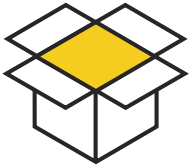


# MOVE PLANNING & SCHEDULING



Moving can be incredibly stressful, however with the right preparation and planning - and by hiring MOVE-TASTIC! as your movers - you will have a smooth move! Here's a helpful list of move planning tips to ensure that your move goes as efficiently and easily as possible! We've created this guide to help you navigate the planning when reserving a move.

Please refer to our **PREP & PACK FOR MOVE DAY** guide for more detailed tips for getting your belongings organized and ready for your move. Our dedicated office crew is here to help guide you through each of these steps, so don't hesitate to reach out with any questions!

## 1 MONTH BEFORE MOVING

**RESEARCH** - Moving is a highly regulated industry and there are a lot of low-cost illegal movers in the Chicago area. Research moving companies and make sure that they're fully licensed, bonded and insured!

**ESTIMATES** - Submit estimate requests to at least 2-3 moving companies so that you can familiarize yourself with the format. Plan ahead as companies may book up weeks (or even months) in advance. When reviewing estimates, you'll find that some companies may charge you for every roll of tape or piece of shrink wrap. At MOVE-TASTIC!, we strive to make your estimate as straightforward as possible, so we have created "material kits" to ensure that you have all of the moving blankets, tape and shrink wrap that you'll need on move day at one upfront cost!

**MOVING INVENTORY** - In addition to looking at all items in your home, don't forget about those hidden storage spaces in basements, attics and garages! We also recommend that you make sure to get rid of unwanted items before move day. If you need help disposing of large furniture items, please let us know and we're happy to help!

**PROTECTING YOUR ITEMS ON MOVE-DAY** - As moving companies cannot legally issue insurance policies, check with your insurance agent to see if your items are covered by your renters'/homeowners' policy during your move. Also, check your coverage amounts under your current policy so that you have a framework for the value of your shipment (which is necessary under the declared valuation option). Familiarize yourself with the 2 different shared liability coverage options (carrier liability and declared valuation - offered by all licensed movers in the state of Illinois) as well as the claims process in the event of damage. We provide a "Claims & Coverage" guide when you book or you can find the document on our website (link is under our FAQs)

**CONTACT SPECIALTY VENDORS FOR SPECIALTY ITEMS** - We have a list of vendors to recommend for art handling, large pianos, light fixture removal, pool table moving, large aquariums, home organizing, etc. Additionally, we cannot remove furniture items or fixtures that have been secured to the dwelling (Murphy beds, built-in shelving/storage, etc.), so make sure to have those items disassembled and ready for transport before your moving crew arrives

**STORAGE NEEDS?** - If you are going to need temporary or permanent storage for some of your items, now is the best time to figure it out. MOVE-TASTIC! conveniently offers short and long-term storage! Call or email for more details

**UTILITIES** - Schedule the turn on and turn off of your utilities: Phone, Internet, Cable, Water, Garbage, Gas, and Electric services (some utilities book out a couple weeks in advance, so call early!)

## 2 WEEKS BEFORE MOVING

**FREE UP YOUR SCHEDULE FOR MOVE DAY!** - Make sure you have enough time off of work so that you can be on-site during the entire move to answer any questions, to direct furniture placement, etc.

**ARRANGE FOR CHILDCARE / PET CARE** - Make sure you have someone lined up to watch your children and/or pets on moving day

**MAKE A PLAN TO MOVE RESTRICTED ITEMS** - The state of Illinois restricts the items that movers are legally allowed to transport so you will need to plan to pack and coordinate the transport of the following items yourself:

- o Currency/coin collections
- o Firearms/ammunition
- o Flammable items (scooters, gas cans, propane tanks, etc.)
- o Jewelry
- o Medication
- o Valuable papers/docs (e.g. passports, house/vehicle titles)

**ELEVATOR RESERVATIONS/LOADING DOCK RESTRICTIONS** - Please notify us of any elevator reservations or other time restrictions at your loading dock or storage units so we can plan accordingly. Call us for recommendations if you need help figuring out the ideal elevator window but the longest reservation window possible is always best

**PARKING PERMITS** - The city of Chicago requires that parking permits are obtained for moving trucks parked on city streets during moves (not required in a loading dock, dedicated parking lot, driveway, etc.). Having a dedicated parking spot for your moving truck will also help to ensure that move day goes smoother and quicker. The city requires at least 1-week notice for parking permits so let us know and we'll process the request on your behalf! While we are required to charge clients for the cost of the permits, Move-tastic does not charge any additional fees for providing this service

**CERTIFICATE OF INSURANCE** - Many condo buildings and high-rises require movers to provide evidence of insurance. Just send us a copy of your building's specific requirements (i.e. list of additionally insured, certificate holder, etc.) and we can provide you with proof of insurance

**PACKING PREP** - We recommend that you begin packing no later than 2 weeks before your move date (for larger dwellings, you should start sooner). We sell moving supplies (boxes, tape, wrapping paper) and if you call in advance, they could be available for pickup at our office or delivered to your location for a small fee. You can also purchase moving supplies at your local home improvement store. Check out our DIY packing tips in our **Prep & Pack for Move Day** guide

# 1 WEEK BEFORE MOVING

**ADDITIONAL PACKING/MOVING MATERIALS** – Did you need any additional materials for your move? TV Boxes? Extra wardrobe boxes? Mattress bags? Whatever you need, let us know in advance so that we can stock these items on the truck

**MOVING DAY PROVISIONS** – Make sure that you know the location of your wallet and all keys (car, current dwelling, new dwelling, storage unit keys, garage, etc.). Also, plan to pack a bag of snacks and water bottles to make sure you have ample fuel on moving day

**PACK AN OVERNIGHT/MOVING BAG** – Make sure that you pack a suitcase with all necessary items that you'll need for your first night in your new home (change of clothes/shoes, pajamas, toiletries, phone charger, wallet, etc.). We recommend clients transport their overnight bags themselves and clearly mark any items that you don't want transported by the movers with the words: "MOVE DAY BAG – DO NOT MOVE"

**MAKE A BANK RUN** – Remember that payment is due at the completion of service, so while we do accept credit cards, if you were planning to tip or pay your movers in cash, make time for a bank run prior to move day

**REVIEW YOUR ESTIMATE DETAILS** – We always strive to provide the most accurate estimate possible and we meet or beat our estimate over 90% of the time. However, an estimate is only as good as the info that you provide. Make sure to review your estimate details and notify us immediately of any changes/updates to:

- o **Move-Day Contacts** – Double check all address details as well as the names/contact numbers for every location on move day
- o **Time Restrictions** – Loading dock hours of operations, elevator reservations, storage hours, house closing, etc. While we like to think of ourselves as moving superheroes, not knowing about time restrictions is our nemesis!
- o **Extra Pick-Ups/Drop-Offs** – Forgot to mention the storage unit? Two households moving into one but you only gave us one pick-up location? Each stop adds time and it's better if we have that information in advance
- o **Inventory Changes** – Review your inventory list one final time to see if there are any significant changes. Purchased a new 8-piece home gym? Let us know so we can adjust your estimate if necessary
- o **Oversized/Problem Items** – Make sure to share any information with us about any extremely heavy, oversized or unruly items that may present challenges at any of your locations. This will help us to plan to have extra hands or tools available
- o **Furniture Assembly/Disassembly** – Whenever available, assembly guides will help to make any furniture assembling go quickly. Don't have the guide? If you can provide us with the make/model info, we'll try to find guides to pass to your crew
- o **Items of Extraordinary Value/Antiques** – We are not liable for items of extraordinary value that aren't specifically disclosed to us prior to the move, so please notify us of any high value items during the estimate phase and again to the crew during the walk-through

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## MOVING DAY

**MUST BE PRESENT TO WIN!** – We advise that the client or a designated person who can make decisions are available onsite throughout the entire duration of your move so that the crew can ask any questions and address issues quickly; this will help to avoid any confusion or delays once it is time to unpack! Additionally, our crews can never be liable for securing clients' dwellings or storage units

**OBSTACLES** – Prior to our arrival, please check all pathways that our movers will be using and remove any obstacles to create a clear path. In winter, please clear any snow prior to our arrival. Our crews do have shovels and salt, but any time spent clearing a path will be on the clock

**ARRIVAL** – Depending on the location type & parking arrangements, it may take your crew a few minutes to secure the truck and arrive at your residence once they arrive at your address

- o **AM appointments** - Our standard arrival time is 9AM (unless other arrangements have been made in advance). As Chicago traffic can be unpredictable, your crew will call you in the morning with any updates to their ETA and to let you know that they're on their way
- o **PM appointments** - Typically have an arrival window of 1-5PM. Your crew should contact you by noon on move day to provide you with a more narrowed ETA and provide you with their contact info

**CREW INTRO** – When your crew arrives, they'll introduce everyone and will do a walk-through of your house to understand your specific moving needs, identify inventory items that require special handling or items with preexisting damage. If you have any questions or concerns, make sure to address those with your crew leader at that time!

### GAMEPLAN -

- o The crew will wrap your furniture in moving blankets to protect items for safe transport
- o If you've requested assembly/disassembly, your crew will work to disassemble those items
- o When your first location is packed up, your crew will do a walk-through with you to ensure that all of your belongings from all closets, storage rooms, etc. have been packed up
- o At each location, the crew will do a walk-through with you to identify item placement and to identify any pre-existing property damage
- o Once the move is complete, your crew will confirm that everything has been placed where you want and furniture items have been reassembled to your satisfaction
- o Need help unpacking? If you let us know in advance, our office will add unpacking time to your estimate/appointment!

**FLOOR PROTECTION** – Unfortunately, due to safety regulations, our movers cannot remove their shoes in your home. Every truck is stocked with neoprene floor runners that our crew will put down in the high-traffic entry areas. Hardwood floor protectors and carpet protectors are also available if you let us know before move day

### SOME NOTES ON TIME & BILLING:

**Billable Time** – After our 2-hour minimum, we only charge for the time that it takes to complete the move, from the time we arrive and check in with you, until the move is completed and we check out. Time is rounded up to the nearest 15-minute increment

**Lunch Breaks** – We do encourage our crews to take a food & hydration break on longer moves to keep their energy up! If your crew does take a lunch break, they will notify you and you will not be billed for that time

**Truck Routes** – Our trucks are limited to certain truck routes throughout the city, especially in areas with train lines (due to low bridges), and trucks are prohibited from traveling on Lake Shore Drive. As we also remotely monitor our drivers' speeds and driving habits, please expect that it may take our trucks a bit longer to travel between locations

**Down Time** – Clients will be billed for any down time during the move that is out of our control (e.g. waiting for keys/landlords, broken or double-booked elevator, etc.). We strongly discourage scheduling a move on the same date as a home purchase closing due to the unpredictable nature of closings. Ask us about our low-cost overnight storage if you're trying to coordinate closing dates

**Elevator Window Reservations / Time Restrictions** – It's incredibly important to advise us of any time restrictions as far in advance as possible, so that we may work to accommodate those restrictions. Our crews will work efficiently to complete your job, but unfortunately, we cannot be responsible for any fees imposed by your building due to elevator usage or other move-in restrictions/policies

**MOVE-TASTIC!**™

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