

- 5. Our team are there to move only, should the packing not be completed prior to their arrival and a delay is caused an additional charge may be levied.
- 6. If you require packing materials to assist you with packing, please contact the office.
- 7. All appliances should be disconnected from the mains by a qualified trade's person in advance of the removal day; our staff are under strict instruction not to undertake any disconnections.
- 8. The contents of lofts should be cleared by yourselves unless agreed by Steele & Co in advance; we cannot enter unlit or un-boarded lofts due to Health and Safety laws.
- 9. Items such as curtains should also be un-hung and packed in advance.

HINTS AND TIPS

- **Plan ahead:** Discuss your requirements and confirm your removal as far in advance as possible, especially if taking place at the end of the month, or during the summer months. Consider how much help you will need with packing and whether you will need assistance with dismantling of any larger items.
- **Garage and Garden Shed:** Sort out the contents of your garage and garden shed. We advise against moving old paints, white spirits, oils, petrol etc. We can assist with dismantling sheds, greenhouses, children's play equipment etc, but only if we have agreed in advance to do so.
- **Loft:** Due to health and safety our staff are not permitted to enter lofts, we will however be happy to assist by having items handed to us providing this has been agreed in advance.
- **Appliances:** A qualified tradesperson must disconnect all appliances from the mains supply prior to our arrival. This includes gas appliances, cookers, washing machines etc. It is also advised that the transit bracket is secured to the washing machine prior to removal.
- **Freezers/Fridges:** It is a good idea to start running down your fridge and freezer* in advance. Empty fridges and freezers should be defrosted and disinfected with bi-carbonate of soda. It is also advised that soda crystals or tea bags are placed inside to absorb any moisture that may have been missed. *Manufacturers and the trade associations advise against moving freezers in a full and/or frozen state. If you do need your freezer to be moved with food inside, please have the contents bagged in carrier bags to facilitate handling. Please note that freezers in this condition will only be moved at your own risk. Our representative can advise you further on this aspect of your move.
- **Self-assembly:** Self-assembly furniture is not designed to be moved once assembled. Please ensure that dismantling of any such item has been done prior to our arrival, unless we have agreed in advance to do this for you; please note that self assembly furniture is excluded from our liability.
- **Fixture and Fittings:** It is your responsibility to take down all fixtures and fittings that are either nailed or screwed to walls, ceilings or floors. This includes television aerials and satellite dishes. Consider doorways and windows, did all furniture go in to your home ok, have you changed any doors or their frames, it remains the clients responsibility to ensure adequate access through doors.
- **Chests of Drawers:** These items may be left full of clothing or other soft items. Please remove any breakable or valuable items prior to our arrival.
- **Items sent for Storage:** Please do not pack, or offer for packing, any photographs, foodstuffs, flammable fluids, paints or alcohol.
- **Lifts:** If there is a lift at either the collection or delivery address, please arrange to obtain the manual override key from the warden. This will provide us with uninterrupted access to the lifts.
- **Finally:** Take meter readings for electric, gas and water. It is a great help if you can provide the driver with detailed directions to your new home and a contact number if available. Before the removals vehicle leaves your home, please check that nothing has been left behind, as it is your responsibility to see that everything has been taken.

COLLECTION & DELIVERY INFORMATION

— *AD Peter P... ..*

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To assist us with the removal arrangements, please provide details requested below:

Is the **collection** address accessible to large removal vehicles measuring up to 12 meters?

YES/NO

If no, please provide brief details:

Does the **collection** address appear to have adequate stairways and doorways for the furniture?

YES/NO If no, please give brief details:

DELIVERY ADDRESS: 236 MARKET STREET
BRISTOL POST CODE: S050 5X3
 NEW &/OR CONTACT TELEPHONE ON MOVING DAY IS: ANDY 07881 1950342
USA 07799 874402

TERRACED STREET
* WOULD WELCOME YOU
GOING IN
+ SEE IF PREVIOUS
(2 SHOWER VEHICLES
WORK BETTER

Is the **delivery** address accessible to large removal vehicles measuring up to 12 meters? YES/NO if no, please provide brief details: _____

From where the vehicle is safely parked, what is the distance to the front door?
a) Less than 10 metres? YES/NO b) between 10-20 metres? YES/NO c) or more YES/NO

Number of flights of stairs leading to the front door from parked vehicle? N/A

Is the drive way and footpaths of solid construction? YES/NO
If NO, what materials are they of? _____

Does the **delivery** address appear to have adequate stairways and doorways for the furniture? YES/NO
if NO, please give brief details: _____

Is the property a ~~Bungalow~~ House, or Flat? HOUSE

How many floor levels are there within the property? ONE UPSTAIRS LEVEL

If a Flat, to which floors is delivery required? X

If a Flat, is an adequate lift available? X

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Failure to highlight delivery issues to us will effect they service we provide. Any concerns should be brought to our attention immediately

N.B: ACCESS DIFFICULTIES REQUIRING TRANSHIPMENT VEHICLES, SPECIAL EQUIPMENT, INDIRECT ACCESS ISSUES OR ADDITIONAL LABOUR MAY RESULT IN ADDITIONAL CHARGES

Many addresses are difficult to locate, particularly those in rural areas or new developments. Please provide local directions or a sketch map (the reverse side can be used). This information will be passed to our driver or destination agents.

Customer's Signature: [Signature] Our Ref: _____

Kind Regards

Andy O'Sullivan
2/10/2019

Peter Plowman



Proud members of **Checkatrade.com** Where reputation matters

Collect £25.00 M&S Voucher



Introduce family or friends to Steele & Co and get £25.00 worth of M&S Vouchers.

Terms: Person or persons referred must book Removals or Storage Services with Steele & Co in order to qualify for Voucher.

Name: _____ Tel: _____

We pride ourselves on our planning, care and attention to detail with an ability to adapt if your circumstances, requirements or timescales change at the last minute. Rest assured that our total commitment is to your hassle-free move.

Removal Services • Packing Supplies • European & International Services • Storage • Commercial Services

Collect £50.00 M&S Voucher



At your office or place of work on the move or in need of storage? Let us know and you could receive £50.00 in vouchers.

Terms: Person referred must book Removals or Storage Services with Steele & Co in order to qualify for Voucher.

Name of Contact: _____ Tel: _____

We pride ourselves on our planning, care and attention to detail with an ability to adapt if your circumstances, requirements or timescales change at the last minute. Rest assured that our total commitment is to your hassle-free move.

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From: Andy O'Sullivan [mailto:andyosullivan@mr-carpet.co.uk]
Sent: 02 October 2019 12:08
To: Peter Plowman <Peter@steeleandco.co.uk>
Cc: lmetosullivan@gmail.com
Subject: RE: New Home instructions

Hi Peter

02/10/2019