



# Relocation

## Scenario

Client Name: Donna Acevedo

Age: 23

Location: Tampa, Florida

Member (Employee): Donna Acevedo

Donna Acevedo just graduated from college in Austin, Texas, and is relocating to Tampa, Florida, for a job opportunity. She is excited about her new job but she is anxious about moving to a new area. Donna has found an apartment to rent but needs assistance in her relocation. Donna would like help locating moving companies that help with an interstate move, as well as learning about her new community. She is focused on her new job responsibilities and does not have time to research the logistics related to the move. Her employer referred her to the ComPsych GuidanceResources program to support her with relocation assistance.

## ComPsych Approach:

ComPsych's approach would begin with an assessment by one of our master's- or PhD-level GuidanceConsultants<sup>SM</sup>. The assessment would identify three separate needs for Ms. Acevedo: 1) logistical help for the move 2) support for Ms. Acevedo to connect in the Tampa area with community resources, and 3) emotional help in making the transition.

Of the three needs, the highest priority is to provide logistical help for Ms. Acevedo's move. The GuidanceConsultant would immediately open a FamilySource<sup>®</sup> case for relocation assistance. A FamilySource Resource Specialist would research referrals, compile local resources, and assemble and send a packet within 48 hours, which would include:

- Three to five pre-screened referrals to moving companies located in Austin, TX, that will help with a move to Tampa, FL; that is, those with national reputations or those registered with the local Better Business Bureau.
- Complete contact information for Tampa area post offices, libraries, and hospitals, as well as DMV information.
- Relevant HelpSheets such as: "Relocation: To Move or Not To Move?" "Tips for Hiring a Moving Company," "Moving Checklist," and "How to Pack for a Move."

The next priority would be to offer Ms. Acevedo a referral to the EAP for short-term counseling to address the sadness she is feeling about leaving Austin. Finally, the GuidanceConsultant<sup>SM</sup> would link Ms. Acevedo to GuidanceResources<sup>®</sup> Online, the ComPsych work-life website, where she could browse for additional resources on moving and life transitions.

# RELOCATION SAMPLE

Dear Ms. Acevedo,

Thank you for contacting the ComPsych GuidanceResources® program for your relocation needs. Following you will find a number of resources that I hope will be helpful to you and your family with your relocation.

This information was current at the time we compiled the research, but it may change at any time. This relocation packet is meant for use as a guide to assist you in making an informed decision and should not be treated as any form of advice. Please note that the referrals listed are not in any way endorsed or licensed by ComPsych. ComPsych does not control and is not responsible for the quality of services rendered by such programs nor does ComPsych review or monitor their activities.

Additionally, use of any programs listed herein indicates your understanding and acceptance of the following: (1) ComPsych does not assume any liability with regard to the services performed by any program listed herein; and (2) you agree to release and hold harmless ComPsych from any and all liability with respect to such programs.

Again, thank you for your inquiry. If at any time you have further questions regarding our relocation services, please feel free to contact us.

Sincerely,

Samantha Furman  
*Resources Specialist*

# Moving Companies

## (1) National Van Lines

### Copper Palm Moving & Storage

10405 Metric Boulevard, Suite D

Austin, TX 78758

Phone: (877) 590-2810

Website: <http://www.nationalvanlines.com/>



#### From the website:

### America's Most Reputable National Moving Company

Welcome to National Van Lines! We are a family-owned national moving company led by industry thought leader, [Maureen Beal](#). For over 80 years, National Van Lines has been helping people move their memories. Whether you need to move across town or across the world, we're the partner you can count on. We provide full-service moving, packing, and storage services for all our residential or commercial clients. Our goal is to deliver 100% customer satisfaction in all that we do, no matter where you're going or when you need to be there.

Contact us or [locate an agent](#) for a free moving quote on any of our moving services.

### Professional Long Distance Movers

A long distance move doesn't have to be stressful. Contact National Van Lines, and let us take care of everything for you. We can handle all aspects of your move including packing, organizing, loading, transportation, and moving and storage. Our goal is to ensure that you get where you're going quickly and efficiently.

At National Van Lines, our long distance movers have helped hundreds of clients move afar over a number of years. Our highly experienced [household moving](#) team can provide you with a full moving service from start to finish. Not only do we offer some of the best moving supplies to help you protect your items during transportation, our long distance movers also offer assistance with packing, transportation and storage, among many other services.

### Local Movers

National Van Lines is proud to have Copper Palm Moving & Storage as a member of our moving family. Their team of movers have the experience to handle the largest moves, whether that be across town, across the nation, or overseas. Know that when you choose Copper Palm Moving & Storage, you're guaranteed a fast and hassle-free move every time. Our movers are here to help, so get a free quote today!

### National Van Lines agent in Austin, Texas

Copper Palm Moving & Storage

Website: <http://www.copperpalmmoving.com>

Phone: (512) 266-6900

10405 Metric Boulevard, Suite D, Austin, Texas 78758

## (2) North American Van Lines

2251 Picadilly Dr., Suite 200

Round Rock, TX 78664

Phone: (800) 228-3092

Website: <https://www.northamerican.com/>



From the website:

### North American Van Lines is a world leader moving company.

We specialize in corporate relocation, long distance and residential moving. We understand that you have more to worry about than spending time to find a mover. If our more than 80 years of experience doesn't entice you to choose us above other moving companies, [read some of our testimonials.](#)

Our experienced movers will assist you with all of your needs related to your move; including packing, loading, and transporting your belongings, whether you're headed down the street or overseas. North American can also provide individuals with real estate and mortgage assistance through our sister relocation company. The moving professionals at North American understand how to serve clients with very different needs – and they do it well, listening to your policies and specifications and abiding by them throughout the process. At every North American moving company, our movers take pride in serving you and making your move as smooth as possible. We are nationwide and have movers near you that offer professional service and some of the most competitive pricing in the industry. Contact us today for a free moving quote!

### A Clear Choice among Long Distance Moving Companies

One of the best aspects of choosing North American Van Lines as your long distance moving company is the bottom line pricing. Unlike some other long distance moving companies, what we quote you in your moving estimate is your guaranteed price, and it will never be exceeded unless you decide to add or remove services. Your relocation specialist can assist you with developing your customized long distance moving plan, implementing the moving services you desire. Your move is completely personalized to match your individual needs and wishes as dictated by you. You can opt for as many or as few of the moving services as you desire. Put your move in our hands, and leave your next long distance relocation to us.

### Long Distance Moving Services

Our moving services begin with the planning of your move and packing of your belongings. There are three options for packing: full-service packing, fragile-only packing and self-pack. If self-pack is chosen, our long-distance movers can provide you with the necessary moving supplies such as moving boxes, barrels and stretch wrap. Other moving services offered by North American Van Lines include disassembly and/or assembly of furniture and appliances. If you want your moving boxes unpacked as part of your long distance moving plan, just let us know. We also offer storage, installation and assembly assistance as your interstate movers. Being premier among moving companies, long-distance moves are what we excel in.

### Local Movers

Services Provided: Long Distance Moving, International Moving, Household Moving, National moving, Corporate Relocation, Residential Moving, Interstate Moving, Intrastate Moving, Full Service Moving, Packing & Crating, Moving Supplies, Free Moving Quotes, and Competitive Pricing Local Moving

**SAMPLE**

Contact us anytime for confidential assistance.

### (3) Allied Van Lines

#### Berger Transfer and Storage

15415 Long Vista Drive

Austin, TX 78728

Phone: (800) 689-8684

Website: <https://www.allied.com/>



#### From the website:

#### Full-Service Movers

Are you trying to navigate your way through a sea of local moving companies, hoping to find one that is right for an interstate move? Do you want a world-class mover who can handle your international relocation with ease? If so, you will be happy to know that Allied Van Lines has been moving customers across interstates and continents for years, and we will be glad to move you. With an ability to offer quality moving services on both the local and global level, Allied offers unmatched resources to help you sail smoothly through your next move.

#### Long Distance Moving Company

Allied goes the distance when it comes to providing moving services across the miles. Coast to coast, we offer long distance moving solutions that work for both your budget and your moving needs. Since long distance moves require additional strategic planning, our team works closely with you so that your move is completed right and on time. We understand that a long distance move is a large and detailed process, and Allied is proud of the fact that we complete the journey of your move with you, providing a consistent, high level of service and professionalism along the way. Whether you need information about fees, scheduling or how to prepare, our moving specialists will counsel you through the entire moving process, and follow up with you once you are settled. We go the extra mile because we care, and we are happy to provide you with great service.

#### Services Long Distance Moving Companies Should Offer

If you are in the process of planning a long distance move, and you are looking for more options to help with completing your move, Allied can help. Our proven long distance moving solutions are designed to carry you through each phase of the moving process. We believe that you should have a variety of moving resources available to you when you move, and it is our pleasure to be able to supply you with all of the items you need to make your long distance move both a successful and enjoyable experience.

At Allied, we understand that a long distance move can be tiring and draining on your time, energy and finances. We want to rejuvenate the moving process for you so you feel more relaxed, excited and on target with your allocated moving budget. Our approach to moving is the perfect balance between your expectations and our fulfillment of those goals. Since we consult with you before the moving process is started, you will be in complete control of what is taking place, as well as informed and updated about the different stages of your move. We are open to all your feedback and needs and we will make sure that we comply and respect all of your wishes through the process.

To ensure a more personal moving experience, we will assign a Personal Relocation Assistant who will keep a record of all of your personal moving needs and special restrictions and information to assist the entire long distance moving team. During the preliminary phase of your long distance move, our experienced moving experts will provide you with a breakdown of all of the basic moving services that are available to you. This is a great way to help you begin the process of making your long distance move a reality, as well as giving you an introduction to all of the additional moving services

**SAMPLE**

Contact us anytime for confidential assistance.



## (4) Mayflower Transit

### Daryl Flood Relocation & Logistics

15833 Long Vista Drive, Suite 102

Austin, TX 78728

Phone: (877) 783-1771

Website: <http://www.mayflower.com/>

#### From the website:

With highly qualified movers, Mayflower transit is able to provide service that is unsurpassed in the moving industry. Mayflower transit agents specialize in residential moving, commercial moving and industrial moving for both local and long distances moves.

#### Planning a Residential Move? Let Mayflower Help.

Mayflower brings a no-nonsense approach to residential moves. As a leader among [moving companies](#), we've been moving families across the country with great care and expertise since 1927.

#### We're one of the most trusted long distance moving companies nationwide. Here's why:

Moving with Mayflower is designed to make life easier. You can count on our [movers](#) to guide you through the entire process, door to door.

We can customize your plan to handle as much or a little as you need, from full-service to do-it-yourself moving and storage. We've been in business since 1927, helping thousands of families each year. Our network of nearly 300 agents spans the entire country – an important factor when you're planning a long distance move.

#### Local Movers

Looking for Movers in Austin, TX? Daryl Flood Relocation & Logistics provides moving services to Austin and the entire Austin, TX region.

At Daryl Flood, we're the Texas Movers you can depend on. Our reputation as professional Household Movers comes from successfully moving families just like yours. Since 1982, thousands of families and businesses have trusted our award-winning moving services in Dallas, Fort Worth, Houston and Austin.

## (5) U-Pack Moving

Phone: (877) 706-6448

Website: <http://www.upack.com/>

### From the website:

#### Here's How Cross-Country Moving with U-Pack Works:

If you've read the reviews, you've seen that customers consistently call U-Pack "the simplest way to move cross country on a budget." Here's why:

- ABF delivers an empty moving trailer or ReloCube® right to your door.
- You load.
- ABF moves your shipment cross country with transit times that average 2-5 business days.
- ABF delivers to your new home.
- You unload.

Sound easy? It is! Your U-Pack quote includes fuel, taxes, and the driver—no worrying about hidden fees or unexpected charges.

And U-Pack customers love having control over their moving costs; prices are based on the linear footage used in the moving trailer, or the number of loaded ReloCubes. And an added perk: there's no down payment or deposit. Wait and pay securely by credit card in transit, or by cashier's check or money order when it arrives at your destination.\*

#### How to Save Money Moving Cross Country

Since a cross-country move tends to be more costly than a local move, it's not unusual for customers to ask about ways to save. Here are some helpful tips:

- Do your own pack, load and unload. Self-moving options almost always cost less than full-service moving. If you're able to do the packing, loading and unloading on your own, the cost of your move decreases significantly. Just let ABF U-Pack do the driving!
- Fuel your personal vehicle, not a rental truck. Rental trucks are known for getting terrible gas mileage—24 foot rental trucks get 6 to 10 mpg. So if your cross-country move is 2,800 miles, you can expect to pay around \$1,300 just to fuel the rental truck. (Check out the rental truck fuel calculator to see the cost for your move). You'll pay around \$600 to fuel your personal vehicle for the same drive.
- Pare down. Your cost to move cross country with U-Pack is based on the amount of space your shipment occupies in the moving trailer or the number of ReloCubes you use. That means moving less, costs less.
- Move on an off-peak day. Similar to hotels and airlines, there are peak and off-peak days for moving. The best days to move with U-Pack are normally Tuesdays, Wednesdays and Thursdays at the beginning of the month. Your cost to move cross country decreases by avoiding peak times like holidays and Fridays at the end of the month.
- Move terminal to terminal. While this option isn't for everyone, if you have a small move you'll see a significant savings when you load and unload your items at your local ABF service center.

# Community Features

## (1) Hillsborough County Public Library

### Robert W. Saunders, Sr. Public Library

1505 Nebraska Avenue

Tampa, FL 33602

Phone: (813) 273-3652

Website: <http://www.hcplc.org/hcplc/locations/sau/>

#### From the website:

This location provides Internet access through library computers and Wi-Fi connectivity. Public meeting space is available and after-hours book drops are located at both the front of the building, and in the parking lot. The branch is located just north of the historic Union Train Station near downtown Tampa.

This library contains many museum quality exhibits, including displays on the Civil Rights movement and the NAACP located in the lobby. The History of Central Avenue hallway features interactive touch panels, with both audio and visual elements. The Children's area features a touch-screen display panel and a collaborative touch-screen table.

### Community Support

The Saunders Library receives support from the Ada T. Payne Friends of the Urban Libraries, active supporters and advocates for the library. Proceeds from their fundraising efforts directly benefit this branch, the West Tampa Branch Library and the C. Blythe Andrews, Jr. Public Library. Bookstores run by the Friends are located in all three locations.

The Robert W. Saunders, Sr. Library Foundation raises funds that support educational, African American research and cultural activities at the Saunders Library and within the Tampa community.

### Services

The Robert W. Saunders, Sr. Public Library has the technology common to all locations, several meeting spaces, and Adobe Creative Cloud software.

### Hours

Monday 10am - 8pm

Tuesday 10am - 8pm

Wednesday 10am - 6pm

Thursday 10am - 6pm

Friday 10am - 6pm

Saturday 10am - 6pm

Sunday Closed

## (2) Tampa General Hospital

1 Tampa General Circle  
Tampa, FL 33606  
Phone: (813) 844-7000  
Website: <https://www.tgh.org/>

### From the website:

Tampa General is a private not-for-profit hospital and one of the most comprehensive medical facilities in West Central Florida serving a dozen counties with a population in excess of 4 million. As one of the largest hospitals in Florida, Tampa General is licensed for 1,010 beds, and with approximately 7,500 employees, is one of the region's largest employers. Tampa General Hospital has been affiliated with the USF Health Morsani College of Medicine since the school was created in the early 1970s. Tampa General is the primary teaching affiliate of the USF Health Morsani College of Medicine and over 300 residents are assigned to Tampa General Hospital for specialty training in areas ranging from general internal medicine to neurosurgery.

Tampa General Hospital was named the Best Hospital in Tampa Bay by U.S. News & World Report, and recognized as one of America's Best Hospitals for 2017-2018 in six specialties. In addition, TGH has earned Magnet status - the highest recognition a hospital can receive for nursing excellence. And for the 11th consecutive year, TGH has been Consumer Choice by the National Research Corporation.

### Services

- Bloodless Medicine & Surgery
- Burn
- Cancer
- Ear, Nose, Throat
- Emergency & Trauma
- Endocrinology
- Gastroenterology
- Heart & Vascular
- Infectious Disease
- Integrative Medicine
- Laboratory Services
- Neurology
- Orthopedics
- Palliative Care
- Pediatrics
- Primary Care / TGMG
- Psychology & Neuropsychology Services
- Radiology
- Rehabilitation
- Thyroid Cancer & Parathyroid
- Transplant
- Urology
- Weight Loss
- Women's Health
- Virtual Care

### (3) Florida Highway Safety and Motor Vehicles

#### Tampa

601 E. Kennedy Blvd. 14th Floor

Tampa, FL 33602

Phone: (813) 635-5200

Website: <https://www.flhsmv.gov/locations/hillsborough/>

#### From the website:

#### Tampa

601 E. Kennedy Blvd. 14th Floor

Tampa, FL 33602

Phone: (813) 635-5200

DL: 8:00am-3:30pm

MV: 8:00am-5:00pm

Appointment Suggested

Dual Service Center: Driver License (DL) & Motor Vehicle (MV) services at one location.

- Driver licenses, ID cards, reinstatements, written and skills exams.
- Vehicles, trailers, vessels, mobile homes, specialty tags and disability parking permits.

## (4) United States Postal Service

2000 E 12th Avenue  
Tamp, FL 33605  
Phone: (813) 247-2416  
Website: <https://www.usps.com/>

### From the website:

#### Ybor City

2000 E 12th Avenue, Tampa, FL 33605  
Lot Parking Available

#### Hours

Mon-Fri 8:30am - 5:00pm  
Sat 8:30am - 12:00pm  
Sun Closed

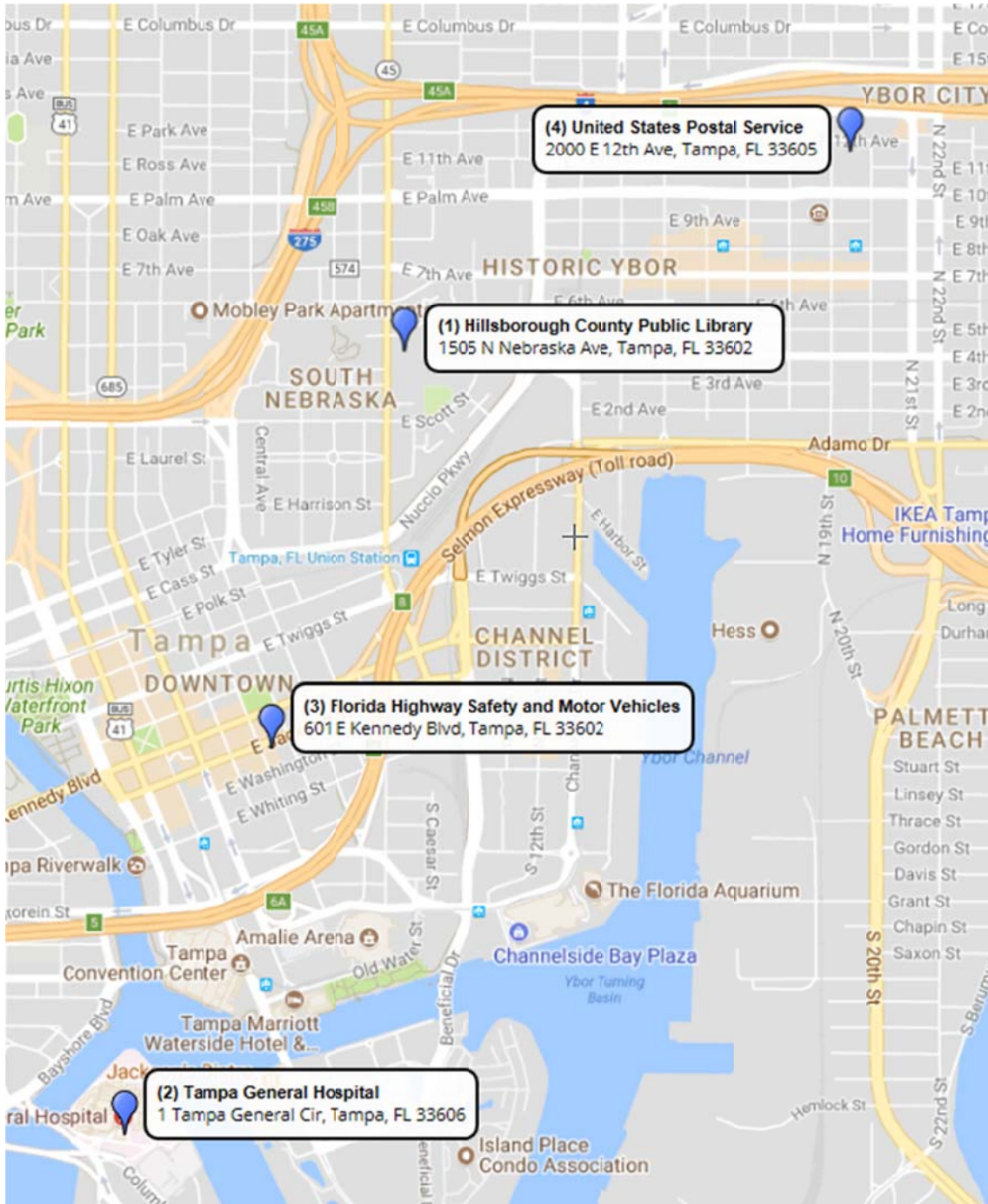
#### Contact

800-ASK-USPS® (800-275-8777)  
Phone: 813-247-2416

#### On-Site Services

- Business Reply Mail Account Balance
- Business Reply Mail New Permit
- Duck Stamps
- General Delivery
- Global Express Guaranteed®
- Greeting Card Services
- Money Orders (Domestic)
- Money Orders (Inquiry)
- Money Orders (International)
- PO Box Online
- Pickup Accountable Mail
- Pickup Hold Mail
- Priority Mail International®

## Map of Community Resources



# Relocation: To Move or Not to Move?

There are many factors to consider when you are thinking about moving. Talk to your family about the pros and cons of relocation. The transition is bound to be smoother if you take the time to discuss expectations, talk about each other's feelings and prepare your family emotionally for the move.

## A Family Discussion

Whether you are expecting a work transfer, yearning for a new climate or desiring a bigger house in a better community, the decision to move can seem very appealing. However, you need to weigh the pros and cons of relocation very carefully and ponder the impact the move will have on each family member. Aside from asking the basic questions (e.g., where you will live, what kind of home can you afford, etc.), consider discussing the following:

- What are the five biggest advantages of moving?
- What are the five biggest disadvantages of moving?
- Do the advantages outweigh the disadvantages?
- Which family members will benefit most and least by moving?
- Will the move bring your family closer together?
- Are there alternatives to moving? Can life in your current setting be improved?

## Practical Matters

Your decision to move will require you to consider several lifestyle issues and financial factors. Realize that your choice will come with trade-offs (e.g., a new location may offer the perfect climate, but the cost of living may be higher). Discuss this trade-offs with your family, and consider the following when thinking about moving:

- **Employment:** Where will you and your spouse work? What will your commute times be? Can you get transferred to an office in your new community?
- **Home:** What can you afford? Is there enough space to accommodate your family's needs?
- **Schools:** Which schools will your children attend? What is the cost of a private school? Contrary to popular belief, there can be advantages to being the new kid on the block. Although experts say moving and changing schools too frequently can have a negative effect on kids, moving into a new school can bring a good deal of positive attention from teachers and peers to your child.
- **Community:** Is it safe? What are the resources like (e.g., police, fire, library, parks, etc.)? Are immediate neighbors friendly? Is there a local place of worship?
- **Health care:** What doctors will you select? Can local health-care providers accommodate your family's unique health needs?
- **Climate:** How will negative weather conditions indicative of the region affect your lifestyles? What will the weather cost you in home and car maintenance, heating/cooling bills, etc.?
- **Recreation:** Where can you and your family go to relax, shop and play (e.g., shopping malls, health clubs, public swimming pools, movie theaters, etc.)?

## Tips for Talking to Your Children

Children, especially teenagers, may respond very emotionally to talk of a possible family move. Approach the topic gently but honestly.

- Do not wait too long before bringing up the subject. Children can have a harder time adjusting to sudden changes. It is better that their parents tell them what to expect long before a possible transition occurs.
- Invite input. Allow each child to voice his or her opinion on the matter. Show that you are a caring listener.
- Be prepared for opposition. A teenager may act out in a rebellious way. A younger child may respond moodily. Acknowledge their worries about making new friends and acclimating to a new school and community. You may actually be surprised at how supportive your children are to the idea of moving.
- Be honest about expectations and remain upbeat. Your children will pick up on your attitude, so remain enthusiastic about the potential move.



- Focus on the positives. Get your kids excited about what they can look forward to, such as a house with more room and a bigger yard, a shorter commute to and from school and closer proximity to friends, relatives and parks.
- Try to compromise. For example, if your daughter is upset about possibly having to transfer to a new school that does not have a girls' basketball team, offer to let her join an intramural or YMCA basketball program.
- Allow children to express emotions. Sadness and crying can be a healthy response. Anger also can be a natural reaction. If they are reluctant, reassure your children that it is all right to reveal their feelings.

The decision of whether to move ultimately should rest with the parents. If you give your children the impression that it will be a democratic decision and it turns out not to be, they may resent you for it.

## Before Making Your Decision

- Set a deadline. Give you and your family plenty of time to weigh the options, but consider establishing a deadline for making a choice. This may help you avoid putting off a decision.
- Get advice. Ask friends, relatives, co-workers and others for suggestions. Do they know anything about the area that interests you? Do they have any house-hunting or career tips?
- Determine your budget. Where can you afford to live? What will the cost of moving be?
- Gather research. Use the Internet to find more information on housing, career opportunities, towns of interest, schools, child care, etc.
- Create a list of pros and cons. Tack a piece of paper to your bulletin board or refrigerator, and encourage family members to write down new pros and cons as they think of them. Evaluate the list later during a family meeting.
- Build family enthusiasm. Get your partner or your spouse involved and excited about the possible relocation. If possible, take tours of new homes, schools and communities together as a family. Whatever choice you make, stand by it and do not second-guess yourself. If you do decide to move, be prepared to make sacrifices and compromises. Give you and your family plenty of time to adjust to the new environment. Look forward to the new adventures, friends and experiences your new location will provide.

## Saying Goodbyes

If you do end up relocating, perhaps the most difficult aspect will be bidding farewell to friends in your old community. These last few days may be emotional for your family. However, remember that a goodbye does not have to be forever.

If it is possible, reassure your children they will be able to stay in contact with and occasionally visit friends and old classmates. Give your friends and neighbors plenty of advance notice of your moving date to reduce the chance of hurt feelings. Let them know how much you will miss them. Try to make a commitment to stay in touch and maintain your friendships.

Allow your partner and children to bring proper closure to their lives in the old community. Permit your kids to host a weekend sleepover with friends. Create a family scrapbook featuring pictures and written memories of life in your old neighborhood. A day or two before moving, enjoy a last night out on the town: treat your family to a final dinner at their favorite restaurant, and attend a last movie at the local cinema. Consider throwing a going-away party to which you can invite neighbors, co-workers, classmates and any other friends you will be leaving behind. Plan a future housewarming that old and new friends can attend.

Saying goodbye is never easy. Focus your family on the excitement of embracing a new home and making new friends. Work closely with your children on acclimating to a different environment. Get involved and stay active in your new community.

## Resources

For more information on moving-related issues:

- National Institute on Aging: Tips for Long-Distance Care Giving: [www.nia.nih.gov/health/publication/so-far-away-twenty-questions-and-answers-about-long-distance-caregiving/finding](http://www.nia.nih.gov/health/publication/so-far-away-twenty-questions-and-answers-about-long-distance-caregiving/finding)

# Tips for Hiring a Moving Company

No matter what type of move you make, it is important to research moving companies beforehand.

## Types of Moves

In the United States, there are two kinds of domestic moves:

- Intrastate: Moving between two locations within the same state.
- Interstate: Moving between locations in two different states.

## For Intrastate Moves

Some in-state moving companies employ pricing methods based on:

- An hourly labor rate: This could include a minimum charge of two or three hours. It may include a “one-time trip charge” for the cost of sending a moving company crew to the pickup location and then back to the moving company from the drop-off location. Additional charges may be added for moving large items (pianos, etc.).
- A flat rate: This will reflect the items to be moved and any special conditions encountered at the pickup or drop-off point. These special conditions may include the pickup and drop-off addresses, stairs, and any unusual distances that items have to be carried between the moving van and the loading and unloading sites. The moving company may bill you on the day of your move for additional items that were not covered in the original quote or confirmation.

## For Interstate Moves

- Do not use a mover to transport confidential information, such as credit card statements, bank statements, blank checks, canceled checks or other valuables – such as cash or jewelry. Transport these items yourself.
- Investigate the moving company before signing a contract.
- Do not sign blank documents.
- Make sure you understand the methods used to determine all costs. Ask to see a copy of the company's tariffs. Remember that each company's tariffs may be different.
- Do not hire a mover who requires a down payment. Most reputable movers do not demand such a payment in advance.
- New federal rules state that a mover must offer you the option of purchasing full value coverage, which usually stipulates a payment for damage that is based on a dollar amount per pound. A carrier must offer full value coverage for movers at a certain cost. If you decline to pay for that coverage, they must have you sign a written waiver declining full value coverage.
- Unless you purchase full value coverage, be aware that most company insurance policies base reimbursement on the weight of your goods. If a box of expensive crystals or antique china is broken in a move, you will be offered a reimbursement based on how many pounds those items weighed, not on their value.
- Tell the moving company that you want to base your charges on weight instead of cubic volume. While most movers are reputable, there are many ways that an unscrupulous mover can use volume to inflate the cost.
- Many consumers find it is best to work directly with a moving company.
- The Federal Motor Carrier Safety Administration (FMCSA) rules state that a consumer has a right to know if a company is a broker that will turn the actual move over to a different company. When you are soliciting quotes, ask if the company is a moving company or a broker. If a company is a broker, be cautious.
- Make sure the moving company does not charge you for the truck weight. Have the company weigh the truck without your merchandise on it, and then ask to see a weight ticket for the truck after it is unloaded.
- Have someone present when your goods are picked up, and have someone present when your household goods are delivered.
- Read all of the documents you are given. A moving company must supply you with a copy of your rights, a receipt or bill of lading that specifies the weight or volume of your goods, the origin and destination points, and the number of boxes being transported.
- Be present when the weight of your household goods is established. There are many ways for a moving company to increase the “tare” (empty) weight of a moving van. For example, the weight of a truck can vary by as much as 1,000 pounds based on whether the fuel tanks are full or empty.
- Do not make final payment until all contractual obligations are met and you're satisfied that you have been charged for the correct weight and service. Be careful when you are asked to sign documents once your property has been

delivered.

## Resources

- Federal Motor Carrier Safety Administration: [www.fmcsa.dot.gov](http://www.fmcsa.dot.gov)
- American Moving & Storage Association: [www.moving.org](http://www.moving.org)
- MovingScam.com: [www.movingscam.com](http://www.movingscam.com)
- Office of Inspector General: [www.oig.dot.gov](http://www.oig.dot.gov)

# Moving Checklist

Whether you are moving across the street or across the country, the move itself can be very stressful. Follow this checklist to make sure you do not forget anything.

## Prior to Moving

- Check out new schools for your children if you are moving out of the area. Enroll at the school, and arrange for the proper transfer of your child's transcripts, records and credits.
- Contact your health, home and car insurance companies. Arrange for coverage in your new community and home.
- Shop for a moving service or moving truck early in the process. There could be a long waiting list. Long-distance movers base their cost mostly on the weight of the load; local movers base their charges more on hours of actual labor. Get cost estimates up front and in writing, and get details on all the services provided, including insurance for your personal belongings. Also, before hiring the movers, check for consumer complaints against them with your state consumer-protection agency or local chamber of commerce or Better Business Bureau.
- If you are moving yourself, be sure the truck you rent is large enough to accommodate all of your boxes and possessions.
- If it is a long-distance move, make travel arrangements. If flying, book your airline reservations early. If driving, have a mechanic check your automobile carefully for a long road trip.
- Videotape or document your possessions. This is helpful for insurance purposes and in the event of a moving accident, theft or loss.
- Gather the appropriate moving materials: plenty of moving boxes; lots of newspaper for crumpling and packing; bumper pads for sharp corners on furniture or precious objects; moving or duct tape; labels; scissors; a utility knife; a tape measure; a thick black marker; a pad of paper and pen; a moving dolly for arranging boxes; a stepstool; etc.
- Measure your furniture. This will determine which rooms in your new home will and will not accommodate each piece. Carefully write down each measurement, and remember to take the paper with you.
- Organize your possessions. Pack up everything you will be taking with you, and mark boxes clearly with the names of the rooms in which they belong. Box and bag unwanted belongings, and either donate them to charity or hold a garage sale. Set aside in a special area or room items you do not want moved.
- At least two weeks before moving, register for an official change of address at any U.S. post office. This will forward your mail to your new address for up to one year. Ask at the post office for a free mover's guide booklet that includes helpful tips.
- Contact all companies that send you regular mail and bills (e.g., finance and credit card companies, magazines and periodicals, investment brokers, etc.), and indicate your change of address.
- Register for services in your new neighborhood: electric, telephone, gas, cable, water, waste pickup, etc.
- Prepare any pets for the move. Have your veterinarian check your dog or cat before moving, and buy a special moving cage.
- Pack a special bag or two to carry with you during the move. It should contain keys for the new home; an address/telephone book; a map of the new town; snacks and beverages; games for the kids; pain reliever and any special medications; a small tool kit; a first-aid kit; etc.

## During the Move

- Supervise the moving crew. Be sure to indicate to the movers exactly what should not be moved and any moving boxes or items that are extremely fragile. Professional movers should weigh their truck when it is loaded and again when it is unloaded. Be wary of suspicious weight measurements.
- Remember not to overdo it. If you are moving yourself, lift with your legs, and get help moving heavy, large and bulky objects. Take breaks, and offer snacks and refreshments to any hired or volunteer movers.
- Do a final walk-through of your old home, and check for any forgotten items. Document any walls or materials damaged during the move.
- Try to arrive at the new home before the movers do. Consider hanging signs with room names that match names on the boxes. Supervise exactly where boxes are to go. Document any items damaged or broken during the move; you can file claims later.

## After the Move

- Call loved ones to let them know that you have arrived safely.
- Acquaint yourself with the new community. Visit the local library, chamber of commerce and town hall. Make note of the location of supermarkets, restaurants, bus and train stops, police and fire stations and specialty shops.
- Select a family physician or primary-care doctor and dentist. Be sure your insurance plan covers each doctor and dentist. Choose a new vet for any pets.
- Shop for a bank. Open up the proper accounts, and reserve a safety-deposit box.
- If necessary, apply for new license plates, city vehicle stickers and driver's licenses in your new location.
- Register to vote.

## How to Pack for a Move

Possibly the most stressful task when moving from one house to another is packing up a house full of belongings.

If you are doing your own packing, do it in a smart and efficient way. Always allow at least six weeks before the move date and prepare yourself with the appropriate supplies.

### Packing Supplies

Buying and using the right supplies will save you time and energy.

Supplies can be purchased at local office supply stores or moving companies. However, it is possible to save money on boxes by collecting them from grocery, liquor or copy stores.

Basic supplies include:

- Boxes
- Bubble wrap
- Permanent markers to label boxes
- Packing tape
- Scissors or box cutters
- Packing paper to wrap items
- Foam peanuts
- Plastic mattress protectors

Consider purchasing a few specialty boxes for heavier, more fragile or uniquely shaped items. These include:

- Artwork and mirror boxes with frame protectors
- Lamp boxes
- Wardrobe boxes
- Heavy-duty boxes for computers and electronics

### Labeling Boxes

The better a box is labeled when it is packed, the easier it is to unpack in the new location. For smaller residences, marking a box "kitchen" or "bedroom" may be fine. However, with bigger homes, it is better to start itemizing on the outside of the box. For example, "glasses and mugs – kitchen" or "linens – bedroom."

Make sure to label delicate items as fragile. It is not going to benefit you to mark every box as fragile with the hope that movers will handle with more care. They will catch on and not know which items are really breakable.

### Electronics

Refer to the manufacturer's guide or user's guide for packing and moving instructions. If you no longer have the guide, check the internet regarding the type of equipment you have. Note that incorrectly packing or handling of electronic equipment may damage it. Here are additional tips:

- Remove all CDs, DVDs, VHS tapes or other media from equipment.
- Remove toner or ink cartridges and store in a sealable bag.
- Label equipment connection ports and wires so they can be easily reconnected.
- Consider writing step-by-step instructions about how the equipment was dismantled so all pieces can be reconnected in the correct order.
- Pack equipment with antistatic packing bubbles or packing peanuts. Materials that conduct electricity could damage the electronics.
- Once the item is packed, make sure nothing rattles or shifts (add additional packing material if necessary).
- Label the box as fragile and indicate which end is up.

### Dishes and Kitchenware

- Choose a medium-size box and never pack the box heavier than 50 pounds.
- Line the box with bubble wrap and allow some of the wrap to drape over the sides of the box.

**SAMPLE**

Contact us anytime for confidential assistance.

- Wrap each plate in a sheet of packing paper.
- Secure the item with packing tape.
- Place plates in the box on their side; plates should never be packed flat. Plates packed on their edge can sustain a lot more pressure than if packed flat.
- Continue wrapping and placing the plates in the box until the box is tightly packed.
- Once the box is filled, fold in the edges of the extra bubble wrap so the plates are covered.
- Place linens or towels on top of the plates to cushion them before sealing the box.

## Major Appliances

These days, major appliances are included in most new houses and apartments. However, if you are moving appliances with you, here are some tips to follow:

- Refrigerator: Unplug it at least 24 hours prior to the move. If the refrigerator has an automatic ice maker, disconnect the water line and make sure it is completely drained.
- Freezer: Dispose of all perishables. Defrost the freezer and thoroughly clean and dry all interior surfaces. Remove all racks and secure them together with tape so they do not shift during the move.
- Stove: Clean it thoroughly inside and out and remove racks. Carefully disconnect the line on a gas stove (if you are unsure, call the gas company for assistance). If it is an electric stove, tape the cord to the back or side. Tape down knobs and elements. Tape the door of the oven closed.
- Dishwasher: Empty and remove utensil holders, and remove racks and pack separately. Wipe the interior dry. Tape the door closed and tape the electrical cord to the side of the dishwasher.
- Washer and dryer: Remove all hoses and pack separately. Secure the washer drum by putting in pillows or towels. Tape doors closed and secure electrical cords to the side of the unit.

# Notes