



Removals, haulage and storage throughout the UK

Information and Guidance Pack



“We move people’s possessions all over the British Isles from Orkney to Land’s End and abroad. If you are moving you will be able to Relax with Littlejohn Removals”

Contents

Introduction

The Team

Handy Tips

Packing Pictures and Frames

Packing Plates and Crockery

Storage and Haulage

Moving House with Children

Moving House with Pets

2 to 4 Weeks Before

One Week Before

Three Days Before

Two Days Before

One Day Before

Moving Day

Checklist



Littlejohn Introduction

Littlejohn Removals is an efficient, friendly firm where the customer comes first, so Shaun Littlejohn and his staff have put together this information pack to help you with important aspects of your house removal.

Please be assured that your property is insured during removal, haulage and storage and that there is careful attention to detail at all times.

If you have any queries, please contact us and we'll be happy to help:

T: 01856 879981 / 879985

E: admin@littlejohnremovals.co.uk

W: www.littlejohnremovals.co.uk

Littlejohn Removals

Skua Road

Hatston Industrial Estate

Kirkwall

Orkney

KW17 1GR



The Team



Shaun Littlejohn

14 years' experience in the industry, and just as happy lifting boxes of books and 3 piece suites as he is sitting in the office, answering the phones and doing the best job for all his customers.

Lorraine Littlejohn

Lorraine is the ever friendly public face and voice of the company. She puts our customers at ease with her cheery manner, attention to detail and total professionalism.

Rebecca Field

Receptionist and bookkeeper. Always happy to answer your queries and assist in the customer driven services we promote.

Robin Nicolson

As Transport Manager, Robin's responsibilities include the legal requirements of running our business; tachograph charts, health and safety issues, and liaising with FTA (Federation of Road Transport Association) regarding up-to-date policies and industry standards.

Steve Field

Steve oversees the maintenance of our fleet of vehicles, ensuring conformity to legally required regulations.

Alan, Bruce, Nicol and Paul

Our part-time staff who are always willing and able to assist with any of the firm's work requirements after hours or at the weekend.



Removal Checklist

Handy Tips

At Littlejohn Removals we want your removal to go smoothly and with as little stress to yourself as possible. We hope that you will be able to Relax with Littlejohn Removals. Here are some handy hints to help you do so.

Shaun Littlejohn

Packing Materials

Littlejohn Removals is happy to provide a quote for packing for you. However, if you wish to do the packing yourself, make sure that you have sufficient packing materials before you start. We can supply boxes, tape, bubble wrap, wardrobe cartons etc.

Make sure all boxes can close properly and are sealed so that the tops are flat. Small loose items should be boxed or bagged and sealed securely before placing into a larger box. Keep an inventory list of each box and its contents.

Access

If access to your house is in a narrow street, you will need to ensure that adequate parking is set aside for the *Littlejohn Removals* lorry. It is a good idea to let your neighbours know in advance that a *Littlejohn Removals* vehicle will be parked outside your house. Also, should parking permits be required, this is your responsibility

Attics and Lofts

In the normal run of things, and for health and safety reasons, our removal team does not normally enter lofts/attics. However, exceptions may be made where individual circumstances are difficult for the customer e.g. where there is infirmity. In this case prior arrangements should be made at the viewing visit.

China/Glass/Ornaments and Books

If you wish, these can be left in cupboards ready for the Littlejohn Removals team to pack. We then ask you, the customer, to ensure that everything has been packed and that nothing has been left in cupboards.

Contents of Garages/Sheds

We regret that we cannot move any flammable substances (creosote, paraffin, matches, gas bottles, fuel) as these invalidate any insurance cover. However, we can move tins of paint - but the container needs to be adequately labelled so that we can store it appropriately in the removal van.

Cookers/Washing Machines/Fridges and Freezers

These should be disconnected, drained and dried prior to removal. Fridges & freezers should be emptied. However, if the customer is unable to carry out these tasks, *Littlejohn Removals* can arrange for this service to be carried out.

Fixtures and Fittings

All of these should be taken down prior to the arrival of the *Littlejohn Removals* team.

Self Assembly Furniture

Please be aware that it is your responsibility to dismantle and re-assemble this type of furniture. However, should you require assistance please advise the *Littlejohn Removals* team during the viewing visit prior to the removal.

Where such furniture involves screws, keys etc these will be handed to the customer for safe keeping.

Cars and Other Vehicles

Transportation of vehicles is also part of our service. We have purpose-built ramps for transfer into the *Littlejohn Removals* van.

Cleaning

If you feel exhausted at the end of the removal day, you may wish to have your old home cleaned by a local firm, wherever you are in the UK. However, if your old home is in Orkney, you may wish to investigate various possibilities. **Licensed to Clean** is an Orkney firm that works closely with us:

Licensed to Clean



Tel/Fax: 01856 771570

Email: rab007lrc@hotmail.com

Packing Pictures and Frames

Every house has pictures on its walls. Whether it's a genuine old master or an interesting print you will want to make sure that it arrives at your new home safe and intact. *Littlejohn Removals* is happy to provide a quote for packing for you. However, if you want to do the work yourself, here are a few hints about packing pictures and frames:

- Wrap the picture in bubble wrap and secure the wrapping with packing tape.
- Select a packing box that is bigger than the picture that you need to pack
- Keeping the box flat (see pictures below), tape one edge of the box securely with packing tape



- Slide the picture into the opening of the box. Seal the end securely with packing tape.
- Mark the outside of the box on both sides '**FRAGILE**' and write the room it is destined for e.g. **picture/dining room**



Packing Plates and Crockery

Littlejohn Removals is happy to provide a quote for packing for you. However, if you wish to do the work yourself, here are a few hints about packing plates and crockery.

- Choose a medium-sized box and line it with soft material of some kind, either bubble wrap or towels, for example.
- Place a stack of packing paper (not newspaper as this may leave marks on crockery) on the table. Packing paper can be supplied by *Littlejohn Removals*.
- Wrap plates carefully and place the plates in the box on their edge. Plates should never be packed flat as plates on their edge can sustain considerably more pressure.
- Continue wrapping and placing the plates in the box until the box is adequately packed. Fill any voids with soft material so that movement within the box is minimal.



- Mark the box as '**FRAGILE**' and make a list of the items on the outside of the box e.g. plates/kitchen



Storage and Haulage

Storage

If down-sizing, or entry to your new house is delayed, *Littlejohn Removals* has storage facilities for your use at reasonable cost.



The customer receives a full copy of their stored belongings. Whenever the customer wishes to retrieve a few items or indeed the full consignment, a few days' notice would be appreciated.

Haulage

Littlejohn Removals will haul any size of item, a package to a pallet; a crate to a car. Collections can be made at any time, day or evening. Equipment used includes ramps, piano barrows and other specialist equipment to ensure careful transport. All is made fast into the vehicle via webbing straps, ties and other securing devices.

Once in your new home, when the time comes to renew/replace a piece of furniture or buy that new, flat-screen TV, then contact *Littlejohn Removals*. Regardless of where it is in the UK, we can collect it on your behalf.



Moving House with Children

Moving house is likely to be somewhat stressful, and moving with children may make it seem even more so. However *Littlejohn Removals* can offer you some suggestions that will make life easier for you.

- If it is at all possible, consider the best time to move for all the family members, for example there may be school timetables and examination schedules to consider. (However, we are aware that sometimes unforeseen circumstances dictate the time that your removal takes place.)
- Experts tend to recommend that early information about the move will allow all members of the family to get used to the idea, so your children should be included in your discussions from the start of the removal process.
- Children need to feel a sense of stability and purpose; they need to know why they are moving and what are the good things in it for them. They need to discuss their feelings about it as they tend to use 'black and white' thinking relating to the removal, especially if they already have a large circle of friends.
- Children who have moved before may be more able to adapt to another move. However, it is wise to expect some resistance so that you can plan how to deal with it.
- One way for the children to feel involved is to include them in all the removal- related decisions, even to the house hunting in the new area. It's a good idea to take lots of pictures inside and outside the new house, as this will be helpful for your planning - and also for the children to be able to show their friends pictures of their new home. They can spend happy time choosing their own room colours, or deciding what to throw away and what to pack especially where there are precious and much loved toys. After that, they need to label their special box for their own bedroom.
- If your children are very young they will only be aware of very short time frames, but by their 4th or 5th birthdays they will have formed some friendships and started to establish their own personality. Children of primary school age are more able to distinguish between weeks, months and days and have gained such understanding through weekly activities such as sports, Brownies or Cubs, and different social events. It's good to be aware of these differences.
- Teenagers are likely to be rather more upset at the thought of losing their circle of friends, their sports and club interests.
- As parents you will already have researched the area you're moving to, gathering details of anything community-related such as schools, churches, sports clubs, and dance classes. It's good to be aware of activities the children can join as soon as possible. The sooner they integrate into their new community, the sooner they will appreciate their new home.
- Although it is important to make new friendships, it is also important to make sure that established friendships can continue if possible after the move. The children should be able to invite old friends to visit and may like to keep in touch by phone, email, Facebook etc. They will even enjoy making their own change-of-address cards to hand out to their friends.



Moving House with Pets

Pets are important to consider when planning a big move. The staff of *Littlejohn Removals* wants all areas of your move to be stress-free and we include your pets in this. Animals can sense that strange things are happening and may become excitable or highly nervous. Here are some ideas to ensure that the transition is as smooth as possible.

On the day of moving at the first house

- It's best not to feed your pet for at least three hours before leaving on your journey
- Keep your pets in a safe place such as the bathroom or utility room; put in their own bed, toys etc and close the door firmly
- It's a good idea to lock the door, or to put a sign on the door as a reminder to everyone.

Transportation

- If you don't already have one, it's a good idea to invest in a quality animal carrier to transport your pets to their new home. If they aren't familiar with the carrier then encourage them to use it before your moving day. It may help to place a piece of cloth with your scent on it in the carrier to calm them should they become agitated.
- Once in the car, be sure that you have your pet travel kit with you. The following are essentials: water, food, dishes, a can opener, a lead, a few treats, favourite toy and some type of bedding. Also remember to take a scooper and some plastic bags to clean up!
- Give your pet fresh water at every stop as small pets become dehydrated very quickly, particularly during hot weather.
- Never leave pets alone in a parked vehicle in warm or very cold conditions as it can harm or even kill them.
- If you are transporting small pets such as birds, gerbils, or hamsters, be sure to cover the cage with a cloth. In respect of birds, be aware that they are sensitive to sudden changes in temperature.
- The staff of *Littlejohn Removals* is well aware that moving fish presents a particular problem. We suggest that you check with your local pet store for advice on moving your fish, especially if they are tropical.

At your new home

- For animals such as dogs and cats, it's essential to get a pet ID tag that shows your new address and telephone numbers. You don't want to lose your pets as soon as you've moved in! Cats especially need to be kept inside for a few days to allow them to settle.
- Have all the things your pets will need (food and water bowls, medications, bed, litter box, and health records) to hand.
- Ensure your garden is secure before you let your pets out to play.



Removal Checklist

2 to 4 weeks before

The removal process is not a one-day affair. *Littlejohn Removals* offers here a checklist at varying intervals prior to your actual move. We hope you find the following pages useful and easy to follow.

Packing

See our earlier section on packing and start your packing at least two weeks before your move, making a point of labelling all your boxes. Also remember to sort out rubbish and sell or give away unused items.

Cars and other vehicles

Ensure your car is serviced prior to your travel to the new address, particularly if your journey is lengthy.

Complete Section One on your licence and return it to DVLA, Swansea, SA99 1BN

Financial matters

Notify your bank of your change of address and consider transferring your account to a branch nearer to your new home. Don't forget any items that are retained by the bank for safekeeping.

For credit and store cards, fill in the change of address section on your statement when returning it with your payment and also notify any card protection insurers that you may have.

Standing orders: give your new address to companies with which you have a hire purchase agreement or a loan.

Pension: advise your local Post Office or private scheme of your change of address.

National Insurance/DSS Benefits: write to your local DSS office, giving your full name, date of birth and National Insurance number informing them of your change of address.

Inland Revenue: notify your local tax office quoting your reference number (this can be found on your pay slip)

Premium Bonds: write to the Bonds and Stock office quoting your bond number (form available from the Post Office)

Stocks and Shares: remember to notify your stockbroker or each individual Company Registrar.

Schools

Notify your child's school of their leaving date and advise the new school as soon as possible.

Health Care

Doctor/Dentist/Optician: de-register if you are moving away and research alternatives nearer to your new address. If undergoing regular medical treatment make sure that there is liaison between hospitals.

If in BUPA or you have other private medical arrangements in place, advise them of your change of address.

Specific notification of change of address

The Post Office prefers at least seven days notice for the redirection of your mail. This can only be done over the counter at the Post Office.

Contact TV licensing in order to transfer your licence to your new address, by calling 0870 242 3349 or visiting www.tvlicensing.co.uk/moving. If renting from a large TV Rental company, sets can normally be taken to your new address and your records will be transferred to their nearest branch.

Notify all organisations/clubs/charities to which you subscribe of your new address.

Notify your insurance broker or individual insurance companies; motor, household contents, life and other insurances.

Telecommunications/Mobile Phone/Internet Providers: advise them of your change of address and the date from which you wish your new number to operate. Give at least two weeks notice.

Council tax: notify relevant authorities in both your current area and the area to which you are moving.

If desired, arrange for the printing of change-of-address cards, always remembering to put in your new postcode.

Miscellaneous

Landlord/Tenant: give appropriate notice to quit or advise tenants of any change of landlord.

If you need hotel accommodation during the removal, book your hotel well in advance, especially if the move occurs during the summer months.

Carpets and Curtains: if you are ordering these new, confirm the correct delivery dates.

Football Pools: notify on the coupon or inform your collector.

Pets: please see our specific section for care of your pets during the removal process.



Removal Checklist

One week before

Now it's really getting close to your removal day. Time to think about:

- **Electricity:** contact your existing company and advise your new one of when you are to move into your new home. Give at least 48 hours' notice.
- **Gas:** nowadays, in a competitive market, you can choose your supplier. If you want British Gas, contact their Home Movers Advice line on 0645 555 408 as soon as you know your moving date.
- **Water:** at least 48 hours notice is required by both your existing and your new authority to arrange for disconnection and re-connection of supply.
- **Library:** if you have books out on loan, be sure to return them in good time.
- **Milk/Papers:** settle outstanding accounts and cancel supplies.
- **Dry cleaning:** collect all remaining items.
- **Care of young children:** you may prefer to arrange childcare on the removal day, but also remember that the children may want to be part of the moving process – see our section on 'Moving with Children'.



Removal Checklist

Three days before

The staff at *Littlejohn Removals* is well aware of your needs when removal day is coming closer and closer. Here are just a few suggestions for you:

- Do last minute laundry and, if you plan to put your house contents into store for an extended period, keep back some clothes for all seasons.
- It hardly needs saying but do pack a bag with a change of clothes and essential toiletries.
- Have a survival kit ready for the other end: light bulbs, toilet rolls, candles, matches, screwdriver and pliers, paper towels, cash and a note of important telephone numbers.
- Ensure that the keys for your new home are readily available.



Removal Checklist

Two days before

Now is the time to:

- Empty, defrost and dry out your fridge/freezer if you are planning to store for any period of time. Food items cannot be moved into storage.
- If *Littlejohn Removals* has quoted to move your freezer with contents (over a short distance) place the contents in polythene bags so that they can be lifted out quickly to facilitate the handling of the freezer.
- Make sure that any packets, bottles or jars are sealed with tape to prevent spillage.
- Pack valuables and documents, label and put in a safe place where you can find them easily.
- Remember to let your neighbours know that a *Littlejohn Removals* vehicle will be parked outside your home and that lift access will be necessary for us if you live in a flat (See our section on 'Handy Tips').



Removal Checklist

One day before

Just last minute things to do now such as:

- Prepare house or garden plants for travel
- Bearing in mind that your cooker may be disconnected, arrange for refreshments for the next day. Moving is hungry work for everybody concerned, so pack a carton of tea and coffee, UHT milk, juice cartons, biscuits, fruit, cheese and something easy and tasty like filled rolls. Also include plates, cups, napkins, cutlery and a sharp knife. Don't forget the kettle and a saucepan.
- Either plan an easy evening meal for the move day, or simply decide to order a take-away meal.
- Try to get a good night's sleep.



Removal Checklist

Moving Day

This is the day that *Littlejohn Removals* comes to carry out all the hard work of your removal.

At the old house

- The Littlejohn Representative (LR Rep) will introduce himself and his crew to you. Show him around the house, advising him of any special instructions or requests you may have.
- Try to remember our suggestions about children and pets (see previous sections of this guide).
- Keep the kettle boiling and the biscuits at hand so that everyone is refreshed.
- Strip the beds. Keep the linen in a box that travels with you so you can pull it out for the first night.
- Once the lorry is loaded, walk around the house with the LR Rep to ensure all items to be moved have been placed in the vehicle.
- Read the electricity, gas and water meters before you lock up.

At the new house

- Everything will be unloaded by *Littlejohn Removals* and placed in the appropriate rooms and, if quoted for, unpacked and unwrapped by the moving team.
- Once you are satisfied that everything has been delivered and positioned appropriately, you will be asked to acknowledge this by signing the team leader's delivery sheet. There is also a space for you to make comments if you wish.

The staff of Littlejohn Removals would now like to wish you all the best in your new home!



Your Checklist

Service	Tick	Notes
Address/Forwarding Mail		
Doctor		
Dentist		
TV Licence		
Gas/Electricity		
Bank		
Telephone		
Credit Cards		
Child Benefit		
Vet		
Driving Licence		
Health Centre		
Schools		
Council Tax		
Car Insurance		
Other Insurance		
Optician		
SKY		
Broadband		
DVD Rental		
Library		
Rental Agreement		