



**SIMPSONS**



RELOCATION GUIDE

C O M P A N Y  
P R O F I L E

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Simpsons were founded in 1979  
and the Kent based company  
has grown to become a  
leading industry brand.

Simpsons have always strived to retain its status as a family operation – and we are proud that the business is still owned and operated by the Simpson family. Our core values remain the same and even though the business continues to expand, we aim to provide both a personal and a professional service to private, business and trade customers alike.

In 2001 we bought our current warehouse, Blue Hawk House, with 120,000 square feet capacity together with a 20,000 square feet secure compound. Located close to the Thames crossing in Dartford, our main depository is conveniently situated for access to all the major road routes throughout the UK and Europe.



# O U R P R O F E S S I O N A L A S S O C I A T I O N S



## British Association of Removers (BAR)

Not every removals and storage company is eligible to be a member. We have to adhere to a stringent code of practice and we are subject to regular audits to ensure continued compliance.



## British Association of Removers (BAR) Commercial Moving Group

Simpsons are proud members of the BAR's Commercial Moving Group which assures our business clientele of the high standards they can expect when moving with Simpsons.



## British Association of Removers (BAR) Overseas Group

Simpsons are one of just over 50 companies to be awarded the coveted BAR Overseas Remover badge assuring clients of a quality service and an advance payment guarantee bond.



## The British Standard Quality system

British standards for the moving industry for domestic, International and Commercial removals. Simpsons are delighted to have obtained accreditation at the first attempt with all three of these standards



## International Association of Movers (IAM)

The International Association of Movers is an organisation based in the USA with over 3500 member companies worldwide all operating to recognised industry standards. Simpsons Removals always use IAM members around the world to ensure clients get the best possible service available in the country of destination.



# U K R E L O C A T I O N S

## Y O U R G U I D E T O M O V I N G



### Contacting Us

When contacting us for the first time, one of our Move Coordinators will discuss your requirements and where necessary arrange for one of our surveyors to visit you in your home to assess with you your removal needs. Home surveys don't usually take longer than an hour.

If a home survey is not suitable during office hours, we also offer a free home video survey on a day and time to suit you and we will get an email quotation to you within 48 hours. If you have already received an email quotation from us you can still arrange for a home survey if you wish and we will be happy to organise this for you.

### Visit By Our Surveyor

Our number one priority is to ensure that you, the client, receive a clear and accurate quotation which addresses your specific requirements.

We prefer to visit clients in their homes wherever possible to assess the type of removal required, the volume of effects to be relocated and obtain a comprehensive understanding of your needs. This information is valuable as it allows us to provide an accurate and personalised quotation for our clients. During the survey, our surveyor will advise you of the services we offer, explain how our company operates and listen to how you would like your removal conducted. The surveyor will then be able to suggest options to enable an efficient relocation.

Our Surveyor will also advise on the packing services we provide, as well as the types of materials offered by our company for use on owner packed relocations. The Surveyor will ask to view areas such as garages, sheds and loft space as it is important our Consultants are supplied with as much information and detail as possible to allow us to provide an accurate quotation.

## Y O U R   Q U O T A T I O N



**The quotation will clearly indicate the cost of the removal and any taxes payable.**

Additional service options will be shown clearly as separate charges, for example, any packing or unpacking, storage, dismantling and/or reassembly and, of course, insurance. Please take the time to read all documentation supplied, particularly the information regarding insurance to ensure your demands and needs are met to your satisfaction.

### **Removal Charge**

Our quotation will clearly show the cost of your removal plus VAT where applicable and will state whether the move is direct from house to house or via storage.

### **Storage Charge**

If you have asked for storage, prices will be detailed separately. The costs are shown per storage container per week plus VAT at the prevailing rate. Storage insurance will be listed as an additional service including Insurance Premium Tax (IPT - a government tax added to all insurance premium costs). Your quotation will also include the estimated number of storage containers required for your removal.

### **Additional Services**

Any additional services discussed with the Surveyor or your Relocation Consultant will be detailed separately e.g. packing options and insurance costs; VAT or IPT will also be shown at the prevailing rate.

## Insurance Documentation

To provide you with an overview of the insurance on offer, a policy document is always included with our quotations, and is also freely available via the link on our website.

## Removal Charge /Move Plan

Your quotation sets out how we intend to perform your Removal and it is important that you read which services are included and excluded. An example showing where to find the information appears below

- 1 Your Quotation Page
- 2 Your Unique Customer ID
- 3 Collection & Delivery Addresses
- 4 Removal Charge / Move Plan
- 5 Additional Services
- 6 Acceptance Of Quotation Page
- 7 Acceptance Signatures & Removal Dates



# P A C K I N G   S E R V I C E S



Our clients choose a variety of packing services depending upon their requirements. A sample of the types of service on offer is summarised below

## Fragile Pack (glass and china)

Our packing team start a day or two before the actual move date using the full range of packing materials we have available. All glass, china and ornaments are wrapped and placed into appropriate cartons; mirrors and pictures will also be packed as part of this service.

## Full Household Pack

Our packing crew will start 1-2 days before the removal date and pack your complete household, including glass and china. All the materials will be brought to your home by our crew and the contents packed and labelled ready for moving day.

## Owner packed

If you choose to pack yourself we can let you know what quantity of materials you are likely to need - if you want we can provide the materials for you. To protect your furniture in transit we will wrap all items in transit blankets on the vehicle.

## Clothing

On the day of removal we recommend that your hanging garments are placed into wardrobe cartons for transporting on the vehicle. Please note that for moves into store clothes will need to be packed into cartons or suitcases as we are unable to accept hanging rails for these purposes.



### Crating

We will happily supply you with tailor made crates for any antiques, valuable works of art and the like. Please discuss your requirements with our surveyor at the time of the survey so that we can include the costs for crates in your quotation.

### Mattress Covers

We recommend all mattresses are protected with mattress covers for your relocation. We will be happy to provide these for you and full details of prices are contained in our materials price list included with your quotation. Details are also available on our website; if you prefer, you may purchase the items and pay for them online.

### Unpacking

If required we can provide staff to complete the unpacking of your effects in your new home. Packages will be unwrapped and unpacked to surface level and, wherever possible, we will take away and recycle the packing materials.

### Specialist Covers

If you have had a survey carried out by our surveyor we may, if considered necessary, supply high quality protective covers for items such as plasma TV's, sofas, armchairs, white goods, dining tables and chairs. We usually provide these covers for relocations where the access is awkward or if you have a particularly valuable item. Please speak with your move coordinator for further information. Please note these covers are not supplied for items coming into storage, but we have a list of appropriate materials to cater for this.



# I N S U R A N C E

Rest assured Simpsons offer only the best removals insurance available in the market and it's underwritten at Lloyds of London.

## Goods in Transit & Storage Insurance

Under the policy your effects will be protected from the time our crew arrives at your home until the time they leave your new home, and includes storage insurance should your effects be placed into storage with us. For domestic removals we offer cover at a standard rate up to a value of £50,000 but, if you need it to be a higher value, this can be arranged and a quotation supplied. For International removals the costs are calculated as a percentage of the total value of goods to be insured and you will be required to complete a proposal form. Additional cover is also available for pairs and sets and electrical derangement (malfunction) for overseas shipments.

Please note that many removal companies offer cover described as 'Extended or Standard Liability'. This is not an insurance policy and will not cover you for the full value of your goods in the event of a claim. We will happily discuss the options available to you.

## Postponement Waiver

When you book your move we allocate vehicles and staff resources at the time of booking to ensure we do not double book and let clients down. However, if the move is postponed, we have no guarantee we will be able to utilise those resources so in order to maintain a competitive rate level for our clients, we need to ensure that our costs are effectively covered. To avoid clients being faced with postponement fees we have introduced the postponement waiver, which, for a small additional cost, allows clients to postpone their move without penalty providing it is not less than 48 hours before the booked move date.



# S T O R A G E

## Short and long term storage solutions for private individuals and companies.

Our purpose built warehouses provide containerised storage facilities and we believe this is the cleanest, simplest and most secure method currently available. Standard storage containers have a 250 cubic foot/7 cubic meters capacity and are exclusive to each individual client so that you can be sure to retrieve exactly what you put in when you come to collect, or when your effects are re-delivered to your home. Should you need access to your property during the storage period, this can easily be arranged. Our warehouses are fitted with the latest security and fire prevention systems, and monitored 24/7 by CCTV.

### Self Storage

We can provide self storage facilities for any purpose and with just 24 hours notice; we can make our wooden storage containers available to you for self loading. Once loaded they will be placed in our secure warehouse and stored until you require access or collection.

### Archive Storage

Aimed primarily at business users, we have purpose built archive storage containers that can provide authorised access from 8.00am – 5.00pm, five days a week. Once loaded into the container and sealed it will only be accessible by you or your authorised staff. If you are unable to get to our store, we can collect and deliver your goods for you.

### External Storage

Our 20 foot steel containers are situated in a secure 20,000 square feet compound with monitored CCTV, lighting and loading areas. Once registered as an authorised key holder you have the freedom to come and go as you wish during normal business hours. These containers are ideal for a sole trader working from home or a company/organisation that has simply run out of space. All of the containers are in a clean and tidy condition and ideal for household effects, commercial, archive and vehicle storage.

# E U R O P E A N R E L O C A T I O N

Simpsons operate regular services to and from all the major EU countries using our own fleet of modern European road trains all with full air ride suspension.

Our road trains spend 90% of their life in Europe, delivering and collecting household goods for our clients quickly and efficiently all year round, just as you would expect from a company with more than 30 years experience in the removals industry. Whatever your requirements we have a solution for you, from dedicated vehicles providing a rapid door to door service to our popular part load service offering a cost effective solution for those that are able to be flexible with their delivery dates.

Our surveyor or one of our move coordinators will be happy to explain the processes involved with a European relocation and will also take account of your specific requirements. For example, in most European cities the roads are quite narrow and the buildings are often apartments with small lifts, particularly the older ones, so it's not unusual for us to have to use an external elevator for the delivery to be made. These services have to be booked in advance and coordinated to ensure they're available on the day we deliver. It's rather like a military operation with all the detail in the planning.





### Export Packing

We recommend our export packing service if you're moving to Europe to give your effects the best level of protection in transit. The same materials are used when we pack for a deep sea move to somewhere like Australia or South Africa.

### Box Pack

We will pack and label all glass and china and any other items that will fit into our standard boxes at your home. If you select this option our vehicle and crew will arrive with all the packing materials on the agreed date to carry out the packing for you.

### Export Wrapping

This service provides a full export standard wrapping of furniture items to provide additional protection to your furniture in transit to destination. We will also card wrap valuables and antiques for increased protection. If you decide not to take this option we will blanket wrap furniture onto the vehicle for transportation to destination in much the same way as we do for a domestic relocation. You are not obliged to choose the Box Pack and Export Wrapping services for European relocations, although we recommend clients use this service.



# I N T E R N A T I O N A L R E L O C A T I O N

Simpsons International section moves clients to most destinations around the world, from a single box to an entire household and today this represents a significant proportion of the company's turnover annually.

We operate our own part-load/shared container services to the most popular destinations including the New Zealand, Malta, and Cyprus. If your effects fill a 20' or a 40' sea container or you're moving to a destination in another part of the world, we arrange shipment direct with a shipping line. Either way we offer a full door to door service, packing and loading from your home in the UK or EU, and delivering to your new home wherever that might be, placing furniture in the rooms you ask us to and placing the boxes wherever you wish. We can even arrange to remove the packaging debris on the day of delivery. If you prefer we can ship up to the arrival port only so that you can make your own arrangements for the customs formalities and delivery to your new home.

Small consignments or those containing just day-to-day essentials needed immediately may be sent by air to arrive within a few days of leaving the UK. This service costs significantly more than the equivalent sea service, which is why shipments sent by air tend to be smaller in size. Our move coordinators are always happy to provide a range of options for clients moving overseas.

With over 35 years in the International relocation arena we know that we have the staff, resources and the necessary experience to make your move a successful one.

B A R C O D E O F  
P R A C T I C E

As members of the British Association of Removers we are required to adhere to the BAR Code of Practice as approved and monitored by the Trading Standards Institute, giving our clients added peace of mind.



## Helping the move along

If you follow the guidelines suggested here you will find the removal men themselves responding to your good sense with extra efficiency and relaxed good humour. You can also help the move along by remembering to pack the kettle last. A cup of tea all round is a gesture always much appreciated.

## Tipping

There is, of course, no obligation to tip the men, but, as with all personal services, people like to reward extra attention, willing good humour or a job well done. If you feel that a reward has been earned, the driver or packer in charge will distribute any gratuity given amongst the crew.

## W H O T O T E L L

- |  |  |
|--|--|
| <input type="checkbox"/> Utility Bills: Gas, Electricity, Water & Telephone    | <input type="checkbox"/> Sky/Cable: TV Licence                                       |
| <input type="checkbox"/> Banks/Building Society: Credit cards, standing orders | <input type="checkbox"/> TV Rental   |
| <input type="checkbox"/> Doctors: Dentist, Medical Care & Private health care  | <input type="checkbox"/> Your Employer   |
| <input type="checkbox"/> Insurance: House, Contents, Car & Life insurance      | <input type="checkbox"/> DVLA  |
| <input type="checkbox"/> Your Landlord   | <input type="checkbox"/> National Insurance/DHSS                                     |
| <input type="checkbox"/> Your Tenants  | <input type="checkbox"/> Premium Bonds   |
| <input type="checkbox"/> Professional Advisors: Solicitors, Accountant         | <input type="checkbox"/> Libraries   |
| <input type="checkbox"/> Relatives/Friends                                     | <input type="checkbox"/> Post Office: Mail Redirection                               |
|  | <input type="checkbox"/> Local Authority: Removal from electoral register            |
|  | <input type="checkbox"/> Insurance Companies: Household insurance, vehicle insurance |
|  | <input type="checkbox"/> Schools   |



#### SOUTH EAST

Blue Hawk House, A1 Manor Way Business Park,

Manor Way, Swanscombe,

Dartford, Kent DA10 0PP England

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E: [enquiries@simpsons-uk.com](mailto:enquiries@simpsons-uk.com)

#### MIDLANDS

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