



The Top **FIVE THINGS** that make a move difficult or stressful

1) Booking over the phone

When you book a mover over the phone, the moving company has no idea how much or how little you have to move. They are guessing. Therefore, the estimate will be inaccurate-there's no way to get a viable estimate over the phone. That leaves the homeowner angry and the moving company frustrated and angry on moving day.

2) Being unprepared

This happens when the customer is not fully packed. For example: often, people will forget they have a garden shed full of equipment that needs to be packed and taken away. What ends up happening is that movers may not touch loose (unpacked) items, resulting in everyone being angry and time being wasted.

3) Moving on closing day

Normally, homeowners don't get the keys to their new home until late afternoon. If the movers were booked for first thing in the morning...they will be waiting all day and the homeowner gets charged by the hour. They will literally get paid for waiting.

4) Underestimating the amount of things that need to be moved

An estimate over the phone in no way gives the moving company an accurate view of how much "stuff" needs to be moved. That's why you need at least a virtual walk-through, or an in-house estimate.

5) Booking late

Good moving companies have a limited number of trucks and workers. They book up extremely fast on Saturdays, first thing in summer, and at month end. If you wait until a week before your move you are unlikely to get the date you want, because movers are already booked.

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