



# Moving and Storage Solutions

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At Clockwork, our customer care is built around you. Every member of our experienced team has a dedicated role to play in your move, combining their skills and knowledge to offer you a service based around your needs.

We are proud of our high levels of service and provide our customers with the expertise of a national company with the advantage of local knowledge and presence. We believe that it is this approach that sets us apart from other removal companies, and we hope you feel the same way when it comes to choosing a team to manage your move.

*C. Morison*

**Courtenay Morison**  
Chairman,  
Clockwork Removals and Storage



# Contents

<b>Page 4</b>	Why Choose Clockwork
<b>Page 5</b>	Our Green Approach
<b>Page 6</b>	Coordinating Your Move
<b>Page 8</b>	Packing Services
<b>Page 10</b>	Additional Services
<b>Page 12</b>	Storage Solutions
<b>Page 14</b>	Moving Checklist
<b>Page 16</b>	FAQ
<b>Page 18</b>	Our Branches



« Click here to  
find out more



# Why Choose Clockwork

**Whether it's your destination, timescale or budget that is key, we tailor our comprehensive range of moving services to suit your needs.**

## Our Experience

Founded in 1996, Clockwork Removals has always been focused on customer care. As a member of the British Association of Removers (BAR) our teams are trained to the highest possible industry standard.

From our Branch Managers and Move Co-ordinators to our Removal Operatives, our teams are ready to provide each and every customer with an efficient and cost-effective service.

Our network of branches are located throughout the UK, so wherever you are planning to move, we have the national infrastructure to support the entire process.

## Our Insurance

Many removal companies only insure their 'liability' for damage to your goods, which only covers the remover and not the customer. In our dedication to customer care, we provide the option of taking out a Removals and Storage Policy, also known as 'Goods In Transit & Storage Insurance'.

This policy ensures your belongings are completely protected at all times during the moving process and is underwritten by a specialist insurer.

The cover does not affect the claims record on your household insurance should a claim need to be made.



# Our Green Approach



Our green approach translates into every aspect of our day-to-day operations. Most importantly this includes a fleet replacement plan; making sure our fleet is fully compliant with the UK's Ultra Low Emission Zones (ULEZ).

To further minimise our environmental impact here are some of the other ways we meet our environmental targets:

- Work with partner organisations to offer offsetting on all our moves.
- Using recycled packing materials and recycling them after use.
- We use recyclable paper for all our marketing materials.
- CO2 emissions from the manufacture and distribution of our printed flyers is offset by planting native British woodland.
- Partnering with eco-friendly organisations for recycling and disposal services.
- Continual driver training; to ensure responsible driving and fuel efficiency.
- Encouraging the use of virtual surveys where possible.



# Coordinating Your Move

**A great business is defined by its people and we believe we have the very best people working on your move.**

## | Branch Managers

Our highly experienced Branch Managers have years of experience in the removals industry – so you know you are in safe hands. Our Managers oversee the running of the whole branch from operations to accounts and they strongly adhere to the BAR codes of practice.

## | Sales Surveyors

We offer every one of our customers a free, no obligation home survey with one of our experienced Sales Surveyors. This allows us to accurately measure the amount of resources required for your move as well as understand the additional services you require.

We offer video surveying services for customers who are abroad or who would prefer a totally contact-free service.

## | Move Coordinators

Our Move Coordinators are committed to your move from your initial enquiry right through to completion. Your Move Coordinator is based at your local branch and is dedicated to preparing quotes and organising all your additional services.

## | Removals Operatives

Our experienced teams of Removals Operatives are highly trained to BAR standards and will pack, wrap and transport your personal possessions and furniture on the day of your move. Each of our teams have a Team Leader who will manage your move and be your contact on the day. Our teams have the know-how, experience, equipment and materials to get the job done.



# Packing Services

Our team have the knowledge and know how to quickly and efficiently wrap and pack your entire home saving you time, stress and effort.



## Full Packing Service

Our teams of packers will safely pack everything in your home. They will use wardrobe cartons for your clothes, special wrapping paper for your silverware and protective cushioned covers for all your large furniture. They will disassemble cots, beds and desks where necessary and get them re-assembled in your new home as well as crating up any high value artwork, ornaments and light fittings.



## Full Unpacking Service

We can provide a full unpacking service of all your items to their designated place in your new home, as required.



## Owner Packing Service

If you choose to pack up your home yourself, our branches will be happy to supply the right amount of boxes and packing materials to assist you.



## Packing Materials

Packing materials available include a range of boxes, wardrobe cartons, picture cartons, sofa bags, mattress bags, paper blankets, bubble wrap, tarnish free paper and tape.





# Additional Services

**Our range of specialist services are there to support moves which require a little more expertise.**



## Piano Removals

From a concert grand piano to a small upright, our teams have the expertise, training and equipment to facilitate relocating your piano. We understand the value of these instruments and have the equipment to avoid affecting its tuning.



## Fine Art Logistics

Expertly wrapped for optimum protection and placed in strong, individual picture cartons, your fine art will be completely secure during transit to your new home. For especially delicate artwork, sculptures and mirrors our Operatives hand-make bespoke crates for optimum protection.



## Downsizing Moves

At Clockwork Removals we understand the complexities of downsizing your home and appreciate the importance of a comprehensive service. We provide a range of solutions including long term and flexible storage, moves with multiple drop offs; should you need to drop furniture with friends or family as well as full packing, wrapping, disassembly, reassembly and unpacking services.





# Storage Solutions

Whether you are renovating a property, are overseas or simply want to create extra living space, Clockwork has a range of storage solutions to suit you.



## Long Term Storage

No matter how long you need to store your items for, we can offer you purpose-built secure storage units for as long as you require. We understand that storage requirements can change and our fully flexible service means you can easily access your items and extend your storage period.



## Short Term Storage

Whether you need to store your items for a few days while you are moving home, or a few months during house renovations, our cost effective, flexible service allows you to access your items throughout your storage period. All your items are inventoried so we will always know exactly where they are.



## Mobile Self Storage

Our mobile self storage service is self storage that comes to your door. Our teams load your items into your storage container at your home, seal and secure it, and deliver it safely to your local branch. Once you require your items to be returned, just get in touch — it's that easy.



# Moving Checklist

It is said that moving house is one of life's most stressful events, so we've put together an easy-to-follow moving checklist to help you plan for the big day.

## | 4 Weeks Before...

- Arrange your mail redirection.
- Inform regular subscription services of your new address.
- Notify utility suppliers of your move.
- Arrange for utility connections at your new home.
- Notify your local council and check if you are due a council tax rebate.

## | 3 Weeks Before...

- Consider plants and pets on moving day – talk to us, we are happy to advise.
- Start to run down the contents of your freezer.
- Sketch out a plan of your new home to determine the placement of furnishings.
- Transfer insurance to cover contents at your new home.

## | 2 Weeks Before...

- Rearrange your telephone, TV and Internet services.
- Inform friends and family of your new address.
- Drain fuel from lawn mowers and other garden equipment.
- Empty your loft and any outdoor sheds.

## | 1 Week Before...

- On Moving Day...**  
**Relax and let us do all the work but remember to:**
  - Drain your plants of excess water.
  - Make sure you have personally taken cash and jewellery with you to your new home.
  - Take meter readings at your old and new addresses.
  - Label keys ready for the new owners.





# Frequently Asked Questions

## | How are the packing services priced?

Our packing services are priced dependent on various factors including: volume, materials needed and what actually needs to be packed (breakables, books etc.). Please ask your Sales Surveyor or Move Coordinator for further information.

## | If my house purchase falls through can you provide temporary storage?

Yes, in the unlikely event that your purchase falls through we can still pack up your belongings on the arranged date and time and move you into storage. Whether you need storage for a few days or a few months we will make sure your belongings are seamlessly moved from home to home so it is one less thing you need to think about.

## | Can you provide boxes and other packing materials for storage?

Yes, we can supply boxes and packing materials. We can also pack your belongings for you and bring them into store.

## | What do I need to do if I get a full packing service?

If you take our full packing service you do not need to do anything except make sure all utilities have been disconnected, fridges and freezers have been emptied and defrosted and all the fuel has been emptied from lawn mowers etc.

## | How is storage priced?

We charge by container per week. Prices will vary depending on the number of containers you take and the length of time you store with us so please contact your Sales Surveyor or local branch for more details.

## | Do I need to empty chests of drawers?

Clothes can be left in all your chests of drawers as our crews remove the drawers before moving them. We ask that you only leave clothes in the drawers and everything else is removed – especially breakables.

## | Do I need to be at the house when the move takes place?

Yes, our terms and conditions state someone needs to be present at the house during the move. Our crews will also need to get forms signed at the end of each day to ensure you are happy with our services and allow you to leave any feedback.

## | How long can I store my belongings for?

You can store your belongings for as long as you want whether it is a day or a decade.



# Contact Our Branches

## North London

Phone **0208 762 0777**  
[info.london@clockworkremovals.co.uk](mailto:info.london@clockworkremovals.co.uk)

## South London

Phone **0208 946 6340**  
[info.wimbledon@clockworkremovals.co.uk](mailto:info.wimbledon@clockworkremovals.co.uk)

## Gloucestershire

Phone **01285 760 244**  
[info.gloucester@clockworkremovals.co.uk](mailto:info.gloucester@clockworkremovals.co.uk)

## Sheffield

Phone **0114 275 1020**  
[info.sheffield@clockworkremovals.co.uk](mailto:info.sheffield@clockworkremovals.co.uk)

## Leeds

Phone **0113 323 9907**  
[info.leeds@clockworkremovals.co.uk](mailto:info.leeds@clockworkremovals.co.uk)

## Glasgow

Phone **0141 956 7111**  
[info.glasgow@clockworkremovals.co.uk](mailto:info.glasgow@clockworkremovals.co.uk)

## Edinburgh

Phone **0131 669 0044**  
[info.edinburgh@clockworkremovals.co.uk](mailto:info.edinburgh@clockworkremovals.co.uk)

## Perth

Phone **01738 633 080**  
[info.perth@clockworkremovals.co.uk](mailto:info.perth@clockworkremovals.co.uk)

## Inverness

Phone **01463 237 774**  
[info.inverness@clockworkremovals.co.uk](mailto:info.inverness@clockworkremovals.co.uk)

“ We have moved a few times in recent years but never experienced anything like the professionalism and support during what could easily have been a very stressful time. ”







[www.clockworkremovals.co.uk](http://www.clockworkremovals.co.uk)

