



# Storage - the practical solution





## There are many reasons why you might need storage...

You may be moving, and require temporary storage mid move.

You may be travelling or taking a temporary job posting.

It could be that you're decorating or simply creating some space at home.

Whatever the reason, if you need to store some of your household goods for a few days, a few weeks, or indefinitely you can rely on a member of the British Association of Removers (BAR) to help you out.

### A Guide to Storage\*

Modern storage is simple and convenient. Your moving company will collect the things you want to store from the comfort of your own home, pack small items into boxes and wrap larger items to stop them getting dusty or damaged. They will then load it into a purpose-built, wooden storage container, seal it, and then leave for the store.

When the vehicle arrives at the store, the container will be unloaded and stacked carefully in the warehouse. It will stay there, untouched, until you want everything back. The system involves the minimum of handling, so everything stays safe.

### Security and Access

The safety and security of your personal belongings is taken extremely seriously.

Nobody but you should be able to access your container at any time during storage.

Warehouses are secure, alarmed, are often manned 24-hours a day and have closed circuit TV surveillance. Some very modern facilities use steel containers (that can even withstand fire) and are totally automated to eliminate the opportunity for human error or unauthorised entry.

You can access your goods whilst they are in storage but you should try to tell the remover in advance that this is likely and, if you can, which items you wish to retrieve before collection.

\* Alternative types of storage may be available. Ask your remover for details.

### Preparation (recommendations)

- > Place labels on all items you wish to store
- > Make sure that any 'white goods' (freezers, fridges, washers, etc.) are turned off a few days before they are to be stored so that they are thoroughly dried out. It is also advisable to clean and dry all items, particularly things normally used outside (bikes, garden tools, etc.)
- > DO NOT store precious items, such as jewellery, money, deeds or other important documents
- > Removals companies will not accept hazardous goods like paint, aerosols, gas bottles or weapons

### Insurance

- > All member companies must have insurance which meets BAR standards
- > List and declare the value of all goods to be stored and be sure to give this to the company in writing
- > They will answer any questions you may have and help you with any documentation should it be necessary

### Payment

- > Storage charges are calculated on volume to be stored, and like most rental agreements, usually charged in advance

### Consumer Affairs

BAR is there to support you should you have a problem.

Whilst we have total confidence in our members, BAR operates a free conciliation service to sort out disputes in a friendly way. This is backed up with a low cost independent arbitration scheme to help if you cannot reach agreement.

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