

COMMUNITY MOVERS GUIDE TO MOVING



SECTION 1 – GETTING STARTED

INTRODUCTION

This guide sets out the points that are important in planning and arranging your removal. It covers:

- Community Movers web site.
- The relevant paperwork for your completion, including an inventory form.
- Your obligations.
- What can and cannot be moved.
- The removalist's obligations.
- Removal and delivery procedures.

"REQUEST FOR REMOVAL" PAPERWORK

In completing your Request for Removal form please supply the following critical information to make your move a smooth one.

- The dates you require your prepack and removal.
- Your preferred delivery date to your new residence (if known).
- Details of any special features in your current (and new, if possible) residence, such as lifts, internal stairways, awkward access, restricted parking or long or awkward distance to carry from the residence to where the truck is to park.
- Your precise contact details at your removal and, if possible, your delivery locations. These details may change throughout your removal and it is essential that you advise us if they do so we can keep you informed.

INVENTORY

Please list your furniture items and their value, by room, and also list packable items and their collective value, in each room. List also those special or expensive items in the space provided on your Inventory form. This information is critical to ensure that our removalist prepares properly for your removal (including arriving with the right-

sized vehicle) and to assist you and us if you need to notify us of any loss or damage to your items.

When completing your inventory it will help if you:

- List each non-packable item to be moved.
- Value each item realistically. Base your value on what it would cost you to replace the item with one of the same age and condition (we use your valuation as a guide only).
- Include important information, such as brand, model, and serial number for each item.
- List and describe items you value highly.
- State the size and the approximate weight of unusual items, such as workshop equipment, large wall units and very large, heavy items.
- Obtain a current valuation certificate for paintings, antiques and other high value items.

SECTION 2 – PREPARING FOR YOUR REMOVAL

Preparing for your removal is important. Cleaning and preparation will protect your goods.

YOUR RESPONSIBILITIES ARE:

- All items must be cleaned prior to being moved or stored.
- Washing machines and refrigerators must be drained and wiped dry, and cleaned; Washing machine bowls should be secured by you (refer to manufacturer's instructions).
- All fuel and oil must be drained from lawn mowers, whipper snippers and other fuel driven appliances.
- You must disassemble (and reassemble) items such as beds mirrors from dressing tables, you must disassemble prefabricated furniture – place loose items such as bolts and screws in a container and place the container with the item for packing
- You must also disassemble outdoor play equipment – swing sets, trampolines etc.
- You must disconnect electrical cords from computers, televisions, videos, sound systems etc.
- You should remove tapes, CDs, disks etc from machines.
- For BBQ gas bottles or LPG cylinders to be carried by the removalist they must be purged by a licensed party and a certificate obtained and attached to the bottle to verify this.
- Dismantle TV antennae and supports.
- Batteries – must be removed from battery-operated appliances.
- Clocks – remove weights and pendulums.
- Filing cabinets etc – pack personal papers

packed by the removalist).

- Computers and accessories –prepare according to manufacturer's instructions, label all components.
- Remote control units – pack in your Priority Carton *.

OTHER IMPORTANT THINGS TO DO BEFORE YOUR REMOVAL

- Advise us of your temporary contact details in both the removal and delivery areas.
- Advise us of any changes to the delivery address.
- Bring out any items stored in hidden places, such as under the house or in sheds, to ensure they are not left behind.

PACKING YOUR CLOTHING

- You are required to pack all clothing.
- Clothes not on hangers can be packed in cartons or suitcases. Keep a record of what you pack where.
- Clearly mark cartons and list the room and a brief description of items on the carton – for example 'bedroom 3, children's clothing'. Make a record on your copy of your inventory.

PLANTS

Community Movers does not approve the removal of plants. We do not accept any responsibility for removal of plants.

WHAT ITEMS CAN BE MOVED

In addition to normal household goods, the following can be moved or stored:

- Sealed foodstuffs.
- Removable and portable outdoor items (conditions apply)
- BBQ bottles where certified 'empty' by a licensed provider.

WHAT ITEMS CANNOT BE MOVED

Dangerous, hazardous or flammable items – these cannot be part of your removal.

Under no circumstances are dangerous, hazardous or flammable items to be moved or stored as part of your removal. It is your responsibility to ensure that these items are NOT included in your consignment.

Heavy penalties may apply should injury to property or person result from inclusion of these items.

EXAMPLES OF DANGEROUS, HAZARDOUS OR FLAMMABLE ITEMS THAT CANNOT BE MOVED AS PART OF YOUR REMOVAL ARE:

- Petrol, kerosene, paints, varnish, turpentine, methylated spirits, pure alcohol, oils.
- Photographic developers, oxygen, methane, chlorine gas, mercury, caustic solutions.
- Oxides, pesticides, weed killers, polishes, arsenic, flares, fireworks, black powder.
- LPG cylinders that have not been certified as empty by a licensed provider.
- Gas cylinders for home soft drink makers, aerosol cans, matches, butane lighters.
- Irritants, life rafts, pressurized vessels, explosive devices of any kind, home brew.

OTHER ITEMS NOT ABLE TO BE MOVED

These items CANNOT be moved as part of your Household Removal

- Non Portable Items that cannot, due to size, shape or weight, reasonably be carried by two people
- Bulk fuel or building materials
- Living items, such as birds and poultry, pets and plants, including indoor plants, shrubs and trees.
- Irreplaceable Items.
- Cash; and Soiled items.

SECTION 3 – REMOVAL & DELIVERY

YOUR RESPONSIBILITIES

It is important that you take control at removal time and manage your move. Community Movers is your move partner and it is important to remember your responsibilities at removal and delivery.

These include ensuring that you have provided up to date contact phone numbers so we are able to advise you of timings, being present at all times to supervise, being satisfied that all items have been removed/delivered and clearly nominating to the removalist items which you do not want packed and where items are to be placed.

Prior to your removal the Community Movers will contact you to confirm the time of your removal and other removal arrangements. If contact is not made or if you have doubts or questions, please call Community Movers on 1800 819 167.

At Removal the Removalist will:

- Park the removal vehicle on the road adjoining the house, not on the driveway or lawn unless prior approval from yourself (if it is your own home) or from rental agent (if it is a rental property) has been given for the removalist to park on the driveway or lawn.
- Discuss your removal timetable and any details or concerns with you when they
- Carry out the delivery within acceptable Business hours (9am to 5pm Monday to Friday)
- Take care to protect carpets and floor coverings.
- Cover your furniture when it is being moved between the house and removal vehicle on wet days.
- Accompany you in inspecting your property to ensure all items to be moved have been removed.

At Removal the YOU will need to:

- Cover mattresses and upholstered furniture with plastic covers.
- Dismantle items of furniture such as beds, mirrors from dressing tables and castors from chairs.
- Pack paintings and prints in the most appropriate packing material.
- Cover surfaces onto which they unpack, such as dining tables, with pads and cloths.

NOTE: We will not accept any responsibility for loss or damage to items in cartons or containers.

ACCEPTABLE HOURS FOR REMOVAL AND DELIVERY Acceptable Community Movers hours for removal services to be conducted are Monday to Friday between 9am and 5pm.

At Delivery the Removalist will:

- Park the removal vehicle on the road adjoining the house, not on the driveway or lawn unless prior approval from yourself (if it is your own home) or from rental agent (if it is a rental property) has been given for the removalist to park on the driveway or lawn.
- Place all cartons onto a flat surface, except those containing clothing. The removalist is not required to put items away in cupboards.
- Carry out the delivery within acceptable Business hours (9am to 5pm Monday to Friday)
- Place your furniture and cartons in any reasonable position you request of them. Our contract only requires removalists to place items once.
- Take care to protect carpets and floor coverings.

Community Movers and its panel of removalists observe the highest possible service standards in each removal to ensure all items are handled with care during removal and packed securely during the move.

Community Movers does not take any responsibility for any loss or damage to your or other property, which may occur during removal and delivery. 'ALL CARE AND NO RESPONSIBILITY'

Please ensure all items are packed and ready for removal, as EXTRA CHARGES will be incurred if the items for removal are not ready at the time of pickup. THIS IS VERY IMPORTANT.

Community Movers is a project of Wollongong Emergency Family Housing.

SECTION 4 – CONTACT DETAILS

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