

on the move
guide



on the move

your personal guide
to moving

ALLIED[®]
PICKFORDS
The Careful Movers[™]

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“Relax... feel prepared not overwhelmed”

As moving day approaches, numerous questions and concerns may go through your mind. Whether you've done this once or a hundred times, there's a lot to do before the big day. That's where we can help. It is now time to relax.

The purpose of this move guide is to help you feel prepared, not overwhelmed. Inside you will find:

- Information on what to expect throughout your move
- An organised plan for the weeks and days leading up to moving day
- Valuable information and reminders based on our many years of experience



“a million questions
a thousand to-do’s.
all the help you need.”

**Your dedicated Allied Pickfords Move Consultant
will be there to plan your entire move so you can
sit back and relax.**

Your Allied Pickfords Move Consultant is someone you can trust; an expert who understands the meaning of personal service and often the first person you will meet from your professional moving team.

Your dedicated Allied Pickfords Move Consultant will:

- Talk you through the move process and suggest a tailored mix of transport, storage and insurance solutions to meet your needs
- Plan every aspect of your move from door to door
- Answer any questions or concerns you may have

“a weight off
your shoulders”

planning

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You probably already know the secret to any successful outcome is having a good plan. That's our philosophy at Allied Pickfords too.

Whether you're moving around the corner or to the other side of the world, the more information you have, the more prepared you'll be. Ask questions, get answers, let us help.



move process

Planning

- Step 1: Pre-move inspection, survey & inventory creation
- Step 2: Special considerations & options (storage, packing, house cleaning)
- Step 3: Insurance
- Step 4: Move Proposal & booking in your move

Packing

- Step 5: Packing
- Step 6: Packing inventory

Move day

- Step 7: Final packing and loading
- Step 8: Transportation
- Step 9: Delivery & unpacking
- Step 10: Settling in

Our success is driven by treating every move as different and meeting individual needs... your needs.



pre-move inspection, survey and inventory

The first step in planning your move is the pre-move inspection, survey and inventory creation, which will be conducted by your Allied Pickfords Move Consultant.

What is the pre-move inspection survey and inventory?

Your Allied Pickfords Move Consultant will visit your home and carry out a survey and inventory of your personal belongings you wish to have moved. This information is used to help evaluate the size and cost of your move. Please thoroughly check your copy of this inventory. Check that all items you wish to have moved are listed.



special care

Does anything require special care?

If you have any items that may require special treatment, please advise your Move Consultant at this stage.

What more can we do for you?

what can you do to help?

Please ensure your Move Consultant is aware of all items that need to be moved e.g. plants and pets, contents of drawers and items in your garage.

If you are moving interstate or overseas, check with your consultant about any restrictions on moving items including all plants and pets.

Please make your consultant aware of any items you want moved that aren't at your house at the time of the pre-move survey including any new items you may purchase before your move.

child care



Getting kids through the move... smiling

Children love a good adventure and will most likely embrace the move if they are involved in all aspects along the way. Here are some tips for getting your kids excited about your move.

Remember...

- Tell your kids about the move as soon as possible so they don't overhear the news by accident
- Involve your children in all aspects of your move, if possible, including house hunting, planning the move and tasks that are appropriate to their age
- On move day keep your kids occupied - younger children can pack a special box with their most treasured possessions. They can even decorate the outside of the box so they can quickly find it in your new home
- Ask for their input on decorating or arranging things in their new rooms
- Encourage your children to take the time to say good-bye to friends and exchange contact information so they can stay in touch
- Make plans to continue your child's current activities (such as scouts, sports, dance classes, etc.) in your new community – continuity will make adjusting to a new location much easier



vehicle care



Shining thoughts for your vehicles

Motor vehicles, trailers, boats, bikes and caravans are transported by Allied Pickfords or our auto transport specialist, with expert attention and care.

To further ensure the safe transportation of your vehicles, remember the following:

- All vehicles should have as little fuel in the fuel tank as possible
- Check vehicles for any fluid leaks
- Boats should be drained of all fuel and oil
- No personal effects of any nature are permitted to be transported inside any vehicle

pet care

There are some things you can do to ease the stress of moving the family pets to your new home irrespective of whether your pets are being moved by Allied Pickfords or yourself.

Comforting thoughts for pets

We are dedicated to ensuring your beloved pets are moved in comfort and safety and given the care they need. Our specialists love animals and they will provide the utmost care for your pets from door to door.

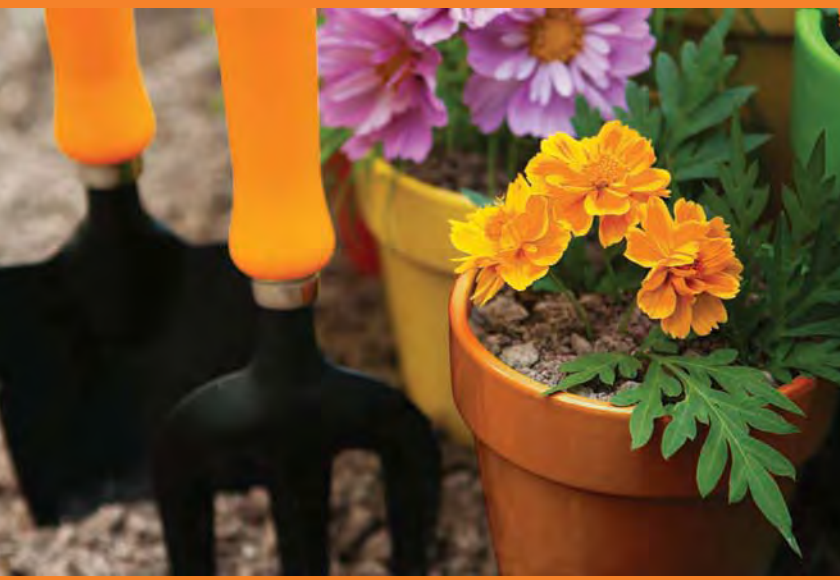
If you would like to book your pet's relocation with Allied Pickfords please advise your Move Consultant so they can arrange for an animal relocation specialist to get in contact with you about your pet's move.



Whether you move your pets yourself or have us arrange for our pet relocation specialist to move them for you, these are things you should consider before your move:

- A veterinary examination to check your pet's health, update identification tags and discuss precautionary measures for the trip
- Don't feed your pet for seven hours prior to your trip, pack a container of fresh, cool water, and stop frequently for walks
- If transporting your pets by car, make sure to get your pet comfortable with car travel by taking it on short trips around the neighbourhood before the move
- Birds and small pets such as rabbits can travel in their cages if the cage can be placed in a stable, well ventilated area free of drafts. Covering the cage while the car is moving often calms the animal
- If travelling by air, contact the airline well in advance to check regulations and available services
- Select a large enough pet transport module so that your pet can stand and move around a bit and get your pet accustomed to the kennel well in advance of the trip
- Mark the kennel "Live Animal" with your pet's name and your contact details

Our pet relocation specialists are more than happy to provide you with answers and information to ensure your pets are moved happily.



plant care

Preventing growing pains for your plants

Daisies and daffodils don't like moving so it is important to prepare them carefully.

Unfortunately international regulations prevent us moving plants overseas. If you are moving domestically, **there still may be rules prohibiting the transport of certain plants.** Check with your Move Consultant for further information.

If you do decide to move your plants, you should consider the following:

- Provide plants with plenty of sunlight several weeks prior to moving day to allow them to store extra energy
- Prune back overgrown leaves and branches about a month before moving and limit feeding to minimise growth
- Thoroughly water the plants a few days before your move. We strongly recommend you don't water plants the day of your move. If plants are wet when they are packed, there is a risk of water seeping into your other goods during transit
- Place your plants in sturdy cartons or containers to keep them from tipping over during transit

house. cleaning

Allied Pickfords can arrange to have your old and new home professionally cleaned. Whether you use the general housecleaning service for a thorough clean throughout your home or the premium cleaning service for that spotless level of detail, either is ideal for making your old home sparkle for potential buyers and making a fresh start at your new home.

General houseclean services includes:-

- Vacuum of all carpeted areas
- All vinyl and hard surfaces to be thoroughly mopped clean
- All windowsills, ledges, skirting boards to be dusted
- External surfaces of stove to be cleaned
- All kitchen cupboards will be wiped clean inside and out
- Stainless steel kitchen sink, bench tops and tiled surfaces to be cleaned
- Bathrooms and laundry troughs, basins and cupboards to be cleaned
- Shelving and drawers in built-in robes and hall closets to be dusted
- General dusting to be done to ceiling height in all rooms
- Sanitise toilet basins, bowls, seats, fittings and mirrors
- Clean shower base, walls and fittings
- Dry dust light fittings
- Spot clean around door knobs and light fittings

Additional Services Available*

- Professional steam cleaning of carpets
- Window cleaning inside and outside
- Cleaning the inside of the stove
- Cleaning of walls
- Cleaning of venetian blinds
- Removal and disposal of rubbish

The above services can be tailored to suit your individual requirements. If you are moving with work and these additional services are not included, you can purchase them yourself to ensure you and your family can completely relax throughout the entire move.

*Some of these services may vary slightly in some regional locations



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If your move involves storing any possessions either here or at your destination, we will make all of the arrangements for you. Simple. Safe. Secure.

storage

Many circumstances such as having to temporarily move into a hotel or rented house at your destination may prompt you to place some or all your belongings into storage.

Whether you prefer to move all or some of your possessions into storage, and whether you choose to store near your old or new home, we can provide you with a solution to meet your short or long-term storage needs.

Convenient collection service

All items placed into storage will be put on a storage inventory list then packed and moved to the designated Allied Pickfords Storage Facility where they are placed into a secure storage environment.

Timely delivery of your stored items when you are ready

With a network of storage facilities nationally and internationally, access to your stored belongings is never far away. A simple call to your local Allied Pickfords office is all it takes to arrange the delivery of all or part of your stored belongings to your new home within five working days.

Storage payment options, your choice

Allied Pickfords offers a choice of flexible storage payment options to suit your individual needs. Storage payments can be made by cheque, direct debit, standing order or credit cards.

Credit card surcharges may apply.



insurance

Comprehensive protection... your peace of mind

When your goods are moved by Allied Pickfords, you can be confident that they will arrive at your new home safe and sound. However, in rare instances, you may need to make a claim. To ensure complete protection and total peace of mind against unforeseen circumstances, we have developed a **comprehensive Transit Insurance Cover underwritten by reputable Insurers**.

One simple contact

Purchasing an Allied Pickfords Transit Insurance Cover means you will deal with us and only us in the unlikely event of a claim. There are no messy third parties. This means you will get timely, simple resolution.

Choice

Allied Pickfords Transit Insurance offers a range of extensions to cover:

- Pairs and sets
- Mechanical and electrical derangement
- Mould and mildew
- Packing and moving costs
- Storage
- Packed by owner items

This means you can choose the insurance that suits your needs.

In-house claims handling

Allied Pickfords provides you with quick and efficient in-house claims management. We will look after all the paperwork and aim to settle any claim as quickly as possible. For more information about insurance, please speak to your Move Consultant or refer to the Product Disclosure Statement.



not so fast

restrictions on packing

What NOT to pack

You should always consider transporting these irreplaceable items yourself:

- Jewellery
- Passports
- Mortgages
- Birth Certificates

During the packing stage, you must keep these items clearly separate from anything that will be carried by your move team to ensure they are not accidentally packed with your other belongings.

Keep in mind that Allied Pickfords Transit Insurance does not cover money, jewellery or data loss from any electronic devices.

prohibited and dangerous goods

Some commodities cannot be accepted for transport by air, sea or road, under any circumstances. These include hazardous materials such as explosives, compressed gases, flammable liquids and solids, oxidisers, poisons, corrosives and radioactive materials. Common examples include:

Class 1: Explosive

- Flares
- Fireworks

Class 2: Flammable Gases

- Oxygen
- Acetylene
- L.P.G.

Class 3: Flammable Liquids

- Petrol
- Paints
- Turpentine

Class 4: Miscellaneous

- Matches
- Magnesium
- Phosphorus
- Methylated Spirits
- Methane Black
- Flammable Solids
- Scuba Tanks
- Gas Cylinders (unless purged and certified)
- Aerosol Cans
- Explosive Devices
- Life Rafts
- Butane Lighters / Refills
- Home Soft Drink Makers

Class 5: Oxidising Substances

- Calcium Hypochlorite
- Ammonium Nitrate
- Sodium Nitrate
- Hydrogen Peroxide
- Fire Lighters Powder

Class 6: Poisonous & Toxic Substances

- Pesticides
- Weed Killers
- Photographic Developers
- Arsenic

Class 7: Corrosive Substances

- Oxides
- Caustic Soda
- Hydrochloric Acid
- Sulphuric Acid

Class 8: Radioactive Materials

- Wet Batteries

Class 9: Weapons

- Fire Arms
- Ammunition

If you are in doubt or have any questions,
speak to your Move Consultant

move proposal & booking your move

After the pre-move inspection, survey and inventory have been completed and you have discussed all of your individual requirements with your Move Consultant, you will receive your move proposal.

Your move proposal is predominantly based on the total space occupied by the goods to be moved. The accuracy of your move proposal depends on the level of detail given to your Move Consultant when creating the pre-move survey and inventory.

Once you have received your move proposal, you can finalise the date and time for your move with your Move Consultant. Then all you need to do is sign the acceptance form and send it back to us via fax, email or post.

Pre-move inspection and survey



Receive your move proposal



Finalise your move date and time



**Sign your acceptance form
and send it to Allied Pickfords**



special arrangements

**Nothing is beyond possible.
Nothing is left to chance.**

If there are any parts of your move that you would like further clarification on, always speak with your Allied Pickfords Move Consultant. Both they and our Removals Team will do their best to cater to any special needs or requirements you may have.

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21 packing

Whether you're planning to do all your packing yourself or are requesting our expert, efficient assistance, packing is a critically important part of your move.

That's why we have the best-trained packing teams in the industry. When moving with Allied Pickfords, you can be sure that your valued possessions are going to be carefully handled and protected to the world's highest standards.

Regular skills training

Our expert packing teams have been trained to the highest standards in the industry covering modern wrapping, packing and handling techniques helping Allied Pickfords maintain an ISO9001 Certification



Protecting your home

At your old and new home, our teams use a range of specialist materials to protect floors, staircases, doors and other vulnerable areas of your home.

As the world's largest mover, we invest time and care in developing materials to protect your home and possessions. **The materials we use are the industry benchmark.**



inventory

Inventory

It is important to check that everything you want to include in the packing has been separated from items you will be carrying yourself.

Using state-of-the-art inventory recording technology we will create new inventories of your personal belongings that cover items that will be carried by us and items that will go into storage. The inventories will contain brief descriptions and a condition report of these items. Once you have signed the inventories, you will be given a copy for your records.

A copy of the inventory will be forwarded to our office at your destination for their safe keeping and to facilitate timely delivery of your goods. Remember to keep your copy of all inventories safe.

What can you do to prepare?

You can help your Allied Pickfords Home Moving Team by setting aside items that need to go into storage, need to be packed last and/or those items which will remain behind in your home.



let's get packing

Every one of your personal belongings will be treated uniquely, according to it's special needs and the needs of your move. The most common items to be packed are:

Soft Furnishings

All soft furnishings including lounge suites and mattresses will be covered in specially designed blankets and plastic wraps to protect them from bumps and soiling whilst being moved.



Furniture

Furniture such as bed side tables and chairs are cushioned with specially designed blankets and soft wrappings to protect against scratches and dents. Additional layers of protective wrapping can be used for furniture that requires added protection.

Electronics

All electronic items are best moved in their original packaging. If this isn't available, our removalists will use tailored packing materials for these items to ensure their safe transportation.

Unique and fragile items

Items that require special care and packing due to their size or special requirements are professionally wrapped in custom fitted protective materials before being enclosed in made-to-measure protective enclosures when required.





basic. training

If there are some items you decide to pack yourself, you will need to have everything packed and ready for loading when the Allied Pickfords moving vehicle arrives. All packing should be completed before moving day.

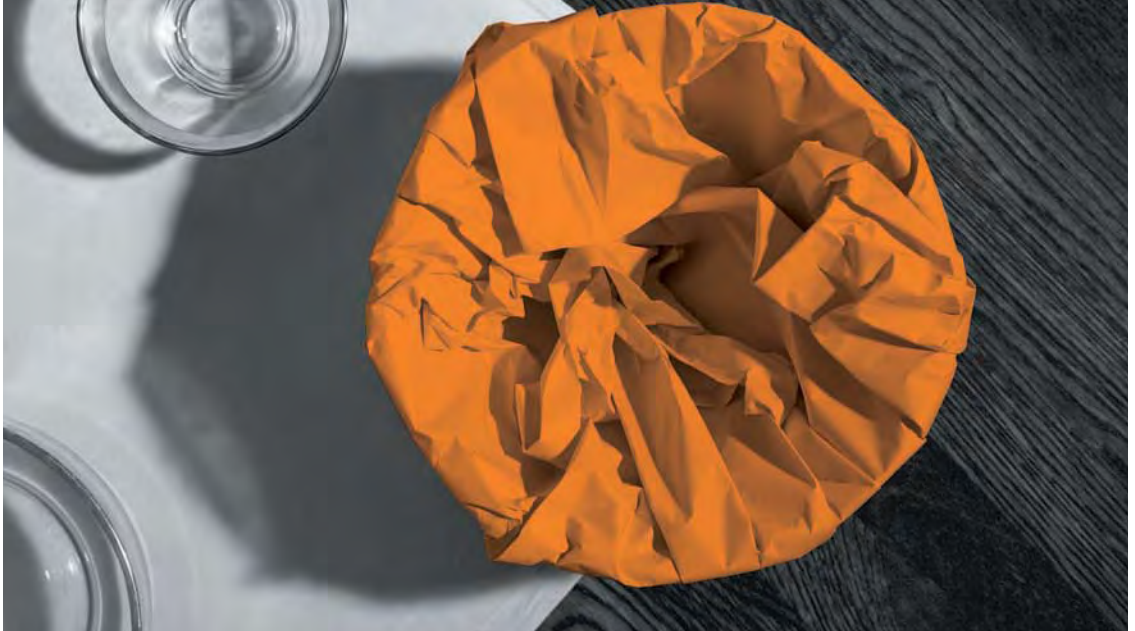
Some packing basics to keep in mind:

- Follow a timetable – people often underestimate how long it takes to pack!
- Packing room-by-room will help you stay organised
- Establish work areas in each room
- As you complete a room, sort packed boxes by weight (light, medium, heavy). This will assist your moving team
- Limit cartons and boxes to a maximum weight of 15 kilograms
- For the best protection, we recommend you allow us to pack:
 - Marble or glass tabletops, heavy wall ornaments and large mirrors
 - Pool tables and pianos
 - Bulky, fragile items like large trophies, statues, chandeliers, etc.

Your move team will check your packed boxes to ensure safe transportation. If they believe items are improperly packed or boxes are susceptible to damage, they may ask you to re-pack these items. For the best protection purchase your boxes and packing materials from Allied Pickfords.

IMPORTANT NOTE:

Any items that are being moved internationally or via air-freight must be packed by Allied Pickfords. Please speak to your move consultant for more information.



techniques

- Provide plenty of cushioning by packing loosely crumpled, plain newspaper in the bottom of boxes – leave room at the top for more crumpled paper
- Wrap all fragile, breakable items in paper before packing them in boxes
- Pack large and heavy items first, smaller items next, filling in all empty spaces with paper
- Use only sturdy cartons that can be easily closed (don't over fill). Then tape top seams securely
- Label boxes clearly: your name, room where the box should go in your new home and a brief description of the contents



electronics care

When packing a large screen TV and other electronics:

- If you no longer have the original carton and packing materials, Allied Pickfords will carefully pack the item using tailored packing materials to ensure protection
- If packing yourself use original packaging. If this isn't available use a sturdy carton that has been lined with paper or styrofoam chips

Personal computers, printers, scanners and other delicate equipment is best packed by our expert removals teams.

If packed by yourself:

- Disconnect and mark all wires and cables for easy assembly
- Detach paper holders / feeders from printers and wrap monitors and additional hardware as you would other home electronics
- Back up all of your computer files to portable storage devices such as DVDs
- Consult equipment manuals for additional instructions and precautions.

For more information on packing techniques and tips for all types of items, please speak to your Allied Pickfords Move Consultant, or visit

www.alliedpickfords.com.au (Australia)

www.alliedpickfords.co.nz (New Zealand)

move day

You are now ready to experience Move Day! Experienced moving teams will do everything they can to make sure your move is a complete success.

Your moving day removals team

The first person you will meet on move day is the Team Leader. They will run through the details of your move to ensure your expectations for Move Day are met along with any special instructions.

The Team Leader will review the goods in your home to be moved and plan the loading process in the most safe and efficient way.

With years of research, development and testing behind them, your Allied Pickfords Home Moving Team will ensure the packing and loading process is conducted to industry leading standards, ensuring maximum protection of your personal belongings and your own peace of mind.

Move day reminders

- You or a responsible person must be at your home on move day
- Ensure there is no food or liquid left in your fridge
- Ensure items not being moved are clearly separated from those items that are being moved
- All modular furniture should already be dismantled. Please speak to your move consultant about how we can help

end of the road

Upon arrival at your new home your goods will be unpacked to your instructions. Boxed items will be unpacked onto flat surfaces. If you have chosen to use our Complete Unpacking service, sit back and relax as we carefully put everything away into their new homes.

Your inventory and packing report

Once delivery is complete you will be asked to sign and date the Inventory Report. This report will clearly state the condition of your consignment when unpacked and that all items have been delivered to your destination, to your satisfaction.

After your delivery has been completed, we will get in contact with you to get your feedback about your move and our service. We strive to continually deliver the best possible service and care to our customers so we would love to hear from you. We hold your feedback in the highest regard and thank you for taking the time to provide us with this invaluable information.



countdown to the big day

A CHECKLIST OF THINGS TO DO

4 WEEKS TO GO

- Collect family's dental and medical records, letters of introduction and children's records
- If renting, advise your current landlord

3 WEEKS TO GO

- Advise your friends, relatives, solicitor, local council, insurance companies, accountant, hire purchase companies, stores where you have accounts, your church and clubs
- Start packing and labelling boxes with contents and intended location in your new home (if Allied Pickfords are not handling your packing)

2 WEEKS TO GO

- If moving a long distance, have your car serviced
- Arrange for pet transportation if necessary
- Advise your bank(s) where you have accounts, including credit cards

7 DAYS TO GO

- Notify your post office to redirect your mail
- Arrange Electoral Roll transfer
- Advise the Taxation Office

6 DAYS TO GO

- Advise motor registry (your licence, motor vehicle registration etc)
- List essential items you will need on moving day

5 DAYS TO GO

- Contact your supplier regarding disconnection of your phone and final billing. Confirm new number and date of connection
- Organise final accounts for gas, water and electricity
- Ensure continuity of these services at your new address

Alternatively ask your move consultant about our free utility connection service that can take care of the above.

4 DAYS TO GO

- Cancel local arrangements, for example, lawn mowing
- Check with manufacturers whether your washing machine and refrigerator motors need bolting down for transport
- Clean out medicine cabinet
- Empty rubbish bins
- Do final clear out of garage and unwanted furniture
- Empty steam iron, toaster, griller etc
- Get rid of inflammables (throw out or give to neighbours) / Drain fuel from lawnmower and other machinery

- Wash and dry laundry

- Prepare any items requiring dismantling which are being moved, for example, trampolines, garden furniture, modular furniture etc.

1 DAY TO GO

- Tighten lid on all jars containing liquids
- Dismantle TV aerial if taking it
- Defrost fridge and freezer and remove food. Wash out interior
- Separate items that belong to the house, eg, appliance instruction manuals, kitchen items, including roasting dishes and baking trays

THE BIG DAY

You should be just about organised

- Consider packing a carton with essential things you will need when you first arrive, eg, bathroom effects, toilet paper, and basic kitchenware
- Carry all valuables, cash and important papers with you
- Tighten all taps
- Turn off water heater and drain it
- Check gas, electric switches and lights
- Lock doors and windows and return house keys
- Check nothing has been left behind

A FEW DON'TS

- Don't store perishable foods such as cereal, flour, vegetables etc.
- If storing your household goods, the following articles are classified as DANGEROUS GOODS and cannot be stored: ammunition, paint, linseed oil turpentine, kerosene, petrol, cleaning fluids
- Don't have your furniture French polished just before moving, as it is extremely difficult to move without marking
- Don't put breakables or liquids in drawers, and don't overload drawers with too much linen or clothing
- Don't store jewellery, money, legal documents or articles of extreme value
- Don't leave travel tickets or passports where they might be packed

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end of the road.
last of the boxes.
a new beginning.

relax.
we carry
the
load.SM

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The information you have just read in this document is based on years of experience as the No. 1 removalist both nationally and internationally. Carefully constructed with a clear focus on our customers, this Personal Moving Guide becomes your path to a seamless and relaxing transition to your new home.

As the No. 1 removalist, only Allied Pickfords can offer you the Allied Advantage; industry leading and unique removalist services that get you to your new home in complete ease and comfort.

Should you require any more information or clarification about any part of your move to your new home, call your Allied Pickfords Move Consultant or your local Allied Pickfords branch.

For more information:

Australia

13 25 54

www.alliedpickfords.com.au

New Zealand

0800 255 433

www.alliedpickfords.co.nz

your peace
of mind. Our
highest priority

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