



HOME REMOVALS GUIDE





**"HOW REFRESHING TO FIND
A LOCAL BRANCH OF A
NATIONAL COMPANY
WHICH CARES SO MUCH
ABOUT GOOD SERVICE,
KEEN PRICES AND HARD
WORK TO ACHIEVE
CUSTOMER SATISFACTION"**
Beryl Sayer

Our Heritage

Established in 1854 by JJ Bishop, a labourer from Norfolk, Bishop's & Sons' Depositories have grown from a furniture haulage company based from a small yard in Pimlico operating with horse drawn carts to the UK's largest family owned removals and storage company. With over 160 years experience and a sixth generation of the

Bishop's family still working within the company today we pride ourselves on attention to detail. Tailor-made services and traditional values are key, ensuring we are there for you taking care of every step of your move.

[Read more about our history](#)

Our Standards

With our network of UK branches, our customers receive a local service, delivered with the resources and expertise of an established and successful, national company. You can rest assured that all of our staff are checked through the DBS (Disclosure and Barring Services) and all of our vehicles are also fitted with the latest satellite

tracking systems. We are founders and active members of the British Association of Removers (BAR) and are also compliant to the certified requirements of ISO9001 Environmental Management Systems. These standards and our quality control measures are in place to offer you peace of mind when using Bishop's Move.

Our Services

As an established national removals and storage company, Bishop's Move can provide a variety of services to include home removals, commercial and employee relocations, international shipping and storage from its network of branches across the UK and Europe.

Each and every move can be tailored to any individuals circumstances. We aim to alleviate any concerns by advising and listening to you. So any questions any time, just ask.





Our People

Good people are at the heart of everything we do. Our unrivalled experience ensures we deliver the highest levels of personal care, customer service and attention to detail. We aim to take the stress out of your house move and make the transition to your new home as painless as possible.

We have an in house trainer who continually reviews and monitors the training requirements for all our staff to ensure we have the expertise to deal with any situation that might occur.

Let's Get Moving

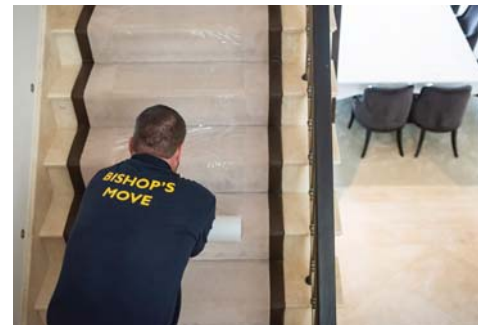
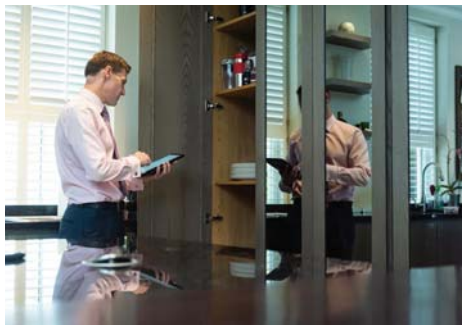
The key to a trouble free move is careful pre-planning and a thorough organisational approach. Although every move is different in over 160 years of house removals, we've seen and overcome most problems.

Following your comprehensive [free moving house survey](#) we can give you an accurate cost for your move and advice on all aspects involved, including packing and wrapping options.

On The Day of Your Move

So once you've got a date for the big day, contact us and we can make sure everything runs as smoothly as possible. For your peace of mind our removal team will call on the day of your move to confirm their arrival time. On arrival the foreman will introduce himself as your main point of

contact along with the rest of the team. Protective floor coverings will then be laid throughout your home to ensure carpets and floors are kept clean.



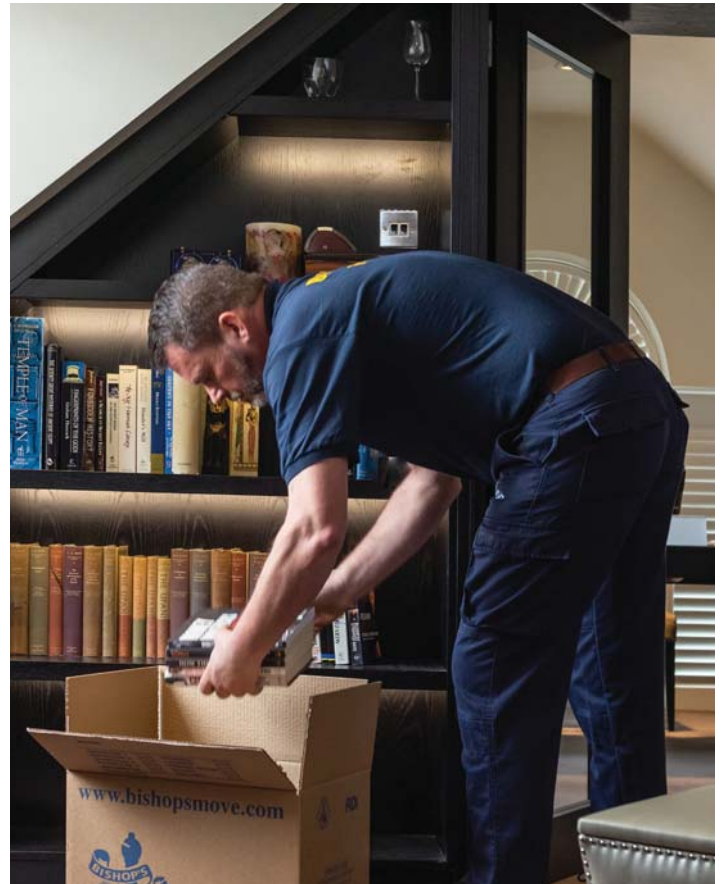
Packing Options

We offer a wide, tailored range of **packing services**. Choose from full packing, china and glass pack or bespoke packing options to suit your personal circumstances. Our trained packers work with care, skill and experience to ensure your belongings are packed thoroughly with the appropriate materials. They can pack and wrap as much or as little as you choose, from your whole house to just the delicate items.

If you'd rather pack yourself, we can supply you with the correct type of packing boxes, which include wardrobe cartons to hang your clothes directly in and extra strong book boxes for heavier items. Don't hesitate to ask our surveyor for advice on how to pack, or call us anytime.

Packing Materials

Our wide range of boxes and packaging materials are all specially designed to protect your belongings during transport. China and Glass cartons are used for those fragile household items whilst our Linen cartons have been designed to minimise creasing in items such as curtains, bedding, folded clothing and towels. Our Book cartons are ideal for heavier items such as utensils, books, CDs and DVDs. Specially designed wardrobe cartons ensure that your suits and dresses stay as crinkle-free as possible. They also make it easier to hang straight back into your wardrobe at your new home.



Special or Unusual Items

We always use specially designed materials for most furniture items, however more delicate effects can be wrapped individually or crated where required to ensure the best of protection during a move or whilst in store.

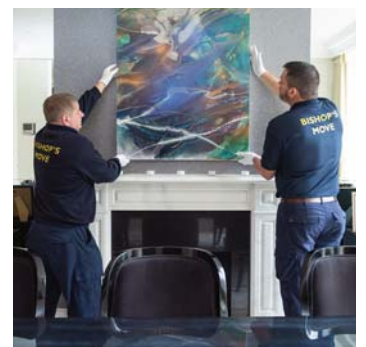
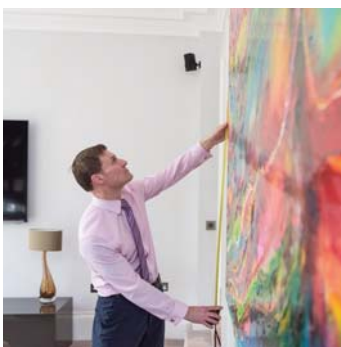
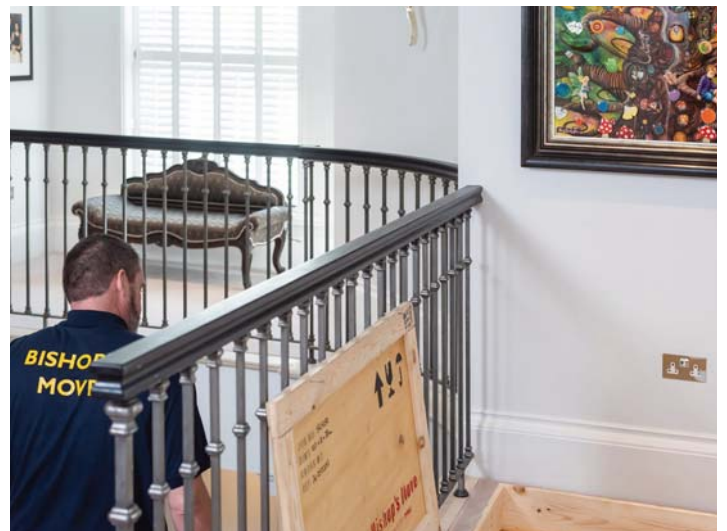
Our surveyor will be happy to advise on any particular items of concern during the pre-move survey, putting your mind at ease at this early stage.

[See how we would pack antiques and fine art](#)

Additional Services

For your added convenience (subject to local availability) we can provide additional services such as hiring cleaners, electricians, plumbers and general handyman assistance.

[View our concierge services](#)





**“THE MOVE WENT
EXTREMELY WELL AND
TO TIME ON COLLECTION
AND DELIVERY. THE
REMOVAL STAFF WERE
VERY EFFICIENT, HARD
WORKING, FRIENDLY AND
COURTEOUS. THANK YOU!”**
Dr Claudia Nitschke,
Sunderland

Storage Solutions

Whether you've got a few weeks between moves or need storage until you find a new home we can store your possessions for weeks, months, even years. We have modern purpose built storage facilities at all our locations across the UK. Your items are packed and sealed in specially treated containers at your own residence and then delivered into our purpose built storage facilities. Once loaded we'll give you an inventory list and log your effects into our advanced database.

When you need to retrieve your items just call us to schedule your delivery. Everything you leave with us is securely monitored 24/7 and your items will be fully insured.

So whether you need to store the entire contents of your home or just a few specific items for short periods, call us to find out about how our **storage solutions** can assist you.





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Insurance Information

We have an enviable record when it comes to looking after our clients and their possessions but after 160 years of removals we are realistic enough to know that accidents can happen. We know that many of our customers believe that their home contents policy covers their effects during their household move, this is often not the case.

With our **Insurance Package** you can feel safe in the knowledge that should anything go wrong during your move, your effects are fully covered by a comprehensive policy on which you can claim. The vast majority of removal companies do not offer to insure your possessions, instead they insure their 'liability' for damage to your goods. This kind of insurance covers the remover and not the customer so if something does go wrong, the customer may have to pursue their removers in order to be compensated.

To make the whole subject of insurance totally clear and hassle free, we have made insurance a requirement of moving with Bishop's Move. If you are already insured elsewhere for the move and can provide evidence of your insurance (via a policy wording, an endorsement or a note from your insurers/brokers) then we are of course happy to accept this as evidence of your own insurance arrangements for the move.

The insurance provided by Bishop's Move is underwritten by a specialist insurer and is designed for the specific purpose of insuring your move from start to finish. The cover is short term, inexpensive and does not affect the claims record on your household insurance should a claim need to be made.

INSURANCE COMPARISON

	BISHOP'S MOVE INSURANCE	TYPICAL HOUSE INSURANCE	LIABILITY ONLY COVER
<input type="checkbox"/> New for old replacement	✓	✓	✗
<input type="checkbox"/> Independent ombudsman in case of dispute	✓	✓	✗
<input type="checkbox"/> No risk to future premium	✓	✗	N/A
<input type="checkbox"/> Swift claim process	✓	✗	✗



CHECKLIST

BE PREPARED WITH OUR CHECKLIST.



Bishop's Move have put together this list to ensure you are fully prepared for your move:

A MONTH BEFORE YOU MOVE

- Arrange and confirm your removal date as far in advance as possible.
- Prepare a list of fixtures you are leaving.
- If you're looking to have a clear out take advantage of our **'Declutter & Donate'** scheme whilst helping raising money for charity.

UP TO THREE WEEKS AHEAD

- If applicable, arrange for children to be looked after.
- Organise suitable transport for pets or someone to look after them on the day.
- Sort out the contents of your garage and loft.

UP TO TWO WEEKS AHEAD

- Remove any fixtures and fittings you are taking.
- Disconnect any light fittings you are taking.
- Dismantle self-assembly furniture, unless we have agreed to do this for you.
- Chests of drawers may be left full depending on the make of the furniture.
- Fabrics that are being stored will benefit from anti-moth treatment.
- Arrange for professional disconnection of kitchen appliances, including your washing machine so that the drum is secured.
- Arrange to have the gas, electricity, telephone and water meters read.
- Start running down freezers. We strongly advise against moving freezers full or frozen.
- If you require yours moved with food inside, wrap the contents in newspaper, boxes or trays. Full or frozen freezers are moved at your own risk.
- Seal packets and tighten jars of food.
- Clear the loft unless we have agreed to do so.
- Dismantle sheds, greenhouses etc. unless we have agreed to do this for you.
- Drain fuel from lawnmowers/motor cycles.
- Arrange separate transportation for any dangerous substances.
- Prepare plants for transit. Ask for advice if required.
- Set aside an area marked **'Do not move'** for coats, handbags, mobile devices, keys, tools and cleaning materials.

ON THE DAY OF YOUR MOVE

- Lock your valuables somewhere safe and carry them personally to your new home.
- Make sure your children are kept occupied or looked after by a friend or family member.
- Make sure your pets are safely out of the way.
- If possessions are being stored, remember to retain important items such as passport, driving licence, etc.
- Do not put perishable or flammable items in storage.
- Before the removal van departs, check nothing has been forgotten. Responsibility is yours to see nothing is moved in error.
- Ensure that our crew has directions to your new property and a phone number to contact you.
- Agree a time of arrival.
- Arrive at your new property, with the keys before the removal vehicle.

For further information please call: 0800 107 8422
To download other useful moving guides,
visit: www.bishopsmove.com

