

Our Story – Quality, Reliability and Transparency

Affordable Home and Office Removals opened in November 2003 after the founder, Andrew Grima, identified a need for a high quality moving and storage service in Queensland. As more families and businesses relocated to the Gold Coast and Brisbane, this need only grew. Combining this need with more than a decade of experience in the removal industry, Andrew founded a company build of superior service, attention to detail, and highly trained staff.

Andrew's Vision

Our entire team shares one vision – to be recognized as a professional and reputable company, the market leader in local removals and storage in Queensland. To achieve this, we follow these core customer values:

- Our word is our bond
- We are committed to satisfying customers' needs
- We guarantee "no surprises" in our service
- We show respect for each other and for everyone we assist

Since our humble beginnings, Affordable Removals has grown to be one of the leading local removals and storage companies in Queensland. With the introduction of a unique storage facility and the purchase of two additional trucks, we now average more than 25 local removals per week.

Our Staff Matter to Us

The Affordable Removals philosophy depends on highly professional staff. That's why we've instituted a continuous training regime, and strive to excellence in all areas. Our core staff values are:

- That employee relationships are based on equality, trust and a commitment to safety, individual development and well-being
- That we constantly promote teamwork and excellence in leadership
- That we encourage the pursuit of quality and continual improvement in all our activities
- That transparency is guaranteed in our dealings with customers and each other
- That we will be pro-active corporate citizens

Our values and dedication to a fair and safe work environment are reflected our quality of service. Our confidence in our staff means we are the only company in Queensland to offer a No Damage guarantee to our customers.

Our Core Values

- Our word is our bond. We will demonstrate a high level of personal integrity.

- We are committed to satisfying customers' needs and we expect to grow and develop the business, which in turn will benefit all.
- There will be "no surprises"
- Relationships with employees will be mutually beneficial- based on equality, trust and a commitment to safety, individual development and well-being.
- We will promote teamwork and show consistent leadership.
- We have a right to know how we are doing and be encouraged and supported to reach our potential.
- We encourage behaviour that reflects the pursuit of quality and continual improvement in all our activities.
- We will show respect for one another and for those with whom we deal.
- We will be pro-active corporate citizens.
- Affordable home and office removals is a furniture removal and storage business located in **Caloundra**

- The company caters to local clients requiring removals and storage of furniture and effect.
- The notion of Andrew starting his own furniture removal company played on his mind for quite a while. "My dad once said to me, "Get a job a computer cannot do". I am sure that he was talking about being a dentist, but since I had never seen a computer carry a fridge, I thought "hey, why not?"
- As the removal industry is not regulated, it was essential that systems were developed to differentiate Affordable Removals from their competitors. By introducing specific strategies, to meet the needs of the market such as free quotes and a carton loan system, and developing a "No Damage Guarantee", the business now owns five trucks, employs 10 staff and moves more than 30 local removals a week.
- Andrew also observed that office moves were usually treated as just another home removal when in fact they have a far different agenda. "We set up an organised service that involves teams of removalists working together. The less time it takes to move, the more quickly they can get their business operating again.
- We pride ourselves on being one of the most trusted and respected furniture removal and storage companies on the Sunshine Coast.
- We have modern vehicles and equipment along with highly experienced removalists and great customer service.
- Our People – professional and friendly staff, experienced removalists, modern vehicles and equipment

- Our Services – office and home removals, short and long term storage, packing services, packing materials.

We are the preferred removalist for Blue Care, Living Choice, Sunshine Coast Regional Council and many local real estate agents, to name a few.

- 60% of our work comes from referrals
- All team members have a minimum of 3 years experience, some which have up to 23 years.
- Family owned and operated
- We cover all of SE QLD
- Depots located in Coolumb and Caloundra
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- No job too big or small – Anything from one item to your entire house. Different sized trucks available to suit each removal