



## **Relocation Guide**



## RELOCATION CONTACT

The Government Departments and Agencies officer will contact Move Dynamics Move Manager and advise details of your impending relocation.

Your Move Manager will send you this booklet and contact you within 24 hours of initial notification to verify your relocation timetable and discuss any special needs or services required.

Your Move Manager must obtain authority from your departments authorised officer for all required services.

Your Move Manager is your personal contact and support throughout your relocation no matter where your destination may be. Please do not hesitate to seek assistance from your Move Manager at any time.



## REMOVAL INVENTORY AND PREMOVE SURVEY

Removal Inventory and Insurance forms are available from our website <http://nt.movedynamics.com.au>.

You may input your household goods directly onto the website or print a blank copy of the Inventory and complete it as you move around your home recording all household goods to be moved.

If you do not have internet access we have included our Inventory for you to complete and send to us.

Don't forget to record all items outside and under the house. You may then use the sheet as a reference to enter all items directly onto the website Inventory and electronically send it to Move Dynamics to be recorded in our database. Please be as descriptive and accurate as possible when compiling the Inventory and refrain from generalised terms such as, "Quantity of books", or "Quantity of clothing".

Prior to your relocation the chosen moving company, where possible, will conduct a pre removal survey of your goods at your home.

Please indicate to the moving company items that are not to be moved and open cupboards, drawers and cabinets as you move from room to room so that they can accurately assess the number and type of purpose designed boxes to be supplied and packed. Point out any high value or sentimentally precious items to the moving company and they will arrange suitable packaging to ensure safe transport.

The moving company will request that you sign their survey report and a copy will be left with you. This is a procedural requirement under our partnership agreement with Government Departments and Agencies.

In certain circumstances it may not be practical for the moving company to visit your home. In such circumstances your Move Manager will have the moving company assess your requirements by telephone or fax.



## YOUR PREPARATION CHECKLIST

You should allow sufficient time to prepare your household goods for relocation prior to moving day. Please contact your Move Manager if assistance is needed.

This simple checklist will assist your preparation

### **Washing Machines**

Check with manufacturer and ensure your washing machine bowl and motor is secured ready for transport by a qualified technician. Failure to do so will generally result in severe damage to the machine. Insurance does not cover damage caused as a result of improper or poor pre-move preparation.

### **Refrigerators / Freezers**

Defrost and leave doors open on refrigerators and freezers at least twelve hours prior to moving day. Ensure all moisture and food particles are totally removed from inside. Towel dry inside cabinet sides, top and bottom just prior to departure. If these steps are not taken your refrigerator will generally arrive at your new location with the inside mouldy and emitting unpleasant odours.

Insurance does not cover damage caused by mould.

### **Stereo / CD / DVD Systems**

Check that all CD's, Video Cassettes and DVD's have been removed from their machines and placed in their protective cases. Failure to do so often causes serious damage to the machine, which would not be covered by insurance. Disconnect wires/leads from the machines. It is a good idea to label each lead and tape leads for each unit together. Secure or tape down the arm of your hi-fi system.

### **Computer / Printer / Fax**

Consult manufacturers handbook for transport preparation steps. Disconnect Modem, Printer and any other devices connected to the system.

Disconnect all leads and power cords, label and tape together.

### **Computer Desks**

Prefabricated (flat-pack kit form) computer desks should be dismantled. It is important that you do this because these items generally disintegrate in transit because the lock mechanisms holding them together vibrate loose.

### **Water Beds**

Drain and dismantle bed frame if special tools are required.



**Built-in Fixtures / Fittings**

If they are to be relocated arrange to have them dismantled.

**Outdoor Items**

Dismantle swings, playgyms, barbecues, cubby house etc. Take down TV antenna and separate pole from antenna.

**Lawn Mower / machines**

Empty petrol and oil from lawn mower, brush cutter, motor bike etc.

**Gas Bottles**

Empty gas from your barbecue and camping bottles. This is extremely dangerous to do at home as the invisible gas vapor is heavier than air and lays/spreads just above the ground. The vapor may spread and find its way to a hot water system pilot light or other exposed flame and cause an explosion. We strongly recommend you take gas bottles to a local supplier or garage and have them professionally emptied.

**Rubbish Bins**

Empty, hose out and leave open for at least 24 hours prior to moving day. This will help prevent unpleasant odours permeating through your household goods whilst in the removal vehicle or storage.

**Garage / Workshop**

Pack any loose nails, nuts & bolts, odds & ends etc. Cleaned jars, tins or milk cartons are handy to pack those types of items. Hose garden tools, wheelbarrows etc. to remove any mud or dirt.

**Personal Items**

Pack passports, jewelry and cash into a suitcase or similar to take with you. Pack any private or personal items into boxes and seal with strong tape. The removalist is required to pack all your belongings, except personal clothing, which you must pack. If you choose to pack anything else, as 'packed by owner' (PBO), you may not be covered by insurance for any loss or damage. You should number any cartons you pack yourself and list the contents, for example 'clothing, children's toys etc', on the outside of the box. Attach this record to your inventory.

**Items Not To Be Moved**

**Segregate all small items not to be moved into one section of the house. Clearly label large items that are not to be moved. Arrange to discard pressure pack cans, paints and inflammables as per listing on the following page.**



## INSURANCE

### PROPERTY COVERED

Household Goods and Personal Effects, Antiques and Fine Arts as declared and valued on your inventory for removal.

### COVERAGE

Indemnity: In the event of damage to an item that is repairable, the cost of repairs of that item, up to the insured value as declared on your inventory, is covered. Where the repair cost exceeds the insured value, compensation is based upon the

insured value. In the case of loss, the compensation paid is based upon the market value of the item, or its insured value, whichever is the lesser.

### EXCLUSIONS

This insurance does not cover:

- A. Loss or damage caused by gradual deterioration, wear and tear, atmospheric or climatic conditions, inherent vice, vermin damage and consequential loss.
- B. Electrical, electronic, mechanical derangement, and internal damage of electrical items unless there is evidence of external damage to the insured item or its packing, and is recorded at the time of delivery.
- C. Works of art, curios and pictures, unless specifically listed and individually valued, have a limited liability of \$500.00. Jewellery, money, securities, furs, collections of stamps, coins, medals, etc., are excluded absolutely.
- D. Depreciation arising from inadequate or substandard repairs or restoration of a damaged item.
- E. Loss or damage caused by radiation or radioactive contamination.
- F. Any packable item that is not packed and unpacked by the removalist, unless the container was damaged or not delivered.

### GENERAL CONDITIONS

1. Valuation Clause: The household goods and personal effects, antiques and fine arts must be valued at their indemnity value, at destination.
2. 100% Co-insurance Clause: If you fail to insure for the full indemnity value of goods at destination, you will only be able to recover from the removalist the proportion of the loss as the declared value bears to the value of the property moved, and/or stored by the removalist. In simple terms, if your goods are valued at \$10,000.00, and you chose to insure for \$5,000.00, then you will only receive 50% of the value of any claim for insured items.
3. Signing for your Goods at Delivery: You will only be able to claim for those items that you record as damaged and/or missing, on the removalist inventory, at delivery.
4. Pairs and Sets Clause: Where any item is part of a pair or set, the removalist will only pay for the actual parts that are lost or damaged. No payments will be made for articles that are not damaged.
5. Duration of Transit Clause: Coverage attaches from the time the household goods and personal effects and/or other approved items are packed and picked up from your residence by the removalist, for the commencement of the transit and continues during the ordinary course of transit, including customary transshipment, if any, until the insured property is delivered by the removalist, to its final destination.
6. Repair Option: Removalist shall be entitled at their option to repair or replace with like, any article lost or damaged (whether wholly or in part) or to pay cash compensation not exceeding the insured value thereof. Removalist may require proof of ownership and/or value of any items claimed missing. Where the insured value is paid for an item, the item becomes the property of the moving company.
7. Claims Notification: In the event of loss or damage which may give rise to a claim under the insurance, notice must be given to Move Dynamics within two (2) working days of the date of delivery. It is a condition precedent to removalist liability under this insurance that full details of any missing items are reported to Move Dynamics on the next working day after delivery.
8. Claim Settlement: Do not repair, replace or dispose of any item until the claim has been settled.
9. Fraudulent Claims: Any claim deemed to be fraudulent will be referred to the appropriate authority.



## PACKING DAY

Depending on the size and location of the move often the majority of personal effects are packed by the moving company on the day prior to removal. Your Move Manager will discuss these options with you.

- Please ensure all items you do not want packed are segregated into one room.
- It is a requirement under the terms of the Move Dynamics contract that you or your spouse is present at all times whilst the packer is in the home. If you are not available or have to leave the home please arrange for a responsible person empowered with your complete authority to be present. Our packer will be vigilant but cannot take responsibility for the security of your home and contents if you leave the premises.
- Normally, on average size moves, one packer will be assigned the task of packing the contents of your home the day prior to removal. An average size home will require the packer to be there all day so that as much as possible is packed in readiness for the following day. Should you elect to sleep in your home that night bedding and essential items will be left and packed on the removal day.
- Packing day is also the trigger for you to defrost your refrigerator and freezer. Please ensure the inside top, sides and bottom have had food particles removed and are perfectly dry before removal.
- On arrival, our packer will request you to show him/her through each room and cupboard in your home (similar to the Removal Survey) and will ask that you point out any items that you do not want packed. If you are concerned about the packaging of any particular precious item please mention this to the packer and he/she will be happy to discuss their methods with you to meet your satisfaction. This viewing with you allows our packer to plan the process and sequence of rooms to pack so that we minimise disruption to you.
- Most people are surprised at how quickly the packers work. This is because of their experience and that they are exclusively focused on the job to be done and do not have the constant interruptions such as telephones, family needs etc. that occur if you were to pack everything yourself.
- Crockery, china, glassware, paintings and like fragile items take the longest to pack because of the protective care needed. Therefore you will find our packer will take some time to complete the kitchen, lounge and dining rooms but hall cupboards and bedrooms will be completed quite quickly.
- Throughout the day the packer will reconfirm certain items to be packed with you. For example, a set of keys may be found in a drawer so it is best to check if they are required to be packed or not.
- Each carton packed will be labelled with a brief description of its contents or the name of the room from which its contents came. This allows easy and efficient distribution to the correct room at final delivery.



## REMOVAL DAY

Depending on the difficulty of access to your residence, and the quantity of items to be moved, your removal team will consist of two to three people taking an average of six to eight hours to complete loading.

- Please ensure all items you do not want moved are labelled.
- It is a requirement under the terms of the contract that you or your spouse is present at all times whilst the removal team are in your home. If you are not available or have to leave the home please arrange for a responsible person empowered with your complete authority to be present. Our removal teams will be vigilant but cannot take responsibility for the security of your home and contents if you leave the premises.
- On arrival, the removal team will request you show them through each room of your home and will ask that you point out any items which are not to be moved.
- The removalists will make an inventory of all items to be moved. The inventory is used in our quality checking process and records any pre-existing damage to household effects, show cartons uplifted by room, noting clearly whether they are "packed by removalist - PBR" or "packed by owner - PBO". Be sure you agree with these notations before you sign the inventory. When the inventory is completed you will be requested to sign and date each page of the inventory. A copy of each page will be provided to you.
- The inherent nature of carefully protecting and stowing furniture into a confined space requires experience, time and thought. The loading process is like completing a giant jig-saw puzzle and that is why selection of items to be loaded is from different rooms throughout the house. Each item loaded is selected according to its fragility, strength, weight and dimension in relation to the available space and other items already loaded in the vehicle. This is why the loading process takes time and the otherwise logical steps of loading contents of one room after another is not practical.
- It is your responsibility to ensure that all items to be moved have been taken and no items are left behind or taken in error. All cupboards, drawers, (particularly bathroom cabinets) and rooms throughout the house and outside areas should be checked before our team leaves to ensure nothing has been left behind.

**Notes:**

---

---

---

---

---

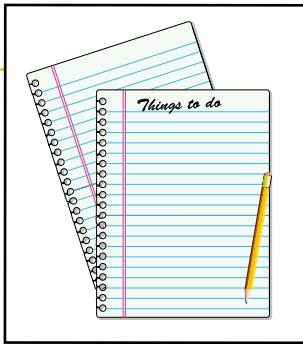


## DELIVERY DAY

The moving company will contact and advise you of the estimated time of arrival of your consignment and delivery team.

- It is a requirement under the terms of the contract that you or your spouse is present at all times during delivery and unpacking of contents in your home. If you are not available or have to leave the home please arrange for a responsible person empowered with your complete authority to be present.  
Our removal teams will be vigilant but cannot take responsibility for the security of your home and contents if you leave the premises.
- On arrival our delivery team will request you show them each room of the house as well as outdoor areas so that they can familiarise themselves for the placement of furniture and effects.
- Please be accessible at the front entrance of your new home during unloading so that the delivery team may ask you where you require specific items to be placed as they carry them into the house.
- You will find the unloading process, depending on the difficulty of access to your home, takes about one-third of the time taken to load. In most cases the average size home takes two to three hours to unload from the conveying vehicle.
- When unloading has been completed the delivery team will request you accompany them through each room and outside areas as they verify all items are present in accordance with the inventory.
- It is very important that any loss or damage caused during transit **MUST** be noted on the inventory otherwise any subsequent claim for obvious loss or damage will not be recognised by Removalist. You will be requested to sign and date each page of the removal inventory on completion.
- The delivery team will then assemble beds and any other items dismantled by the moving company at uplift.
- Un-packing of all boxes that were packed by the moving company will be unpacked by the delivery team and contents placed on bench tops and tables so that any item broken or damaged is clearly visible. Please ensure any item noted as broken or damaged is clearly noted on the moving companies copy of the removal inventory. It is your responsibility to place items into cupboards and drawers.





## REMINDER LIST OF "THINGS TO DO"

### Send Change of Address notices to:

Post Office  
Insurance Companies  
Clubs, Sporting & Social  
Electoral Office

Motor Registration Branch  
Local Council  
Finance Companies  
Credit Card Providers

Local Church  
Solicitor  
Accountant  
Creditors

### Arrange Disconnection of Services:

Gas  
Cable / Satellite TV

Electricity

Telephone

### Cancel Deliveries / Services:

Milk  
Gardener / Mowing

Bread  
Pool maintenance

Heating Oil  
Newsagent

### Make Appointments and visit:

Teachers  
Doctor & Dentist  
Chemist

obtain school reports and consider exit interview.  
obtain x-rays, medical records etc.  
ensure you have sufficient supplies of any special medications

Has anyone borrowed anything from you or have you borrowed anything that needs to be returned?

### Notes:

---

---

---

---

---

---

---

---

---

---





Email: [contactus@movedynamics.com.au](mailto:contactus@movedynamics.com.au)  
Web: <http://nt.movedynamics.com.au>