



ULTIMATE GUIDE TO PREPARING FOR YOUR MOVE

Moving often accompanies some of life's biggest changes: moving out on your own for the first time, buying your first home, downsizing after your kids move out, or starting over in a new city. While moving to a new home can be exciting, from creating a budget, packing (and then unpacking) your life, and navigating the sea of paperwork and inevitable complications, it can also be stressful.

There are no hard-and-fast rules for how to move, and no matter how many times you relocate, the process will always be a little different, with its own unique challenges to navigate. With our moving tips and advice, you can plan the process from A to Z and make sure your move goes smoothly.

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Created by



BUDGETING FOR YOUR MOVE

Moving is expensive! To help manage the cost of moving, the first - and most important - thing to do when planning your move is to make a moving budget.

The cost of your move depends on how much stuff you have and how far you're moving.

Whether you hire movers or take on the job yourself, here are some common expenses to plan for:

IF YOU'RE HIRING MOVERS

Company Fee

The fee charged by your moving company will likely comprise the bulk of your moving budget.

Some moving companies place more emphasis on the weight of your goods, while others place more of a premium on distance. **Call at least three moving companies** in your area for a quote before you book.

Be aware of extremely low quotes or companies that quote without doing an in-person inspection or video survey of your move - these are commonly associated with moving scams or extra costs that will be tacked on upon delivery.

When you solicit a quote, make sure you **ask about fuel charges and labor** so you can budget accurately, and **always read reviews** before you book.

Tips for your Movers

The **standard tip is about 10%** of your moving rate divided between the movers, but how much you choose to tip should ultimately depend on how satisfied you are with the service provided.

Moving Insurance

Movers are often only liable for **\$0.60 per pound**, based on the weight of the damaged item. This means that if your brand new 50 inch flat screen TV, which weighs about 40 pounds, is damaged in transit, your movers will only pay out \$24.

Ask your movers what standard coverage is included, as well as about additional insurance options, before you book. You should also **speak to your regular home and auto insurance provider and your credit card company** to see if you already have coverage.



BUDGETING FOR YOUR MOVE

Extra Services

Some movers will charge **additional fees** on top of your base moving price for extra services such as:

- Packing
- Storage
- Moving heavy or difficult items
- Disassembling and re-assembling furniture, like bed frames
- Long carry charges (if there's a long walk from the truck to your door)
- Carrying your stuff up and down stairs

Make sure you ask if there will be any additional fees when you get a quote so you can factor these costs into your moving budget.



Damage Costs

There's always a chance that something will get broken during a move. To account for these costs, add a **5-10% buffer** to your moving budget.

IF YOU'RE HIRING MOVERS

Truck Rental

If you're moving yourself, your truck rental will likely be one of your largest expenses. Rates for truck rentals depend on a few factors, including:

- The distance of the move.
- Whether you'll be leaving the truck in the same city you picked it up in.
- How big of a truck you need.
- What additional supplies you'll require, such as dollies and moving blankets.

When you call potential truck rental companies, **be prepared with specific questions** related to your move, such as whether you can drop the truck off in a different city than you picked it up, or whether multiple people can drive the truck.

PRO TIP: If you book a truck that's too small, you'll have to make multiple trips or leave stuff behind. If you aren't sure, it's best to err on the side of caution and book a larger truck.

Mileage and Gas

Ask about the truck's fuel mileage per gallon. This will help you get a rough idea of how much you'll spend to re-fuel your truck throughout the day.

BUDGETING FOR YOUR MOVE

Insurance

You may want to purchase additional insurance to protect yourself, your stuff, and the rental truck. Ask your truck rental company if they provide any coverage, and contact your regular home and auto insurance providers, as well as your credit card company, to see what coverage you already have.

Road Tolls

If you're moving to a new state or a long distance, you may encounter road tolls en route to your new home. Research what tolls you have to pay, then factor these costs into your budget.

Extra Equipment Rental

Supplies like dollies, loading ramps, furniture pads, and moving blankets may not be included in a basic truck rental. Always ask the rental provider before you book.



Incidentals

Plan for a 5-10% buffer in case of higher-than-expected gas prices, unexpected repairs, or damaged goods.

Food

If you have a long drive to your new home or if you've wrangled a few friends to help you move, budget a little cash to buy food and drinks along the way and to thank your crew for their hard work.

OTHER MOVING COSTS

Shipping

If you're moving **long distance** and have **large or bulky furniture** like sofas, mattresses, or antique cabinets, professional shipping companies are often better equipped to get your furniture and valuables to your new home safely and efficiently, especially if you're shipping **valuable or antique furniture**.



Lodging

If you're renting and your leases don't line up, the sale of your old home closes before you can move into your new house, or if you're moving long distance, you'll likely need somewhere to stay overnight.

BUDGETING FOR YOUR MOVE

Meals

Base your food budget on the length of your move and/or the amount of people you can wrangle to give you a hand. If you have access to a kitchen, preparing your own breakfast and lunch can help reduce meal costs while you're on the road to your new home.

Childcare and Pet care

Having someone watch your children and your pets on moving day can help reduce stress and keep your kids and pets safe during the process. If you can, leave your kids and pets with family or friends; if not, you may wish to consider hiring a sitter or boarding your pets till you're settled in.

MOVING SUPPLIES

Boxes and Containers

Buying boxes through your moving company can be expensive. Instead, use your **travel suitcases** and **check online for people selling old boxes**. Grocery and liquor stores can also be a good source for heavy-duty boxes.

Moving kits are another easy and cost efficient option. These kits contain boxes contain the right number and selection of boxes, as well as essential supplies like tape, tape dispensers, bubble wrap, and wrapping paper.



Bubble Wrap, Newsprint, and Packing Peanuts

Socks, linens, and towels can help cushion your belongings, but chances are you'll still need some bubble wrap and other supplies to make sure all your boxes are safely and tightly packed.

PRO TIP: Coffee filters are a low-cost alternative for packing your dishes.

Tape, Labels, and Markers

A tape gun is an essential moving tool. You'll also need labels and markers to label your boxes. Buy markers in multiple colors so you can color code your boxes.

BUDGETING FOR YOUR MOVE

Mattress Covers and Boxes

All movers require mattresses to be bagged and boxed before you move.

Storage

If you're downsizing or if there's a delay between when you move out of your old place and into your new one, you might need to spring for storage. Before you commit to one storage company, get a few quotes to make sure you get the best deal.



Contingency Funds

Always include a contingency fund to cover unexpected costs you might incur if something goes wrong. A good rule of thumb is to add an additional **5-10% of your expected budget** to your costs.

BUYING & SELLING COSTS

There are also additional costs associated with selling, buying, and renting a new home to include in your moving budget. Make sure you include these costs:

- Realtor commissions
- Legal fees
- Security deposits
- Property taxes
- Land transfer taxes
- First and last month's rent
- Repair costs, such as fixing holes in walls and cleaning carpets
- Fees for moving utilities and changing addresses

SAVING MONEY ON YOUR MOVE

There are some things you can do to help offset the cost of your relocation. Try these tactics:

Time Your Move Right

Some movers charge less in the off-season between September and May. Moving in the middle of the month, or any day except the first or last day of the month, may also be cheaper.

BUDGETING FOR YOUR MOVE

Purge

Reducing the size and weight of your move can significantly reduce your moving rates, whether you hire movers or rent a truck. **Hosting a garage sale**, or **selling, donating**, or simply **tossing items** you don't need any more are great ways to purge, and there may even be tax deductions available on donations.



Compare Moving Quotes

If you want to hire movers, get estimates from **at least three moving companies** before you book.

***PRO TIP:** Create your moving budget based on the highest quoted moving price. That way, if your movers end up costing less, you have a bit of extra wiggle room.*

Local movers often charge based on time. If this is the case, **read online reviews** to see whether local moving companies in your area have a history of either moving quickly or taking their time on their jobs before you book.

Book Early

Booking in advance can reduce the cost of moving - or at least help avoid extra charges for booking last minute.

Be Ready When Movers Arrive

Your movers may charge extra if they have to help you pack last minute items or disassemble furniture.

Moving Allowances

If you're relocating for work, **ask your employer** if they offer a moving allowance to help offset the costs. Some of your moving expenses may also be tax deductible.

Plan Your Meals

Take an inventory of the food in your fridge and freezer and plan your meals accordingly so that you can use up your food without tossing anything or leaving anything behind.

HIRING MOVERS VS. MOVING YOURSELF

If you're moving, the first thing you'll need to decide is whether to hire a moving service or rent a truck and move yourself.

Start by determining your priorities. What matters more—your money or your time?

Hiring movers usually costs more, but it takes less time and effort. Renting a truck may be cheaper, but it comes with the added work of loading and unloading your belongings, as well as hidden costs you may not have considered.

To help make your decision, ask yourself three questions:

1. How far are you moving?

Whether you hire movers or rent a truck, distance will factor into your moving rates in terms of **how long your move will take** (especially if your movers charge hourly), and for **how long you'll need to rent a truck**, plus an estimate for **gas and mileage**.

***PRO TIP:** If you do decide to rent a truck, remember that one-way long-distance moves can actually cost more than a round-trip relocation. Truck rental companies can add additional fees if you want to drop your truck off in a different city than where you picked it up.*

2. How much stuff do you have to move?

If you **don't have much to move** or your **belongings aren't heavy**, moving yourself might be manageable without professional help.

If you're moving **heavy furniture, lots of boxes, or valuables** like antiques or heirlooms, movers are often your best bet.

3. Do you have the physical ability to move all your stuff?

If you're considering moving yourself, you need to be physically able to bend over, lift, and carry your boxes and furniture to your truck. You'll definitely need a couple of strong, capable friends to help you out. If you're injured or have any health concerns, hire movers.



HIRING MOVERS VS. MOVING YOURSELF

WHEN TO RENT A TRUCK

1. **If your belongings aren't especially valuable.** If you have a few valuable or bulky pieces but would prefer not to hire movers, consider shipping them separately.
2. **If you have lots of trustworthy, committed, and able-bodied friends** who can help you out.
3. **If you aren't moving very far**, and making multiple trips (if necessary) won't pose a problem.

WHEN TO HIRE MOVERS

Peace of Mind

When you hire a professional moving service, you can rest assured that your belongings will be packed safely and securely. Professional movers are also more accountable to you if your stuff does get damaged. And unlike your friends and family, reputable movers won't back out on you at the last minute.

Moving fragile or valuable items? You may wish to ship them separately. Professional shipping companies know how to treat items that require special care and will ensure that your belongings make it to their new home in one piece.

No Heavy Lifting

Packing and moving heavy boxes and furniture without the proper tools and training can easily lead to injury. If you have an injury or other health condition that prevents you from doing any heavy lifting, hiring movers is likely your best bet.

Speed

Professional movers are prompt and efficient, and they also have the expertise to navigate tricky situations like stairway corners quicker and easier than you and your friends.

No Imposition

When you hire movers, you don't have to worry about imposing on your loved ones or working around their schedules.

More Time for Other Tasks

While your moving service manages the loading and unloading of your belongings, you can tackle other moving day tasks like unpacking, cleaning your new place, and sorting out your utilities.

HIRING MOVERS VS. MOVING YOURSELF

Equipment

Movers will bring the right size truck and all the required tools and supplies to manage your move from start to finish, such as moving blankets, dollies, and straps.

PRO TIP: Confirm there are no additional fees for using these tools, or make sure any additional fees are included in the contract before you sign.



Insurance

All moving services are required to include basic carrier liability. You can also purchase additional insurance, whether you hire movers or move yourself. Some truck rental companies offer insurance - be sure to ask before you book.

HOW TO HIRE MOVERS

1. Determine the basics

Take stock of what you have to move, including the number of boxes and what types of furniture you have, and figure out how far your move is. Both of these things will factor heavily into your moving price.



2. Know what kind of mover you need

Are you moving within the same town or state, or are you moving out of state or cross-country? Local movers won't be capable of handling an out-of-state move, and long-distance movers won't book an in-town move. The rates for each type of move will also differ.

Most moving companies define a long-distance move as one that is more than 100 miles from your old to new place. Often, long-distance movers will quote based on weight rather than distance or time.

3. Get recommendations

Ask your friends and family for recommendations on the best moving companies, and consult review sites like Yelp, Shopper Approved, and My Moving Reviews before you book. Facebook is another good place to find recent reviews for moving companies in your area. If you used a realtor, they can also help connect you with a reputable moving service.

HIRING MOVERS VS. MOVING YOURSELF

4. Call for quotes

Get quotes from 3-5 different moving companies before you book. For interstate moves, get a binding estimate. You can't get a binding estimate for moves within the same state, but you can get a written estimate that clearly outlines additional costs and hourly rates.

If possible, get an in-person quote or do a video survey of your move. It's more accurate, and the inspector may be able to point out items that will require special consideration or which may increase the cost of moving.

5. Keep your eyes peeled for moving scams

The best way to protect yourself against moving scams, such as holding your stuff hostage and adding exorbitant last-minute fees, is to keep your eyes peeled for common warning signs, like super-low quotes, operating under multiple company names, or only accepting cash payments.

HOW TO REDUCE YOUR MOVING BILL

These tips can help you reduce your moving costs and avoid last-minute fees:

- **Be clear** about how much stuff you have to move, how far your move is, and what sorts of obstacles your moving company might encounter.
- **Be flexible** about your moving date. It's often cheaper to move mid-week or mid-month.
- **Purge** before you move. The less stuff you have to move, the lighter your load will be and the less time it will take to load and unload the truck.
- **Ask about taxes, fees, and mileage charges.** Get these costs in writing in your contract so you know what to expect and can avoid any last-minute fees.
- **Book as soon as possible**, especially if you're planning a summer move. The earlier you book, the more choices you'll have and you may be able to secure a lower rate.
- **Don't choose a mover based solely on price.** When you move, you get what you pay for. While it can be tempting to go with the lowest bid, you may end up incurring more costs in the long run.
- **Ask about discounts and special rates.** You never know what deals or specials your potential movers might offer unless you ask!



MOVING INSURANCE

Read our guide to determine whether you need moving insurance, learn about what types of insurance are available, and find out how to make sure your moving insurance works for you.

Are you already covered?

Don't assume that your moving company will automatically provide insurance, or that your home or auto insurance will cover any damages incurred in transit.

Your movers and your current insurance policies may cover some damages, but they likely won't cover the entire cost of replacing or repairing your belongings.



If You Booked Movers

Always ask your moving company about what coverage they offer, and talk to your home and auto insurance agents to confirm what coverage you may already have through these policies.



If You're Moving Yourself

Truck rental companies may offer additional insurance to cover the truck, the driver, passengers, and cargo depending on the level of coverage you choose.

TYPES OF COVERAGE

Most moving companies provide something called "valuation coverage" rather than insurance. **"Valuation" indicates a predetermined limit of liability**, typically stated in your moving contract or bill of lading, and in most cases has no relationship to the actual value of your goods. Here are the main types of valuation coverage:

1. Basic Carrier Liability

Also known as "released value coverage", basic carrier liability is the most basic coverage available. **It is required by law to be provided by carriers.** Basic liability coverage is **free and based on the weight of your stuff**, and **usually pays out at about 30-60 cents per pound.**

2. Complete Value Protection

Complete value protection **has to be purchased** on top of basic carrier liability. This type of protection **pays for the complete cost of repairs or a current market replacement** for property that is damaged, lost, or even completely destroyed. Before you buy complete value protection, confirm how your provider calculates replacement value. Be aware - it usually comes with higher minimum coverage amounts and deductibles if you want to make a claim.

MOVING INSURANCE

3. Assessed Value Protection

Assessed value protection is **based on the the market cost or value of an item** rather than its weight. This type of coverage is **ideal if your property is valuable but doesn't weigh a lot**. When you purchase assessed value protection, you can purchase a certain amount of protection per \$1,000 worth of value. Make sure your coverage is written in your bill of lading, or your moving company may not honor it.

4. Declared Value Protection Based on Weight

With this type of coverage, your moving company will take into account the **total weight of your possessions multiplied by a particular dollar amount per pound**. If your stuff is damaged, your settlement will be based on how much the value of the damaged or destroyed property has depreciated.

Because it provides blanket coverage of all things, this is often the **best insurance for a whole-house move**. For high-value items, you might wish to consider adding extra insurance to protect these special belongings.

HOW TO DETERMINE THE VALUE OF YOUR ITEMS

Declared value is an important factor when it comes to buying moving insurance.

$$\text{TOTAL WEIGHT OF SHIPMENT (IN LBS)} \times \$ \text{ AMOUNT PER LB} = \text{DECLARED VALUE}$$

The easiest way to determine the value of an item is to locate the original invoice or find a record of a recent appraisal. If you don't have access to these resources, conduct an online search on websites like Amazon or Ebay to determine the current value of the same or comparable items.

To figure out the value of your entire shipment, follow these steps:

1. Write down a list of everything you want covered, including significant pieces of furniture, electronics, glassware, artwork, and anything you think is valuable (including items of sentimental value). Give each item a number, and note an approximate weight.
2. Assign each item a replacement value based on your original receipt or research.
3. Take photos of everything you want covered, especially valuable or sentimental items. This helps you keep an inventory of your things, and may also be required if you want to make a claim.
4. Add up the number of items, the total weight, and the total replacement value.

MOVING INSURANCE

WHAT TO WATCH FOR WHEN BUYING MOVING INSURANCE

There are a couple of clauses you should watch for before you sign a contract. These clauses don't indicate that your moving company or insurer is trying to scam you, but you should be aware before you sign so you aren't surprised if you do make a claim later on:

- Most damage occurs while your stuff is being transferred into and out of the truck, but **some moving contracts will specify that the mover isn't liable for damages that occur in transit**, such as settling boxes or if your boxes aren't packed well and fall over, causing damage to something inside the box or another piece of furniture.
- Many moving contracts **won't cover damages to your stuff if you packed it yourself**.

SHIPPING INSURANCE

Less than 3% of shipments sent with TSI sustain damage, but **across the shipping industry, the average is 15%**.

All carriers, including TSI, include federally-mandated carrier liability coverage at no cost, at a rate of 10 cents per pound for Economy shipments and 60 cents per pound for White Glove shipments. You can also purchase additional coverage for an additional \$5 for every \$100 worth of coverage.

TSI offers two types of additional replacement value insurance coverage:

Moving Insurance

Via a 3rd party insurance company. Available on most Economy and White Glove shipments.

Carrier Insurance

Available for White Glove shipments that cannot be insured with Moving Insurance, such as clocks or pianos, or for shipments which may require blanket coverage.



MOVING INSURANCE

EXCLUSIONS

Some items cannot be insured by moving or shipping insurance. Uninsurable items include:

- Accounts
- Bills
- Currency
- Cash
- Evidence of debt
- Money
- Checks
- Money orders
- C.o.d. Payments
- Coins
- Stamp collections
- Sports memorabilia
- Securities
- Tickets
- Deeds
- Notes
- Gift cards
- Bullion (Precious Metals like Gold)
- Jewelry
- Watches
- Gemstones
- Furs
- Neon items
- Hazardous material
- Televisions
- Monitors
- Laptops
- Computers
- Computer chips/parts
- Cell phones
- Bulk products
- Perishable cargo
- Ceramic slabs
- Marble slabs
- Granite slabs
- Slate slabs
- Flowers
- Plants
- Seeds
- Firearms
- Newsprint
- Tobacco
- Windows
- Plate glass
- Stained glass
- Float glass

MAKING A CLAIM

If your shipment arrives damaged, here's what to do.

1. Accept the delivery. The party at the delivery location must accept delivery in order to make a claim.
2. Document all damages on your delivery receipt.
3. Report damages to TSI within 48 hours of delivery. We'll initiate the claims process, and you'll be contacted by the insurance company within 3-5 business days on average.
4. Be ready to provide proof of damages, proof of value, and a repair estimate. Once all your documentation has been approved, your claim will be processed and typically finalized within 60 business days.

Claims are subject to a \$100 deductible. Uninsured items are eligible for limited liability claim only.

IMPORTANT PAPERWORK

Moving documents can be confusing. Here's what you need to know about the most important paperwork, as well as how to store and protect them while you move.

WHAT'S IMPORTANT?

Ideally, any relevant paperwork from a recent move should be filed and easy to locate. To help keep track of things, **file any papers you sign with your moving company, realtor, utilities, and other services** into a single folder or binder and keep them in a safe spot you'll remember so you can easily access them throughout your move. Here's what you should be looking for:

- Moving documents
- Financial documents
- Personal records and identification
- Property-related papers
- Contractual documents

Moving Documents

You'll sign several documents throughout the moving process. Before we take a look at these documents, here are a few helpful tips to keep in mind:

- Don't be afraid to ask for clarification where you need it.
- If you don't understand something or feel overwhelmed, enlist a friend or family member to take care of the moving paperwork.
- Ask your moving company to give you the paperwork before moving day. Most legitimate professional moving services will provide you with paperwork in advance.

Estimates

The first thing you will get from the moving company is a quote or estimate. There are a few types of estimates that you may be given:

1. **Non-binding Estimate:** The initial quote you're given based on the roughly estimated weight and cubic feet of your belongings, plus any additional services you've requested. This will not be the final cost, which will be determined after your belongings have been accurately measured and weighed. The final cost can legally be up to (but no more than) 10% more than the non-binding estimate.
2. **Binding Estimate:** The guaranteed total cost based on the weight and size of your shipment and the services you select.
3. **Revised Written Estimate:** Most moving companies reserve the right to provide a "revised written estimate" if your shipment weighs more than originally estimated, or additional services are required to get the job done.

IMPORTANT PAPERWORK

Inventories

A detailed inventory will help you keep track of all the items you're moving, and will be necessary if you're using a moving or shipping company. There are two inventory lists that you will need:

1. A **household inventory** of items that will be transported by the moving company.
2. An **inventory of high-value** items so that movers can ensure steps are taken to protect them.

To make your personal inventory sheet as useful as possible, include the following:

- Which box an item is placed in
- A description of the item
- What condition it's in
- The serial number
- The amount you paid for it
- If possible, include a photograph of the item, especially if it's valuable.



These details will help you get a more accurate estimate and keep track of your items. And if they are misplaced, damaged, or stolen, you can share the description and image with your insurance company and movers. This makes it easier for them to act quickly to replace, repair, or locate the item.

PRO TIP: Whether you pack yourself or have your moving company pack for you, check your items against your inventory and document any damage once you've arrived.

Bill of Lading

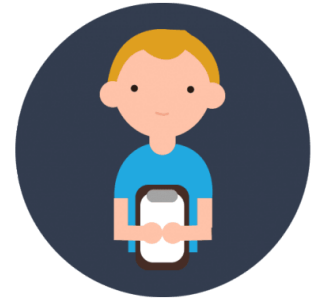
The Bill of Lading is the official receipt, contract, and record of your moving or shipping agreement. Either on or before moving day, both you and the moving company will be required to sign it in order to proceed with the move.

Read it carefully to ensure that the information, details, and terms are correct. It will include detailed information about the services, fees, dates, and other important aspects of your agreement, such as insurance coverage. The following information should be included in your Bill of Lading:

- **Mover's contact and license information:** Including company name, address, phone numbers, and the information of any third party carriers or subcontractors. It should also have the USDOT (U.S. Department of Transportation) number, MC (Motor Carrier) number, and other required state licenses. *Be sure to check that the identification numbers of the vehicles match the ones on the bill of lading.*

IMPORTANT PAPERWORK

- **Service rates, the binding or non-binding estimates, and method of payment:** This includes annotated terms and conditions for payment, details about materials, storage, labor and other services, minimum charges or rates, and payment method. For collection-on-delivery services, the maximum amount that could be demanded based on the estimate should also be noted.
- **Your contact information and the origin and destination address of the shipment:** For collect-on-delivery contracts, this includes your contact information at both your current address and the address you will be moving to, or the contact information of the person who will be responsible for receiving the delivery if you will not be in attendance. Double check that this information is correctly recorded.
- **Agreed pickup and delivery schedule:** There are two types of delivery services available: non-guaranteed service and guaranteed service. Non-guaranteed service provides you with a time frame or window in which your items will be delivered. Guaranteed service costs more, but you will get a specified pickup/delivery date, or you will be compensated if they fail to deliver on that date.
- **The order of service or order for service,** which is a signed document that authorizes the moving company to transport your shipment.
- **The valuation addendum:** This outlines what your shipment is worth as determined by the moving company, and is usually based on weight. This is what they will pay you in the event that they are responsible for damaging your belongings. It is required when moving between states. There are two types that must be offered: Basic value protection, and full value protection.
- **The details and cost of any insurance** purchased from an insurance company on your behalf by the moving company.
- **An inventory** of your belongings.



Company Tariff, Rules, and Regulations

When receiving your estimate, you should request a copy of the company's tariff, rules and regulations. This will include information about additional services or materials and their costs, so you can prepare yourself for any financial surprises and prep your stuff in a way that will limit the amount of necessary services.

Property-related Papers

Property-related papers include **anything pertaining to the purchase, rental, lease or sale of your current, former, or new residence**. Keep them with your moving documents and ensure that they have the name and contact information of your real estate agent, landlord, or rental company.

IMPORTANT PAPERWORK

Contractual Documents

Warranties, receipts, guarantees, and other documents related to large or expensive purchases, such as a car or household appliance, that you will need to get them serviced, repaired, or replaced by the manufacturer.

Personal Identification, Records, & Financial Documents

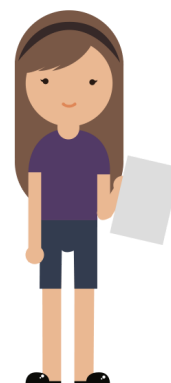
Financial documents and personal identification or records are especially important because of the sensitive information they contain, which can be used to steal your identity. Because of this, these items require extra care during the chaos that can result from a big move. Make sure you take extra steps to ensure these papers are secure:

- Bank account information and statements
- Birth certificates
- Credit card bills
- Death certificates
- Divorce certificates
- Driver's license
- Income tax papers
- Loan papers
- Marriage certificates
- Medical records
- Military documents
- Organ donor cards
- Passports
- Prescriptions
- Professional licenses and certificates
- School records
- Security documents
- Social security cards
- Tax deductions
- Vaccination records
- Veterinary information

STORING IMPORTANT PAPERWORK

Pack these documents in a safe and accessible location in case you need anything while you move. We also advise keeping these boxes with you in your personal vehicle, in the event that something goes wrong. What is the best way to organize and store these valuable documents? Try these tips:

1. Sort your documents into categories and organize them into labelled or color-coded files.
2. Shred any documents that are no longer necessary. They still contain valuable information about your identity.
3. Create a special "moving" folder, with all the moving documents you'll need.
4. Keep the documents in a designated banker box or other storage bin.
5. Label the box so it's not mistakenly donated or packed away.
6. Keep the documents in a safe location that's easy to access and travel with them in your personal vehicle when it's time to move.
7. Make copies of the most important documents and keep them in a safe but separate location, such as the home of a trusted parent or relative.



DECLUTTERING

One of the easiest ways to simplify your move is to cut down on clutter. The less stuff you have, the less you have to pack and transport, and you may even make a little cash clearing it out. So, where do you begin?

Start Early

Starting early allows you time for planning, sorting, selling, and donating. It also gives you time to really think about your items and figure out what is no longer useful. This will help you avoid packing things you no longer need, or throwing out something you'll regret.

Clear Out Unused Items

Take out all the items you already know you don't need or want, but still haven't gotten rid of for one reason or another. For example:

- Old baby items.
- Unused or broken appliances.
- Non-refundable impulse purchases that left you filled with buyer's remorse.
- Gifts you never liked but felt guilty giving away.
- Old remotes and cables for electronics you don't have anymore.
- College textbooks you haven't touched since graduation.



Items that are still in good, working condition can be donated or sold. Anything broken or falling apart should be tossed.

Make a Plan

Start with the least-used room in your home and schedule time every day for packing and purging.

Think about your new home, how much space it has, and whether or not it has storage. If you're moving to a smaller space, consider your new space requirements when deciding what to keep. Ask your real estate agent for measurements or, if you can, take them yourself.

Sort It Out

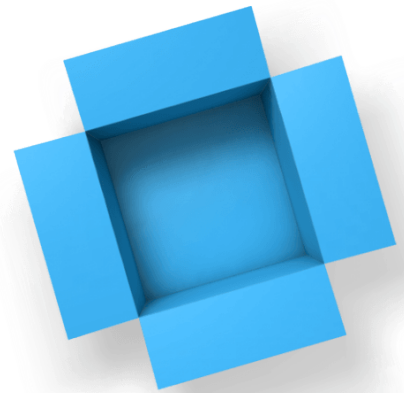
To keep things organized, decide what to keep as you pack. As you start to put things away, ask yourself these questions:

1. When was the last time you used or wore this item?
2. Is it still useful?
3. Does it fit into your life?
4. Do you still like it?
5. Will it work within your vision for your new home?

DECLUTTERING

With these questions in mind, create four piles:

1. **Keep** anything that is used, still useable, or has a purpose. Don't forget anything that still makes you happy or feels significant.
2. **Sell** items that are in good condition at a garage sale, on websites such as Craigslist or Facebook Marketplace, or at consignment shops.
3. **Donate** anything that isn't worth selling, but is still in good enough condition to wear or use.
4. **Recycle** anything damaged, worn out, or unusable to your local dump or recycling place for sorting. Items like electronics should be disposed of properly, and most recycling centers have a spot for them.



PRO TIP: Make sure to wipe any personal information from electronic devices before selling, donating, or disposing of them.

Go Digital

Digitizing anything that you don't need a physical copy of is one of the easiest ways to cut down on clutter. This includes:

- Photographs
- Home movies
- Files

Keep physical copies of any images you feel especially attached to or plan to frame, as well as any paperwork you may need to retain for tax or legal reasons. Remember to back up anything you digitize to an external hard drive or USB stick.

Get Help

Helping hands make it faster and easier to pack up your stuff, and they can also offer you an objective point of view when it comes to items you're not sure about.



DECLUTTERING

Don't Forget

With so much going on, it's easy to overlook certain areas. Make sure to check these places while you're packing up:

- **Medicine cabinet:** Take everything out of your medicine cabinet and safely dispose of anything expired or that you no longer need. Prescriptions and some over-the-counter pills should not be thrown in the garbage or flushed down the toilet.
- **Pantry:** Discard anything expired or that you don't eat anymore. If the food isn't expired and is still in a sealed package, consider donating it to a local shelter or food bank. This is also a good time to sort through your cooking utensils and get rid of any unnecessary extras.
- **Attic or Crawl Space:** These spaces are usually a great spot for storage, but that can also mean they become a dumping ground for anything you don't use anymore. Don't stick the new residents with your old chairs.

SELLING YOUR STUFF

After you've finished figuring out what you no longer want or need, you can start getting rid of it. If it's in good condition, you can recoup some of your moving costs by selling some of it. There are a few different methods for selling your old belongings:

Yard Sale

There are three keys to yard sale success:

1. **Timing:** Yard sales are best held in nice weather in spring or summer, when people are most likely to be out and about. Weekends and holidays when the majority of people will have time off from work are ideal.
2. **Location:** Hold your yard sale somewhere prominent and easy to access. If your house is deep inside your subdivision or you live in an apartment, see if you can borrow a friend or family member's yard.
3. **Advertising:** Promote your yard sale early and often. Flyers and Facebook events are good promotion tactics. Entice people to attend with advanced notice and information about some of the better items available.



DECLUTTERING

Online

The easiest items to sell include:

- Electronics, video games, and movies
- Clothing, especially brand name or designer
- Books
- Toys and children's items
- Working household appliances and small appliances
- Furniture
- Artwork and collectibles

Depending on what you have to get rid of, there are many sites to choose from:

- For **books, toys, furniture, collectibles, antiques, and knick knacks**, try Ebay, Craigslist and Facebook Marketplace.
- If you have a lot of **clothes** to unload, try Poshmark, thredUP, or Tradesy.

To ensure your stuff gets sold, you'll need to list it properly. Try these tips:

- **Pricing:** Find out how much a brand new item costs, check what other people are selling it for, and keep the condition of the item in mind. Even in great condition, it probably isn't worth what you originally paid now that it's been used, unless it's a highly-priced collectible. Expect that some buyers will want to haggle and negotiate the price.
- **Description:** Include key details, special features, and brand information. Be descriptive and honest about the condition, and include good quality photos of the item from different angles as well as shots of any damaged or flawed spots.
- **Cleaning:** Clean the item thoroughly and, if possible, repair any damage.
- **Delivery:** If you anticipate having to ship the item, try to build that into the price. For large items, you're better off selling locally and including buyer pickup as part of the condition of sale, unless you have the means to deliver it.



Consignment

If you'd rather not deal with the hassle of selling your stuff and you're staying nearby or can set up an arrangement, you can take any items that are in good condition to a local consignment shop where they will be sold for you. The shop will take a commission, but you won't have to do anything except drop it off.

MOVING LARGE, HEAVY, OR BULKY ITEMS

Preparing yourself and your stuff for moving is the key to staying safe and preventing unnecessary damage to your belongings.

Heavy or bulky furniture can include:

- Couches
- Mattresses
- Bicycles
- Swing sets
- Dining room sets
- Bedroom sets
- Patio furniture
- Bookshelves
- Desks
- Rugs
- Antiques
- Clocks

IF YOU'RE MOVING YOURSELF

Loading your heavy and bulky furniture into your rental truck is never easy. There are a number of tools you can pick up at your local hardware store to help make things easier.

1. Sliders

It's easier to slide your heavy furniture across the floor than it is to pick it up and carry it, but you'll need special sliders to do it. If you're sliding your furniture over carpet, you'll need hard plastic; if you're sliding over tile, laminate, or hardwood flooring, look for soft padded sliders. Frisbees, towels, and cardboard are a good low-cost alternative.

Keep these tips in mind when using sliders:

- To get your sliders into position, lift one corner of your furniture at a time and move the slider into place.
- Push furniture from the lower half to reduce the risk of tipping, especially with taller pieces like hutches, bookshelves, or armoires.
- Consider tying straps around your furniture and dragging it rather than pushing it - dragging reduces the risk of tipping and damaging furniture.

2. Furniture straps or shoulder dollies

Furniture straps, also known as shoulder dollies, **loop over your shoulders and shift the weight to stronger muscle groups**. Look for straps that can be adjusted to several heights. Furniture straps and shoulder dollies are not recommended for moving large items or furniture up and down stairs, since the angle of the stairs will cause weight of your furniture to rest almost entirely on the person on the bottom.

MOVING LARGE, HEAVY, OR BULKY ITEMS

3. Moving blankets

Moving blankets are essential for protecting your furniture against damage. They're also a good alternative to sliders.

4. Dollies or hand trucks

Dollies are small square platforms with four wheels. They are perfect for transporting heavy or bulky furniture or stacks of boxes.

Hand trucks have two wheels and stand upright with a small platform on the bottom. They are ideal for taller furniture like bookcases or dressers, but aren't recommended for heavy furniture since it's only your strength keeping the furniture upright.



5. Mattress sling

Mattress slings are very helpful for moving your mattress, and they're easy to DIY. Simply thread a rope through the mattress handles, slip some PVC pipe over the rope ends, and tie the rope to create a grip. You can also cut and fold your box spring to make moving it easier.

IF YOU HIRED MOVERS

Professional moving companies should supply any necessary equipment. When you book your movers, let them know what furniture you have so they know what equipment to bring along on moving day. Confirm that there are no extra fees associated with using their equipment, and ensure that any fees are noted in your moving contract before you sign.

Before your moving day arrives, there are a few things you can do prepare your furniture and make the loading process smoother on the day:

- Remove legs from tables, couches, and chairs.
- Empty drawers and shelves.
- Disassemble any furniture that can be disassembled.
- Tape screws and other components to the furniture it came from, or place them in a bag and label it. Number and label the parts if necessary.
- Clear obstacles out of the way and make sure there's a clear path in and out of your place.
- Remove doors if necessary.
- Cover floors and banisters in cardboard or towels to protect them against damage.
- Wrap and pack your mattress in a mattress box before your movers arrive.



MOVING LARGE, HEAVY, OR BULKY ITEMS

MOVING LARGE ITEMS WITHOUT TOOLS

If you don't have access to any of these tools, you can lift and move your furniture without them. Follow these tips:

- **Use a high-low method:** Tilt the furniture backwards, with one person carrying the top and another carrying the bottom. Maintain this angle as you move. The high-low method is ideal for taller pieces of furniture, and it makes traversing stairs slightly easier.
- **Bend from the knees and hips.** Use your core and your legs to lift, rather than bending from the waist and lifting with your back. Lift correctly by starting in the squat position, then using your legs to push yourself upright.
- **Turn chairs on their side so they make an L-shape.** This makes it easier to hook them around corners and fit them through doors.
- **Take the legs off and remove drawers** to make your furniture lighter and more maneuverable. You can keep your stuff in the drawers to make unpacking easier, just cover it with paper or a towel so it doesn't get dirty.
- **Protect furniture with blankets and plastic.** Wrap your stuff in blankets, then secure the blankets in place using plastic. This helps to prevent damage to the finish or any fragile edges.
- **Empty your furniture before moving it.** This makes it lighter and easier to transport. If drawers can't be removed, secure them with tape so they don't slide open unexpectedly.
- **Load heavy furniture onto the truck first,** then pack in your boxes.



IF YOU'RE SHIPPING YOUR FURNITURE

Shipping is **ideal for long distance or interstate moves**, or for getting **bulky, difficult-to-move furniture** to your new home because it's illegal to drive with an improperly secured load. Preparing your furniture for shipment is similar to if you've hired a professional moving company. Here are our tips for preparing your furniture for shipment:

- **Protect corners and delicate parts** with bubble wrap or corrugated cardboard first, then wrap the entire piece of furniture in moving blankets. Secure the blankets with tape, ensuring that the tape doesn't adhere directly onto any painted or polished surfaces.
- **Consider wrapping your furniture (after it's been wrapped in blankets) in plastic wrap.** Plastic wrap keeps moving blankets in place and prevents dust and grime from getting on your item. Just make sure you poke holes so that mold doesn't form, and that the plastic doesn't come into contact with the hard surface of your furniture - it can damage surfaces if your furniture gets hot in transit.
- **Cover glass surfaces** with cardboard, then wrap in bubble wrap and place in a box. You can also **tape a large X** onto the glass in case it does break - this makes it less likely to completely shatter.
- **Roll rugs around a PVC pipe**, then wrap in plastic wrap or place into a box if you can find one that's large enough.
- **If you're shipping your mattress**, place it in a plastic bag, then into a mattress box. Pad it with moving blankets for extra protection, and label the box.

MINIMIZING MOVING STRESS

If you're feeling overwhelmed by your mounting to-do list, don't worry—it's perfectly normal to feel stressed or anxious about your upcoming relocation. There are a number of things you can do to minimize your moving stress. Here are 12 common tactics:

1. Start early

Start planning your move and accumulating packing supplies as soon as you can. The more lead time you allow yourself, the more flexibility you'll have if something goes wrong or if you forget to do something. If you have time, **try to give yourself 8-9 weeks to plan and prepare.**



2. Make a plan

Make a list of everything you need to accomplish before you move, create a schedule with deadlines, and stick to it.

Budgeting for your move is another important part of planning your relocation. A moving budget makes it easier to accurately track your expenses and keep your costs low.

3. Declutter

Minimizing your belongings before you move can bring you some much-needed relief and kickstart the packing process - not to mention lower the cost of your move. **Start by decluttering your storage areas, like closets and pantries.**

4. Pack smart

One of the most efficient ways to pack is to go room-by-room. Start with rooms you use less frequently, and finish up by packing away high-traffic spaces like your kitchen, bedroom, and bathroom. As you pack each box, give it a number and take note of what you pack inside. Keeping an inventory as you pack will help you find any items you might need along the way.

PRO TIP: Label your boxes according to room so your friends or movers know where to put the box after unloading it. Color code your boxes with markers or tape to make it even easier!

5. Do your research

If you're moving bulky or valuable items, do some online research to find the best way to move these pieces. You should also ask your moving company (if you hired one) about how to prepare your heavy, bulky, or expensive furniture before your movers are due to arrive.

MINIMIZING MOVING STRESS

6. Stock up on supplies

Before you start packing, make sure you have all the supplies you'll need, including tape and tape dispensers, markers, moving blankets, and other moving equipment. Retailers like grocery, liquor, or wholesale stores are great resources for heavy-duty boxes. You can also pick up a moving kit that contains all the necessary tools and equipment for your move.

7. Protect your valuables

Store or pack your valuables in a well-guarded location, such as on your person, and move them yourself - your movers probably don't want to do it anyway.

8. Ask for help

Even if you don't need help actually moving your stuff to your new place, ask your family and friends to help you sort and pack; in addition to lightening your load, it's also a great opportunity to spend some quality time together. If you have pets or children, ask family or friends to take care of them for the day, or hire a sitter.

9. Hire movers

If you have a lot of stuff, are moving long distance, or simply don't want to worry about the hassle of loading and unloading your stuff, hire movers. That way, you won't have to worry about doing any heavy lifting or navigating the roads in a large, heavy truck you aren't familiar with. Plus, a professional moving service will get the job done much quicker than you can.



10. Take care of yourself

Try to maintain your normal routine as much as possible, make sure you get enough sleep, and eat well. Don't feel guilty about taking time out to do things you like. If you have kids, make sure they have a chance to pursue their own interests as well.

11. Make sure you have everything you need on moving day

Keeping essentials like your ID, cash, medications, and chargers handy can help reduce your stress when moving day arrives.

12. Research your new town

Moving somewhere new can be scary, especially if you're moving on your own. Before you go, do a little research and find out what kinds of fun things your new home has to offer, like restaurants, festivals, sports leagues, or other organizations you can get involved with.

MOVING WITH KIDS

As stressful as moving can be for adults, it can be doubly so for children. How your children handle the move will depend on their personality and how you prepare them.

No one knows them better than you do, so make sure you only use advice you think will work for your child.

There are lots of things you can do to make the move easier on your kids and help them transition into their new home:

Declutter

If your kids are old enough, involve them in the decluttering process. If they're too young to lend a hand, talk to them before you start purging so you don't get rid of anything they're still attached to, and so you can save anything with sentimental value. You could even give each of your kids a "memory box" to fill with old things that they can't part with.

Have a plan

As soon as you start thinking seriously about moving, you need to start thinking about how you're going to tell your kids. Discuss it with your partner, if applicable, and devise a plan. Here are some things to consider:

- **How to broach the subject** and begin the conversation.
- **How soon before the move you're going to tell them.** Would more time to adjust be helpful, or will it make them anxious?
- **How things are going to change**, but also what will remain the same. Younger children may need to be reassured that their toys and other familiar objects are coming with you.
- **Discuss what the moving process involves.** Knowing what to expect will help quell some of their anxiety.
- **How you're going to handle their questions** and how much you're going to reveal.
- **What you're going to do if they are very anxious** or emotional about the prospect of moving.
- **How involved they will be with packing and on moving day.** This will depend on their age. If they're younger, you may need to make arrangements for a friend, family member, or babysitter to watch them for the day.



Let them express their emotions

Moving can be an emotional time for everyone, but your child is still learning how to cope with their emotions and will likely be dealing with separation anxiety on top of that. Accept that there will be tears, and address their concerns. Let them know that they can talk to you about the move and understand that it will take time. It usually takes children at least six months to adjust.

MOVING WITH KIDS

Use distractions

Keep your children occupied with other activities like games and playdates with friends or family. This can help them encourage and maintain a positive mindset throughout the moving process.

Toddler and Preschoolers

Child-care experts recommend giving your toddler one to two months notice of a move. This gives them enough time to prepare, but not enough time to overthink it and get anxious. Calmly break the news to them and then provide them with easy-to-understand details about what it will involve.

There are lots of books that can help your toddler or preschooler understand the concept of moving and prepare for the changes. Try these:

Ages 2-5

Big Ernie's New Home by Teresa and Whitney Martin
Bella and Stella Come Home by Anika Denise
Katie Moves by Liesbet Slegers

Ages 2-5

My Very Exciting, Sorta Scary, Big Move by Lori Attanasio Woodring, Ph.D.
Hey, New Kid! by Betsey Duffey
Anastasia Again! (An Anastasia Krupnik story) by Lois Lowry
The Kid in the Red Jacket by Barbara Par

Ages 3-8

A Kiss Goodbye by Audrey Penn
Moving House (Usborne First Experiences) by Anne Civardi
Boomer's Big Day by Constance W. McGeorge
The Berenstain Bears' Moving Day by Stan and Jan Berenstain
Augustine by Mélanie Watt
Moving Day by Ralph Fletcher
Louis + Bobo: We Are Moving by Christiane Engle

Watch out for regression

Watch out for changes in behavior and regression with things like potty training, clinginess, tantrums, eating habits, and attitude. This is natural in the face of a stressful situation. Rather than punishing them or trying to get them back to where they were immediately, accept that they have temporarily taken a step back and allow them to readjust. If they don't begin to make progress again after a month or two, or if they're displaying behaviors you find especially worrisome, talk with your pediatrician.

Be positive

Children look to you to gauge how they should react to things. Do your best to remain positive, especially around your child. Share photographs, tourism advertisements, and websites with them to give them a mental image of what their new life will look like.

MOVING WITH KIDS

Keep it routine

Routine is reassuring. Get your child back into their daily routine as soon as possible after you move, and make setting up their room one of your top priorities. Try to keep their bedtime schedule as much as possible. A couple of late nights are okay if they help get your kids excited about the move.

Involve them in the moving process

Involving your children in the process and allowing them to have control over small things can reduce any move-related anxiety. Try letting your kids:

- **Pick their new bedroom**, choose the layout of their furniture, or select the color of their new bedroom.
- **Pick out or approve a new piece of furniture**, bedding, or other accessory for their room.
- **Pack their own bag or box of important things**, so they can feel reassured that these treasured items are coming with them.
- **Unpack and arrange their belongings** the way they want.
- **Make small decisions about other rooms** in the house by allowing them to choose between your final picks.
- If they are old enough, they can help **research restaurants near your new home** and plan take-out or dinners out for the first few days while you are getting settled.



PRO TIP: If it's early on and feasible to do, take them with you to open houses and viewings so they can get a preview of what's to come.

Maintain connections and say goodbye

To help your kids transition, do some fun things to say goodbye to their old home and neighborhood:

- **Give them a camera** to take pictures of their favorite things or record a tour of the home and neighborhood.
- **Have a family photoshoot** with the house.
- If there are renovations being done, allow them to **take a piece of the old house** with them. They could also sign their name on a wall before it's repainted to leave a piece of themselves there.
- **Make a scrapbook** dedicated to your old home.
- Throw a **goodbye party**.
- If possible, **take them to all their favorite spots** one last time before the move, or at least the most important ones.
- **Share memories** of your home as a family.

You can also help them stay in touch with family and friends they may be leaving behind. Set up **weekly phone calls or video chats**, or help them participate in online games or activities that will allow them to continue to play with their friends even when they're far away.

MOVING WITH KIDS

Get to know the neighbourhood

Before you move, try to take your kids to the new neighbourhood to show them around. If it's too far to make the trip, use Google street view to give them an idea of what their new neighborhood looks like. **After you've settled in**, try to find ways to make this new place feel like home:

- If it's a new city, act like tourists and see the sights.
- Try to check out a few local food spots a week and make a game of finding new favorites.
- See if your local library or community center has a schedule of free events.
- Help your kids explore the house by playing games or giving them fun tasks.
- Have a welcome or housewarming party. Invite neighbors and classmates, as well as friends and family who live nearby.
- Volunteer and get involved in the community or at the school.

Young children are still learning how to develop their social skills. Rather than expecting them to make friends on their own, talk to your child about ways they can approach and befriend other children. Reassure them that they will make friends again and sign them up for any activities that interest them, especially if it's a while until school starts. Locate other kids their age in the neighborhood and help them introduce themselves. If possible, have them meet their teacher and show them around their new school before classes begin.

Make the first night special

You'll probably all be exhausted at the end of moving day, and while it may be tempting to just crawl into bed and fall asleep, try to take some time to make the first night special and do something fun. It doesn't need to be fancy - family time with takeout and a movie is enough.

SAFETY TIPS

If your kids are going to be in the house on moving day, there are a few steps you can take to keep them safe and happy:

- Seal all boxes with tape.
- Place heavy boxes and objects on the floor.
- Don't pile boxes too high.
- Leave a clear path through the whole house.
- Keep tools off the ground.
- Assign someone to keep an eye on them all day.
- Secure furniture and bookshelves.
- Keep drinks and snacks in a cooler.



MANAGING UNEXPECTED PROBLEMS

Sometimes the inevitable occurs and an unexpected problem complicates your moving day. Don't worry, you'll get through it! Keep reading for our tips on planning a move and managing 6 common moving day problems:

1. ILLNESS & INJURY

If you're incapacitated by illness or injury, the most important thing is to **take care of yourself!** Don't make big decisions, don't exacerbate injuries, and don't try to power through something serious like pneumonia or a broken foot. Go to the hospital if it's an emergency, and don't be afraid to let someone else take the lead or reschedule if it's unavoidable.

If your kids get sick, the best thing to do is assign or ask someone to look after them. In the event that no one is available, set up a comfortable spot out of the way where they will have access to everything they need and you can easily check on them.

It's best to try to avoid getting injured or sick to begin with.

Preventing Illness

- Get lots of rest and fluids.
- Stock up on tissues, throat lozenges, and any other necessities you might need.
- See your doctor for a diagnosis and prescription if necessary.
- Keep everything clean and sterilized to prevent others from getting sick.
- Enlist the help of others.
- Don't tax your system - start packing early and in small increments so you don't wear yourself out.

Preventing Injury

- Don't rush!
- Keep pathways clear and eliminate tripping hazards.
- Keep pets locked in a safe spot where they won't be underfoot or at risk of injury.
- Dress appropriately in comfortable clothes that won't get snagged, and wear work gloves and shoes with good traction and protection.

2. INCLEMENT WEATHER

The best way to deal with unexpected weather is to have a plan in place for any possible condition and be aware of the policies your moving company has for bad weather. Here are our tips for dealing with common weather events:



MANAGING UNEXPECTED PROBLEMS

Extreme Temperatures

If it is extremely hot or extremely cold, you might need to reschedule.

Intense heat can cause heat stroke, sun burns, dehydration, hyperthermia, and exhaustion. If it's not so hot that you need to reschedule, just remember:

- Stay hydrated
- Wear sunscreen
- Dress in light-colored, lightweight clothing and layers
- Take breaks regularly
- Stay out of the sun when possible
- Move large and heavy items early in the day before the sun and temperature rise
- Keep temperature-sensitive items inside of vehicles with environmental controls

Freezing cold temperatures can cause frostbite and hypothermia.

If the temperature is so cold that people are at risk of frostbite, reschedule your move. Otherwise:

- Check your car battery and make sure it is charged
- Keep an emergency kit in your vehicle.
- Dress in layers
- Keep your feet, hands, and ears covered up and warm
- Have warm drinks on hand
- Keep temperature-sensitive items inside of vehicles with environmental controls

Your emergency kit should include:

- Blankets or a sleeping bag
- First aid supplies
- Bottled water and nonperishable high-energy food
- Windshield scraper
- Shovel
- Matches and candles
- Warm winter clothing, including boots
- Road salt, sand or kitty litter
- Jumper cables
- Cell phone charger
- Flashlight

Rain

Moving in the rain is inconvenient, but not impossible. Keep these tips in mind:

- **Check the weather report** - some showers pass through very quickly, and you may be better off waiting 20 minutes.
- **To avoid slips and falls**, wear shoes with good grip and put carpets, tarps, or towels down on the floor of your home.
- **Cover loose items and cardboard boxes** with tarps or plastic bags to prevent water damage.

Thunderstorms

Torrential rain, hail, lightning, and strong winds can make moving dangerous and cause damage to your items. If it doesn't look like it's going to let up, you might need to reschedule your move. If it's safe to start, remember these rules:

- **Wear shoes with a good grip** and put carpets or towels down on the floor of your home (old and/or new).
- **Cover loose items** and cardboard boxes with plastic bags to prevent water damage.

MANAGING UNEXPECTED PROBLEMS

Ice & Snow

Roads and walkways become extremely slippery, and snow-packed roads are both unsafe to drive on and difficult to traverse. You can easily plow and salt your own driveway, but if conditions are severe, the highways and roads may not be safe. If you feel confident enough to continue your move, or have no other option:



- Shovel and salt all walkways and your driveway.
- Dress in layers.
- Keep your feet, hands, and ears covered up and warm.
- Have warm drinks on hand.
- Keep temperature-sensitive items well-wrapped or place them inside vehicles with environmental controls.
- Keep an emergency kit in your vehicle.
- Before leaving, check weather and traffic reports so you can avoid dangerous areas and accidents.
- Drive slowly and carefully.
- Leave space between your car and the vehicle in front of you.

Fog

Fog can make driving impossible and carrying items in and out of your home dangerous. If it's an early morning fog, the sun will typically burn it off as it rises. Otherwise, work with your moving company to set up an alternate moving date. If you're still set on moving, make sure to:

- Wrap items to prevent damage from moisture.
- Be patient.
- Drive slowly and carefully.
- Employ all the safety options your vehicle is equipped with, such as fog lights or low beams, and windshield wipers.
- Try to avoid low-lying areas where fog will be more dense.
- Be mindful of animals and other vehicles on the road and be prepared to stop quickly.
- Leave extra space between your vehicle and the car in front of you.

3. TERRIBLE TRAFFIC

Movers have a lot of experience driving large trucks, and many have access to GPS data that can help them avoid traffic jams. If you're managing your own move, you may want to invest in a GPS system and plan more than one route to your new place in case there's a traffic jam or accident on the way. Even with this technology, you'll likely encounter some traffic, so try not to stress out about it.

PRO TIP: As tempting as it is, don't move on a Friday. Traffic is often worse, especially in the summer, and many people prefer to move on this day because it gives them a few days to unpack without missing work.

MANAGING UNEXPECTED PROBLEMS

Accidents & Breakdowns

If it's your moving truck that breaks down or is involved in an accident, you'll have to wait for a new truck to arrive and for your items to be transferred. There is little you can do to avoid this scenario when planning a move, but there are actions you can take to limit the damage:

- Keep important documents and items with you at all times.
- Have a suitcase prepared with essential items so you can still get changed, make your bed, brush your teeth and shower even if all of your stuff is delayed.
- Make sure to carefully package important items.
- Select a reputable moving company that has a protocol in place for these types of situations. Familiarize yourself with what the protocol is and what will happen to your stuff.

4. BAD MOVERS

Bad movers can result in unnecessary delays, damaged items and property, emotional stress, and in the case of scam artists, even having your belongings held hostage until you pay an additional fee that was not part of the initial agreement.

The best way to deal with this frustrating scenario is to avoid it entirely. Follow these tips to make sure you book with a reputable moving company:



- **Research moving companies carefully** before making your selection, ensuring that they are licensed, experienced professionals.
- **Read reviews.** Check more than one site and read with a critical eye. Some disreputable moving companies pay for fake positive reviews.
- **Be skeptical of extremely low bids** and avoid bids based on cubic footage rather than weight. This practice is illegal, and is often a good indication that this is not a reliable company.
- **Get insurance.** Even after you've done the research, it never hurts to have a backup plan.

If you've already found yourself the victim of a moving scam, there are a few things that you can do:

- **File a formal complaint** with the moving company. It's important to get the complaint on paper.
- For an interstate move, contact the **Federal Motor Carrier Safety Administration (FMCSA)** at 888-DOT-SAFT (368-7238). They can fine moving companies for every day they hold your stuff.
- For an intrastate move, reach out to **State and Local Agencies** and **State Movers Associations**.
- Notify the **Better Business Bureau**.
- If the company has broken any laws, such as holding your stuff hostage (this is actually theft), **local law enforcement** can get involved and help you resolve the issue.

MANAGING UNEXPECTED PROBLEMS

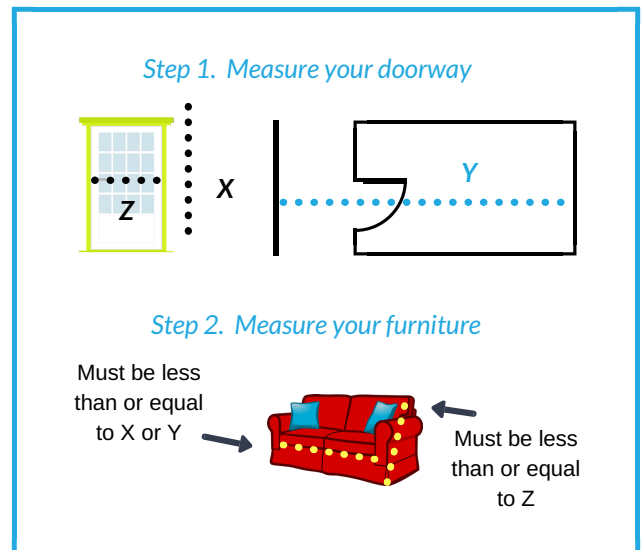
5. ISSUES WITH YOUR NEW HOUSE

Most unexpected issues with your new home have simple solutions and are easy to prepare for:

- Have the contact information of your utility providers on hand in case there's an issue with your electricity or gas, or if you forgot to have it connected.
- If you need to go a few days without electricity or water, keep an emergency kit that contains candles, flashlights, water, and nonperishable food items.
- Have the number of local handyman or your landlord in case there is an emergency with your new home.
- Keep some essential supplies readily available in case you run into snags or need to check into a hotel.

Other issues can require more effort. **What if your furniture won't fit through the door?** Here's what to do:

- **Check if your furniture can be dismantled.** If it can, take it apart and rebuild it inside your house. If it can't be dismantled, you'll need to find another way in, such as through the window.
- **Measure your furniture,** as well as all entryways and windows when you first start planning a move, even the second floor, to see if you can fit the item inside your house.
- If it just isn't possible, you'll need to **store the item** in your garage or find a local storage facility until you can figure out what to do with it.



Parking can be another major issue, especially when you're moving into an apartment building or a house with no driveway. This can be inconvenient, but if you're working with professional movers, it may even cost you. Hauling items from an inconvenient distance can result in a long carry fee. Here's how to avoid it:

- Know the parking situation before you move and plan accordingly.
- If your new home or apartment doesn't have a driveway or designated parking area for moving vans or trucks, reserve a parking space in a nearby lot.
- Talk to your neighbors about the parking situation and work it out with them.

MANAGING UNEXPECTED PROBLEMS

6. DAMAGED OR MISSING ITEMS

Damaged or missing items can be especially complicated if you've moved to a different city or state. There are several steps you can take before, during, and after your move to make resolving the issue of a damaged or lost item easier.

Before

- Take an inventory of all of your items while you pack.
- If you are getting rid of items to lighten the load, keep an inventory of them as well. It's easy to forget in the chaos of a move that you have actually given something away rather than misplaced it.
- Make note of any existing damage and take pictures of important or fragile items so you have an image to compare or show in the event it goes missing or gets damaged.
- Carefully wrap, package, seal, and label fragile items.
- Pack one room at a time and label the boxes with their location and contents.
- Do a few sweeps of the house after everything has been packed up to ensure that nothing is being left behind.

During

- Keep your most important documents and possessions with you during the move.
- Check the truck personally to ensure all of the boxes have been unloaded.
- Number your boxes and don't sign for them until after you've verified their delivery.

After

Damaged items should be photographed and documented. If you can, determine the cause of damage. If your item was lost or broken by a moving company, any reputable mover will take action immediately to help you recover the item or, if the original terms of agreement included insurance or compensation, cover the cost of the item or its repair. If you acquired insurance independently, you will need to contact them separately.

For **missing items**, take the following steps:

1. Double check that it isn't still packed or that you haven't accidentally placed it in the wrong box or room.
2. Gather a detailed description and images (where possible) of the item.
3. If you used a professional moving service, file a claim with the company providing the description and images. If you moved with the help of friends and family, share the description and image with them so they can search their vehicles and homes for the item.

KEEPING YOUR MOVE GREEN

Whether you want to reduce waste by reusing moving supplies, are looking for ways to destress your move by decluttering beforehand, or are hoping to save money (or possibly even make some), an environmentally friendly move boasts a few advantages over a traditional move:

- **It's Cost Effective:** The less stuff you have to move, the lower your costs will be. "Green" moves often involve purchasing fewer packing materials, and sometimes you can even make money from tax deductions or selling your possessions.
- **It's Faster:** Environmentally friendly packing materials are more damage-resistant and require less prep work, so they can be packed, loaded, and unloaded more quickly.
- **It's More Efficient:** When you're done, there is virtually no waste to clean up.

HOW TO DO IT

Try these tips for ensuring your move is an eco-friendly endeavor:

1. The vehicle

Intense heat can cause heat stroke, sun burns, dehydration, hyperthermia, and exhaustion. If it's not so hot that you need to reschedule, just remember:

- **Organize your move-related errands** so you're always completing more than one task each time you leave the house.
- **Plan your route** and keep the directions handy so you don't make a wrong turn and have to backtrack.
- **Donate and sell items** so you have fewer boxes and fewer trips to make.
- **Rent the right size vehicle** so you can move more of your items at once, or reduce the actual move to a single trip.
- **Drive smart.** Speeding and harsh braking wastes gas.
- **Maintain your vehicle.** Check your tires, gas cap, air filters, and spark plugs. A car running in tip-top shape can improve fuel economy by as much as 4%.
- **Hire a truck.** Professional movers have lots of experience organizing and moving boxes to maximize space and minimize trips. If you only need help moving a few large or valuable items like furniture and antiques, LTL (less than truckload) shipping is a great eco-friendly option.
- **Talk to your moving company about green options.** Some companies offer clean fuel alternatives like biodiesel and programs with offset carbon emissions. Or, you can purchase your own carbon offsets at Carbonfund.org.



KEEPING YOUR MOVE GREEN

2. Your belongings

Downsizing before you move helps you cut down on clutter and lower the overall cost of your move. Here are some common decluttering tactics:

REDUCE

Selling is the best way to get rid of your stuff because you can lighten your load and earn a little cash. Aside from the traditional yard sale, there are a few ways to unload your items:

- Craigslist, Amazon, or eBay: Include lots of photos as well as a detailed description of the product and its condition.
- Consignment stores.
- If it's valuable and in good condition, consider an auction.

Approximately 80% of donated clothing ends up in a landfill eventually, and furniture accounts for 9.8 million tons of landfill waste. If you do decide to donate, make sure your belongings are in good enough condition to sell and reuse, and give them to a reputable charity, such as:

- Goodwill
- Habitat for Humanity
- The Salvation Army
- The National Furniture Bank Association
- Other local registered charities of your choice

REUSE

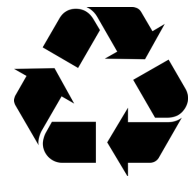
Before you drop off that box of stuff at a donation center, take some time and think about whether or not your items could be used for something else:

- Cut up clothing can become cleaning rags or homemade handkerchiefs.
- Boxes and containers of any material can be used for storage.
- Packaging can be used to create small containers that help organize almost any space.
- Repurpose old furniture by getting creative and turning it into something you love.

RECYCLE

Once you have donated, sold, or found a second use for every item possible, it's time to recycle what's left over. What you can put in your recycle bins depends on where you live, so start by checking your local municipality's website for more information. Regardless of where you reside, there are some items that will require a special trip:

- **Hazardous Materials:** This includes items like batteries, fertilizer, ammunition, paint thinners, and other chemicals. Many moving companies will not ship these items because of the potential threat they pose to the environment, movers, and your belongings. To get rid of these items safely, keep an eye out for special collection events in your area, check Earth911, or call 1-800-CLEANUP to find a recovery location near you that accepts them.
- **Electronics:** Make sure you wipe any personal information and take your electronics to a place where they will be properly recycled, like Best Buy or Staples. You can also use Recycle Nation to find an electronics recycling location near your home.



KEEPING YOUR MOVE GREEN

3. Packing

There are a lot of creative ways to pack your belongings without resorting to non-recyclables:

1. Use containers you already have, such as:

- Suitcases
- Plastic storage bins
- Old cardboard boxes - old boxes are ideal for light items, but should not be used for anything heavy or fragile in case the seams burst
- Reusable shopping bags

2. Rent plastic boxes that can be returned and reused when you're done.

3. Purchase recycled moving supplies.

4. Opt for alternatives to packing peanuts and bubble wrap, such as:

- Green, biodegradable packing peanuts
- Shredded paper
- Blankets
- Newspaper
- Towels
- Sheets
- Stuffed animals
- Clothing - as long as you don't mind it getting wrinkled!



To ensure their safety in transit, **fragile and valuable items should always be packed with proper packing materials.**

4. Cleaning Up

Whether you're prepping your old place for the new tenants or tidying up your new home before you move in, using green cleaning supplies is another great way to keep your move environmentally friendly. Try these tips:

- Avoid harsh chemicals by sticking to the basics, such as vinegar, lemon juice, and baking soda.
- Try eco-friendly brands like bioKleen, Bon Ami, and Dr. Bronner's.
- Choose reusable cleaning tools like mops, brooms, and towels over one-time-use products.

STAY GREEN

Moving is an opportunity to start fresh and learn new habits. Take a few steps to maintain this positive attitude and stay green after you move:

- Use LED light bulbs
- Remember to turn off and unplug lights and appliances when not in use
- Switch to biodegradable products
- Cut down on unnecessary packaging
- Consider future purchases carefully.

PREPARING YOUR HOME FOR MOVING DAY

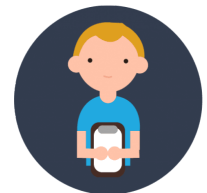
Movers, whether friends or professionals, will appreciate arriving at a home that's organized, easy (and safe) to navigate, and ready to go. Take the following steps to keep everyone safe and your home undamaged on your moving day.

PREPARING YOUR HOME FOR ITS NEW RESIDENTS

There are a few things you'll need to do to prep your home before the moving day arrives. If you're renting and your property will need to be inspected by the landlord, this part of the moving process may need to be completed sooner.

1. Take stock

Take a tour of your home and make a checklist of anything that needs to be patched, cleaned up, painted, or fixed. Document the condition of the house before the moving crew arrives, in case there is an accident and something gets damaged.



2. Fix holes in walls

Pick up some spackle or wall putty, and as you take down artwork, photographs, and other cherished items, fill in any holes you may find. If you use spackle, don't forget to sand it afterwards to ensure it's smooth.

3. Touch up paint

Touch up any chipped or peeling paint. Bathrooms are the most likely rooms for this problem because the humidity can decrease the longevity of a coat of paint. After you've patched all the holes, paint any walls that are in need of a fresh coat, even if it's just a spot touch-up.

4. Neat, clean, and organized

A thorough cleaning create a good impression for potential buyers and help you get back any security deposits, and it also helps you ensure you're not forgetting anything important. Tasks you might have missed:

- Dust for cobwebs.
- Clean the windows, inside and out.
- Vacuum, wash, and treat floors.
- Scrub the baseboards.
- Clean and wipe down kitchen appliances.
- Cut the grass.
- Remove dead branches.
- Clear any debris from walkways and the driveway.
- Scrub or power wash decks, stairs, and patio stones.

5. Remember the utilities

Call as soon as you know your move-out date and schedule the utilities to be shut off the day after your big move so you don't have to worry about loss of power or water while you're still in the house.

PREPARING YOUR HOME FOR MOVING DAY

6. Don't forget the entranceway

Walkways, porches, front stoops, and foyers are often neglected during home preparations for moving day. Make sure you carefully inspect the area around the front of your house for loose or cracked stones, rotted floorboards, damaged concrete, and other tripping hazards. Repair or replace any damaged sections and spot- or repaint any areas that need it.

7. Help the new owners get settled

Leave behind operating manuals, useful tips, and directions for appliances and utilities.

PREPARING YOUR MOVE FOR MOVERS

Here are some important steps you can take to make it safe for movers and to protect your home from damage:

1. Children and pets

Older kids can help out with the move, but young ones and pets are better left with a trusted friend or relative, or in a safe, secure room out of the way with someone watching them.



2. Protect your home and remove obstacles

Professional movers are well-versed at moving furniture and boxes without causing damage, but accidents do happen, so it's best to be prepared to avoid the worst. Here are some things you can do to protect both your home and your stuff:

- **Protect floors and carpets** with plastic, cardboard, newspaper, old sheets and rugs, or other protective materials to prevent scratches, dents, and exposure to dirt. Make sure it's not a slippery material.
- **Attach sheets to walls** to prevent scratches.
- **Wrap stair railings** and banisters with thick blankets.
- Install **temporary corner guards**.
- If possible, put down **non-slip treads** on stairs.
- **Remove doors from the hinges** and add padding to the frame.
- **Take down everything hanging** on the walls.
- For large items, **plan out the best possible route** in advance and discuss it with your movers before they begin.

3. Separate important items

Anything that you don't want placed on the truck should be moved into a labelled and locked room to prevent any mixups. This includes **personal documents, valuables, prized possessions, and your survival pack** of things you'll need during your transition to the new home.

MOVING TIMELINE + CHECKLIST

8 WEEKS BEFORE

- Get organized*
Collect important paperwork like bill of lading, moving contract, estimates, inventories, and receipts.
- Start sorting*
Decide what to sell, donate, or recycle.
- Research your moving options*
Are you going to hire movers or book a moving truck?
- Notify your landlord*
- Inform your employer*
- Build a budget*
- Take inventory of your belongings*
- Start shopping for packing supplies*
- Begin to pack non-essentials*

MOVING TIMELINE + CHECKLIST

6 WEEKS BEFORE

- Fill out a change of address form*
- Notify other important parties:*
 - Alumni associations
 - Banks
 - Brokerage firms
 - Human resources department
 - Government, including DMV and IRS
 - Magazines and newspapers
 - Credit card
 - Schools
 - Monthly club or box subscriptions
 - Insurance
 - Utility companies
- Plan a garage sale*
- Collect and/or transfer school records*
- Take inventory*
- Collect and/or transfer medical records*
Start researching a new family physician.
- Visit the vet for a checkup and to pick up your pet's files*
- Get serious about supplies*
- Contact your moving company*
- Start using up household items like cleaning supplies*
- Measure your new space*
- Start to separate valuables*

MOVING TIMELINE + CHECKLIST

4 WEEKS BEFORE

- Notify utility, cable, and internet providers.*
Schedule utilities to turn off the day after you move and to turn on and your new place on moving day.
- Book a moving truck if you're not hiring movers*
- Investigate what can't be transported on the moving truck*
- Take your car in for a tune up*
- Select an auto transporter if you aren't driving your car to your new home*
- Make travel arrangements*
Book flights, hotels, car rentals, or train tickets
- Start asking your friends and family if they can help you pack and move*
- Continue packing*

3 WEEKS BEFORE

- Make a meal plan*
Use up food in your fridge, freezer, and pantry
- Make plans for pets and plants*
- Transfer home insurance*
- Make work arrangements*
- Visit your doctor to get any refills you'll need throughout the moving process*

MOVING TIMELINE + CHECKLIST

2 WEEKS BEFORE

- Empty or transfer the contents of your safe-deposit box
- Keep packing
- Check in with your kids to see how they're handling the move and reassure them
- Reserve the elevator
- Start saying your goodbyes
- Make a plan for your garbage

If your new home isn't on the collection schedule for awhile, figure out where you can drop off your trash, or schedule a pick up.

MOVING TIMELINE + CHECKLIST

1 WEEK BEFORE

- Fill or refill and prescriptions that you couldn't pick up earlier*
- Start to pack up everyday items*
- Confirm your moving arrangements*
- Prepare an essentials box*
 - A set of sheets
 - Toothbrush, floss, and toothpaste
 - Deodorant
 - One of two changes of clothes, including socks
 - Pyjamas
 - Medications
 - Bandages
 - Moisturizer, chapstick, and other essential toiletries
 - A couple of dishes, some cutlery, and a few pots or pans
- Pay monthly bills that will come due during or close to the moving process*
- Disassemble furniture*
- Return borrowed items*
- Clean your house*

A FEW DAYS BEFORE

- Defrost your freezer*
- Arrange payment for movers*
- Ask a neighbor to check your mail after you've moved*
- Double check your documents and moving binder*
- Protect valuables*

Store items you don't want placed on the moving truck in a locked room with a sign on the door.

MOVING TIMELINE + CHECKLIST

MOVING DAY

- Go to bed early the night before*
- Wake up early and double check everything, and prep your house for movers:*
 - Put down old rugs, towels, or cardboard on the floor
 - Remove doors from their hinges
 - Hang sheets on the walls
 - Remove or wrap banisters and stair rails
 - Install no-slip treads on the stairs
- Set up kids and pets in a pre-arranged safe, supervised space*
- Verify your moving truck*

Confirm that company name, vehicle number, and the USDOT number match those on your estimate.
- Confirm your address with the movers*

Make sure they know where to go and how to contact you
- Add new paperwork to the moving binder*
- Show the movers around*

Point out fragile items, the best pathway in and out of your house for larger items, and answer any questions they may have.
- Take one last look around your house*
- Say goodbye to your old home*
- Drive safely to your new home*
- Make your bed*
- Set up your child's room*

MOVING TIMELINE + CHECKLIST

THE DAY(S) AFTER

- Unpack the most important rooms*
Start with bedrooms, bathrooms, and the kitchen.
- Childproof your new home*
- Greet your new neighbors*
- Leave a review of the moving company*
- Start making memories!*