during business hours.

MORE GREAT NEWS! You only pay from the day you move in until the day you move out, we will refund any unused days!

Security is taken very seriously here and we use the latest technology to provide round the clock protection. You benefit from 24 hour monitored CCTV, intruder and fire alarms that notify key members of staff, plus they have the facility to monitor the 39 CCTV cameras remotely via their smartphones! Our compound is also protected by infra-red detection beams and we have electronic gates to ensure that every visitor has been invited into our facility. Whatever you store with us, will be in safe hands.



STORAGE ROOMS

FROM £10 PER WEEK inc VAT

24hr ACCESS TO STORAGE ROOMS!

RENT THIS 20ft CONTAINER

£30 PER WEEK inc VAT
Usable space 150sq ft (approx)



RENT THIS 7ft CRATE
£14.40 PER WEEK inc VAT
Usable space 35sq ft (approx)



RENT THIS VAN
£90 PER DAY inc VAT

FAQs

Q When can I access my possessions in storage?

A Our storage rooms are accessible 24 hours a day, 7 days a week, and our containers and crates are available during normal office hours.

Q Are my possessions secure?

A Yes, we have invested in the latest security systems which are monitored 24 hours a day.

Q Are my possessions insured should anything happen to the storage facility?

A Yes, you can add additional insurance to cover your possessions. Just ask!

How much should removals cost?

We have put together some example costs for local moves within a 15 mile radius. 2 Bed: £360 - £600, 3 Bed: £480 - £800, 4 Bed: £600 - £1,000, 5 Bed: £750 - £1,200, these costs include VAT. Please be careful as these costs are just examples for standard houses that do not have excessive amounts of possessions, some people have 100 pot plants and need a separate van for just these, which would increase the costs! The costs above do not include packing materials, packing or unpacking of cartons, dismantling and reassembly of furniture or additional insurances. To obtain an exact cost for your removal please book a free no obligation survey, by calling **01455 618668** and speaking to one of our friendly removal experts.

Packing Material Prices

(These can be purchased even if we are not moving you, they can be collected from our depot within office hours.)

Brown recycled carton (H380, W280, L480)	£1.00	Packing paper (10kg) (760 x 500)	£12.00
Large carton (H520, W465, L480).....	£2.50	Bubble wrap (100m) (10,000mm x 300mm)	£18.00
X-tall carton (H760, W465, L480)	£3.60	Vinyl carton tape (48mm x 6600mm).....	£2.40

All prices shown include VAT.

Refer Us and Save!

You could save a further £70.00 (inc. VAT) off the cost of your removal, by providing us with a referral for either the person buying your old house, or the person selling your new house, we will give you a £35.00 discount (inc. VAT) if they book us to carry out their removal too.

You will need to introduce the buyers or sellers in your chain to our removal service by handing out these vouchers. Or if they prefer, they can contact us directly on **01455 618668** or email removals@henryandson.co.uk. So that we know who you have referred, please write your name on the vouchers below and pass them to your buyer or seller. If they choose us as their removal firm, we will discount your removal by £35.00 (inc. VAT).

Thank you for recommending our services to the other parties in your chain.

£35

Voucher

My Buyers Voucher

This voucher entitles me to £35.00 off my removal costs.

My name (the person giving this voucher):

My Henry & Son client ID:

To the buyer: Please contact Henry & Son when you receive this voucher. Our office will talk you through the rest!

Henry & Son Ltd.

Removals and Storage

Knights Court, Brindley Road, Dodwells Bridge Industrial Estate, Hinckley LE10 3BY

E: removals@henryandson.co.uk

Tel: 01455 618668

www.henryandson.co.uk

£35

Voucher

My Sellers Voucher

This voucher entitles me to £35.00 off my removal costs.

My name (the person giving this voucher):

My Henry & Son client ID:

To the seller: Please contact Henry & Son when you receive this voucher. Our office will talk you through the rest!

Henry & Son Ltd.

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Bar Code of Practice



The British Association of Removers Code of Practice is the only code in the moving industry that's approved and monitored by the Chartered Trading Standards Institute:

All BAR Members must abide by the Code that dictates

- The standards of service you will receive
- The quality of the materials used
- The standards of vehicles and warehouses
- Staff training requirements
- What will happen if something goes wrong

...most importantly the Code requires BAR Members to deal with you in a courteous and sympathetic way at all times.

KEY COMMITMENTS

Members promise to act fairly and reasonably with you and uphold all the standards contained in the Code. Key commitments are:

- To make sure that advertising and promotional literature is clear and not misleading.
- To provide you with a clear description, price and timetable for the work carried out.
- To offer insurance or other protection options.
- To explain clearly the liability for loss or damage, the time limit for making claims, and cancellation/postponement rights and charges.
- To provide staff who are courteous, competent, and committed to providing a high standard of service.
- To deal quickly and sympathetically with things that go wrong.
- To publicise this Code, have copies freely available and make sure staff are trained to put it into practice.

FINANCIAL PROTECTION

The Code says

- ...that if your BAR Member cancels a removal more than 10 working days before the agreed date for the work it must reimburse you in full
- ...that if your BAR Member cancels less than 10 working days before the agreed date it must pay you 150% of the monies paid
- ...this means that you can be confident that your BAR Member will arrive to do the work on the agreed date.

The Code also states that if your BAR Member is not able to do the work on the agreed day or pay the 150% refund, then the BAR Advanced Payment Guarantee Scheme will be speedily activated to have the work completed by another Member or refund any monies paid.

IF SOMETHING GOES WRONG

If you have a complaint about the service your BAR Member will try to resolve it fairly, quickly and efficiently. In the event of a dispute relating to the provision of a service covered by this Code, which cannot be resolved, either the Customer or the Member may refer it to the independent Alternative Dispute Resolution scheme (ADR) on consumer.affairs@bar.co.uk, or call us on 01923 699 486.

CTSI MONITORING

The Chartered Trading Standards Institute monitors the performance of all BAR Members, to make sure that they are operating within the BAR Code of Practice and that the Code is working properly in the interests of the consumer. You can help by completing the customer satisfaction survey provided by your BAR Member.

Please refer to the Bar Code of Practice's website at www.bar.co.uk for further information.

New to the Area? Here are some Local Businesses we Use and Trust

Please find below a list of local businesses we use and trust to help us within our business. Why not give them a call to see how they can help you.

Industry	Company Name	Contact Details
Painter & Decorator	B Hatt	Brian Hatt 024 7637 1069 • 07966 199228 brian.hatt@hotmail.co.uk
Electrician	P.W.Electrical (Nuneaton) Ltd	Paul Williams 07973 696186 info@pweuk.co.uk
Plasterer	Ray Carter Plasterer	Ray Carter 07990 510382 rayc_@hotmail.co.uk
Sliding Wardrobes	Coventry Sliding Wardrobes	Sam Clay 07795 388020 info@coventryslidingwardrobes.co.uk
Chimney Sweep	Chimneysweeps4u	Simon Law 07973 178876 simon@chimneysweeps4u.co.uk
Carpets & Flooring	Star Carpets	Steve Sekhon 01455 634434 • 07814 617656 steve@starcarpets.co.uk
Kitchen and Bathrooms	Swan Bathrooms	Kerrie Summers 024 7638 2272 • 07967 284956 swanbathrooms@hotmail.co.uk
Motor Repairs	MJB Motor Services Ltd	Mark Blighton 024 7767 2720 mjbmotorservices@outlook.com
EPC's	Rowleys Commercial Energy Assessment	Terry Hyde 07794 714539 terry.hyde@onestopepc.co.uk
Building Surveyor	Wide Horizons Surveying Specialists	James Rawlings 01455 848222 • 07974 146793 jamesrawlings@widehorizonslimited.com
Alarms & Security Systems	M.E.S Systems Ltd	Andrew Morgan 024 7634 1809 andy@mes-systems.co.uk
Chartered Architects	Vagdia and Holmes	Dhiran Vagdia 024 7622 2393 • 07976 892 651 dhiran.vagdia@vagdiaholmes.com
Computer Services	Purple Triangle Ltd	David Dodson 024 7632 0788 david.dodson@purpletriangle.co.uk
Funeral Directors	Devall & Son Funeral Directors	Daniel Devall 024 7637 5665 daniel@devallandson.com
Business Coaching	MJ Business Coaching Ltd	Mark Jennings 07799 880129 markjennings@actioncoach.com
Office Supplies	W. Cawthorne & Son	Matthew Cawthorne 024 7664 1212 • 07971 139 087 Matthew@cawthornes.co.uk

Industry	Company Name	Contact Details
Web Design	Pure Hosting	Neil Chauhan 024 7699 7321 • 07976 614421 neil@purehosting.co.uk
Graphic Design & Print	MK3 Design	Martin Hosmer 07821 399 458 martin@mk3design.co.uk
Workwear	Atwork Clothing Limited	Sulaiman Ahmedabadi 01455 616600 sulaiman.ahmedabadi@atworkclothing.co.uk
Video / Production Services	Toes In Video Production	Tosin Ajayi 07748 701525 tosin@toesin.com
Mobile Phones	One Communication	Robert Clark 07872 468 781 rob@onecommunication.co.uk
Insurance Broker	Irvine Commercial	John Townsley 024 7621 0230 • 07979 294 877 jtownsley@icib.co.uk
Accountants (Nuneaton)	Armstrongs Accountancy	Paul Farmer 024 7671 5111 paul.farmer@armstrongs-accountancy.co.uk
Accountants (Hinckley)	SFB Accountants (Hinckley)	Dean Cart 01455 633966 Dean.cart@sfb.group
Vehicle Leasing	Series 1	Steve Tate 024 7639 5555 • 07813 112220 steve@series1.co.uk
Insurance Property Claims	Concept Building Solutions	Jamie Horsley 07843 209850 coventrynorth@concept-solutions.co.uk
Travel Agent	Your Perfect Escape	Chris Wright 01455 233 944 • 07415 283459 chris@yourperfectescape.uk
Health & Wellness	Advanced Healing Therapies	Sue Parker-Roberts 024 7654 3991 • 07920 770606 email@advancedhealingtherapies.co.uk
Charity	Zoes Place Baby Hospice	Chris Ward 024 7636 1675 • 07772 696919 chris.ward@zoes-place.org.uk
Dentistry	Holywell House Orthodontics Practice	Cathie Barrs 01455 234758 • 07528 077528 cathieb@holywellhouse.co.uk

Costs at a glance inc VAT

Insurance

€

Packing Materials

€

Late Key Insurance

€

Removal

€

Dismantle/Rebuild

€

Early week discount

€

Packing Labour

€

Un-Packing Labour

€

Client Ref No.

A really useful page

Henry & Son Ltd.

"Moving Since 1982"

Removals and Storage

Tel: 01455 618668

My Moving Organiser

Useful Reminders

Name Number

Solicitor

Estate Agent
(Selling)

Estate Agent
(Buying)

Gas Meter Readings:

Electric Meter Readings:

Water Meter Readings:

Post Redirect Date:

Most important for week commencing: _____

	Done
1	y/n
2	y/n
3	y/n

Most important for week commencing: _____

	Done
1	y/n
2	y/n
3	y/n

Important Reminder

I will need to keep at least 10 days between Exchange of Contracts and Completion in order to arrange all my 'stuff' to do!

Date to Exchange Contracts is:

_____ ^{Move Day} ←

Date for Completion is:

Most important for week commencing: _____

	Done
1	y/n
2	y/n
3	y/n

Remember!
Moving Day can be Fun!