

WORK-LIFE SERIES

Relocation



Scenario:

Client Name: Sarah Radcliffe

Age: 36

Location: New York, NY

Member (Employee): Sarah Radcliffe

Ms. Radcliffe is moving across town and is looking for moving companies that cover the New York City area. Her move date is flexible; she is just looking to be connected with moving companies in the area. Mr. Radcliffe calls ComPsych® GuidanceResources to assist her in finding moving companies.

ComPsych Approach:

The ComPsych approach would begin with an assessment by one of our master's- or PhD-level GuidanceConsultantsSM, which would identify Ms. Radcliffe's immediate need as referrals and support for relocation services. Next, the GuidanceConsultant would create a FamilySource[®] case for Ms. Radcliffe's needs and a FamilySource Resource Specialist would research moving companies in her area. A packet would be sent within 3 business days, which would include:

- Three to five pre-screened moving companies in close proximity to Ms. Radcliffe's home in New York City. Each referral includes: company information and a description of services;
- Relevant HelpSheetsSM related to moving and relocation.

The GuidanceConsultant would also link Ms. Radcliffe to GuidanceResources[®] Online, ComPsych's work-life website, where she could browse for additional HelpSheets and interactive tools concerning moving and relocating.

RELOCATION SAMPLE

Dear Ms. Radcliffe,

Thank you for contacting the ComPsych GuidanceResources® program. The following are a number of resources that I hope will be helpful to you.

The information was current at the time I compiled the research, but it may change at any time. This 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 services, please feel free to contact us.

Sincerely,

Nathan Waters
Resource Specialist

(1) Roadway Moving

Phone: (212) 812-5240

Website: https://www.roadwaymoving.com/?utm_source=googlemaps&utm_medium=nyc



Note: I verified that this Company offers residential moving services in New York City. Please contact this Company with any questions and to schedule a quote for services.

From the website:

Let us move you to your new life

Looking for the best movers in New York City? Get started today with a free quote and find out why Roadway Moving is the #1 rated NYC moving company.

Local Moving – We don't just move furniture, we move lives

Moving to a new home is a major life event – and that includes local moves. NYC local movers understand that and want to make sure you feel at home before you even unpack a box.

Every move is important. No matter how far you go.

Did you know that any relocation within a city, or within 60 miles of your current location is considered a local move? However – just because you're moving short distances doesn't mean you shouldn't consider a professional local moving companies. Moving can be stressful, overwhelming and may seem like a huge project. Well, it doesn't have to be! This is why we're here to help – Our local moving company offers a full range of local moving services, including full-packing and setup services. Additionally, we even offer custom wood crating for fragile items like fine art, antiques, marble and glass. No matter what your needs are, Roadway can provide a level of customer service and expertise unmatched by other local movers.

(2) New York City Best Movers Manhattan Moving Company

Phone: (646) 652-6479

Website: <http://www.newyorkcitymovers.biz/>

Note: I verified that this Company offers residential moving services in New York City. Please contact this Company with any questions and to schedule a quote for services.

From the website:

About

We don't compromise on either our prices or our services, which is why we comply with the most rigorous quality tests. We understand that we're dealing with people and not just furniture or belongings. That's why we make our customers' satisfaction a main priority, offering to our potential customers affordable prices and fully approved services.

As a reliable NYC moving and storage company we understand just how stressful moving process can be. So many factors need to be overseen and dealt with in such a short period of time. Relax and stay calm! Our New York movers have the experience how and the ability to get your home removal done in the best possible fashion and eliminate the stress of moving altogether. You'll also find that our competitive prices won't hurt your budget.

Moving Services

New York City Best Movers Manhattan Moving Company is fully licensed, insured and bonded New York relocation and storage service provider. Since 1997 we serve our customers locally and long distance with the high quality moving and storage, either you need to move just across the street or within the entire US.

New York City Best Movers Manhattan Moving Company provides top level of service. Personal care and easy communication are our corporate values. Fast and cheap local, long distance, household, residential, commercial, office moving company of New York.

Call New York City Best Movers Manhattan Moving Company today for all Your moving needs at 646-652-6479. Local and long distance moving and storage company. Licensed, insured, bonded movers in New York City. Small moves or large moves, long or short-term storage, warehousing, trucking.

(3) New York Best Movers

Phone: (888) 285-6975

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

Note: I verified that this Company offers residential moving services in New York City. Please contact this Company with any questions and to schedule a quote for services.

From the website:

About New York Best Movers

New York best movers as many years of experience as well as a full-scale team of experienced packing, storage and moving experts. Whether you are going to be moving in the United States or internationally, our staff members can provide the support that you need to move with ease. As well as having a large network of trucks, packing equipment and moving trucks, our staff members are also bonded and insured so that we can work on moving and packing a wide array of valuables.

Our team has an amazing record of service as well as many favorable online reviews that showcase our skills in packing and moving. Whether you are interested in moving just a short distance as a residential customer, or you are a large-scale commercial client that needs to uproot your entire factory we are a team that will treat your valuables with respect.

We have an ongoing policy to make sure that we're available to you from the moment we start packing up the first box until the last box has been unpacked. We want to provide the greatest level of assistance and support to all of our clients.

If you need assistance with local or international moving. Contact our staff today for a quote.

Storage solutions

We can provide secure storage solutions from a number of climate controlled storage as well as commercially secured storage facilities. We offer both short-term as well as long-term storage support and we can help any individual with the transitioning or storage of their inventory as well as...

Packing services

Our packing services can ensure that you can have protection and proper packaging for all of your valuables. We keep excellent relationships with a number of packaging manufacturers to ensure that our packing solutions can come to you at a fair price and in such a way...

Long distance move

We can help you move from your current residence to a brand-new location anywhere in the world. Our international moving solutions can help you with a residential move as well as an international commercial move. Whether you are planning on moving your business...

Corporate moving

Quality corporate moving can reduce your down time and with the infrastructure that our company has in place we can handle almost any sized commercial move. We can even manage the process of a full-scale industrial move with heavy equipment.

(4) Cheap Movers New York City

Phone: (646) 570-1698

Website: <https://www.cheapmoversnyc.net/>

Note: I verified that this Company offers residential moving services in New York City. Please contact this Company with any questions and to schedule a quote for services.

From the website:

About

Cheap Movers NYC ensures you get both quality service and competitive pricing. We screen local moving companies to ensure they carry the proper licensing and insurance. Then, we put you in touch, so you can get quotes from up to four of NYC's best. While affordability is in our name, excellent service our top priority!

HOME MOVING SERVICES

Moving is one of the most stressful experiences a person can go through, which is why it helps to hire professionals to assist! Trying to figure out everything involved with the move as well as juggling other aspects of life at the same time gets overwhelming. One of the toughest things about moving is all the time it takes to pack. Endless amounts of boxes and time spent going through your things adds up. Then, there's the stress of loading up the moving truck and driving it to your destination. If you'd rather leave these time-consuming and stressful tasks to the professionals, then contact Cheap Movers NYC. We help you find residential moving services to make the transition from your home or apartment seamless!

PACKING

Hiring a moving professional to help with packing eliminates some of the headaches of moving. Knowledgeable movers ensure that your things are properly packed and arrive safe and sound to their destination.

DISASSEMBLY & REASSEMBLY

One part of the moving process that is often overlooked, is disassembly and reassembly of furniture items such as sleeper sofas, beds, tables, etc. These tasks often require tools and an extra set of hands. Items such as bunk beds with lots of parts can prove especially frustrating. Let the skilled hands of professionals assist with taking apart and putting together your furniture during the move.

LABOR

The labor aspect of the move is extremely tough on one's body if you're not used to such physical exertion. It is better to let moving professionals handle moving heavy items rather than risk injuring yourself by trying to do it on your own.

LOADING

Moving professionals are trained on how to properly load a moving truck. They ensure that all items are properly protected, and they use straps to secure items for the move. Renting a truck and packing it yourself may seem like a good idea, but you might regret the decision once the truck loading process begins.

UNLOADING

Once the moving truck is at your new home, all that's left to do is unload and unpack. Unloading is tricky and requires organization to make the unpacking process simpler.

UNPACKING

Once the truck is unloaded, the final step is unpacking. You may or may not want assistance in this process, but it's recommended that you consider a moving professional especially for heavy or fragile items. Many times, do-it-yourself movers have an accident occur during the final steps of a move due to an improper load/unload or carelessness during unpacking.

(5) FlatRate Moving

Phone: (212) 988-9292

Website: https://www.flatrate.com/dna2stp/?utm_content=555&utm_campaign

Note: I verified that this Company offers residential moving services in New York City. Please contact this Company with any questions and to schedule a quote for services.

From the website:

About

Whether you are leaving the dorms for your first 1 bedroom apartment in Brooklyn, moving to your dream house in the Hamptons, relocating to London or moving across country to Phoenix, Arizona - FlatRate is the moving company that will turn the world upside down to ensure you have a perfect move.

Our Exclusive Services

FlatRate knows that moving is more than simply relocating items. We became the top moving company in NYC by being the safest and most efficient, also because we offer a variety of exclusive services that enhance our customer's moving experience. Tailored for all of your moving needs, here's a few additional services that we've mastered throughout the years:

Packing Services

FlatRate has developed a process to make sure every packing job is done with the utmost care. With special packing for specific items, we only use top-tier materials and offer services like long term storage packing and long distance protection — always ensuring your items are safely protected.

Arts & Antiques Protection

With customized artwork packing and custom crating services, our expert art movers prepare and pack anything from paintings, large sculptures to complete art exhibitions. Meeting all insurance requirements, FlatRate guarantees that your antiques are always highly protected.

TV & Audio Installation

Whether it's a coupler, a router or a sound system, our IT installation pros are ready to help you settle into your new home. Taking care of Wi-Fi setups, audio systems and more, the FlatRate team is always ready to get all your electronics back online in no time.

Carpentry

Sometimes valuable items require particular care and packing — our Bronx-based wood shop can build custom storage spaces and packing solutions specifically to your individual needs. We provide custom crates for all kinds of antiques, sculptures, non-standard furniture, chandeliers and other high-care items.

Box Delivery

One of FlatRate's biggest differentials is exclusively using top-tier packaging supplies. Our boxes are brand new and structurally competent to handle your inventory — no cracks, chips or moisture. In need of more moving boxes or packing supplies? Contact us and get all the protection you need delivered to your doorstep.

Piano Movers

It takes specialized skills, equipment and training to know how to move a piano safely. FlatRate's skilled team have been trusted with every type, age, and size of piano as we always work tirelessly to ensure quality and satisfaction when delivering such a delicate service.

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
- American Moving & Storage Association: www.moving.org
- MovingScam.com: www.movingscam.com
- Office of Inspector General: www.oig.dot.gov

Resolving Disputes with Your Moving Service

Moving can be a stressful and strenuous event, not only because of the many changes you face in your new home and community, but also because the moving process does not always run as smoothly as expected.

One of the most important things you should do is choose your mover carefully. You probably will find it easier to collect on a dispute if your mover is licensed and bonded.

Common Moving Problems

Once you find a mover, here are some preliminary suggestions on handling problems should they occur:

- If the mover fails to pick up your shipment on the date agreed upon in your moving contract (also called a bill of lading), you may incur unexpected expenses. In some circumstances, you may be able to recover these expenses from the mover. To start the process, you usually will be required to file a claim with your mover. If the mover refuses to honor your claim, you may choose to file a lawsuit against him or her in order to collect your damages. It is vital that you keep all receipts and records of any additional expenses resulting from your delayed move. Note that the mover may avoid liability if the circumstances preventing the pickup were unforeseen and beyond the control of the mover, such as weather conditions that made the move impossible. Check with your local consumer-protection agency, the Federal Highway Administration or a local attorney for more information.
- Movers usually are not required to give estimates for the cost of your move. However, most will do so if you ask. Whether or not you can be charged above and beyond your original estimate typically depends on whether you receive a non-binding or a binding estimate.
- If you refuse to pay the full or partial cost for your move, the mover may place your property in storage and charge you storage costs. In addition, after a certain period of time, your mover may have the right to sell your belongings. Before you withhold full or partial payment for your moving costs, make sure you have legal grounds to do so. If your mover ultimately refuses to release your property to you, contact a local attorney. In some cases, you may have to file a lawsuit against your mover to prevent the sale of your goods, to release your property to you or to recover monetary damages.
- If the movers damage or lose your belongings, inform them immediately. Request a claim form, complete it fully and mail it back in a timely manner via certified or overnight mail so you can track delivery. Some contracts specify a time limit in which you must submit your claim, so make sure to comply with the terms of your contract. After the moving service receives your claim form, they will send a claims adjuster to your home to investigate any damage and determine whether the property can be repaired or replaced. The amount of compensation you receive depends on the amount of protection you selected for your belongings. For instance, if you did not purchase insurance from the mover, you will be entitled only to the minimum protection provided by the mover. This amount usually is substantially less than the value of your property. The best protection, often called full value protection, obligates the mover to pay the full replacement value for property that is irreparable or lost. Note that movers will almost always choose to repair property when possible.
- If the mover delivers your belongings later than the original delivery date, you may be entitled to compensation. If you received a guaranteed delivery date, which usually comes at a cost, and your delivery is late, you usually will be entitled to a predetermined amount or daily rate for each day your property does not arrive. If you have not chosen this option, you still may be able to recover expenses for any additional and reasonable expenses you incurred. Keep receipts and records of the expenses you incurred as a result of the late delivery, and submit them, along with a claim form, to your mover for reimbursement.

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

1. 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.
2. Contact your health, home and car insurance companies. Arrange for coverage in your new community and home.
3. 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.
4. If you are moving yourself, be sure the truck you rent is large enough to accommodate all of your boxes and possessions.
5. 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.
6. Videotape or document your possessions. This is helpful for insurance purposes and in the event of a moving accident, theft or loss.
7. 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.
8. 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.
9. 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.
10. 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.
11. 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.
12. Register for services in your new neighborhood: electric, telephone, gas, cable, water, waste pickup, etc.
13. Prepare any pets for the move. Have your veterinarian check your dog or cat before moving, and buy a special moving cage.
14. 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

1. 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.
3. 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.
4. Do a final walk-through of your old home, and check for any forgotten items. Document any walls or materials damaged during the move.

SAMPLE

Contact us anytime for confidential assistance.

5. 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

1. Call loved ones to let them know that you have arrived safely.
2. 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.
3. 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.
4. Shop for a bank. Open up the proper accounts, and reserve a safety-deposit box.
5. If necessary, apply for new license plates, city vehicle stickers and driver's licenses in your new location.
6. 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.

- 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