

PRE SURVEY GUIDE



“SAFE HANDS, SMOOTH MOVES”

MARTIN
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R E M O V A L S



YOUR MOVE MANAGER

Thank you for booking your survey with Martin & Martin Removals and Storage. This guide has been created to help you prepare for your upcoming video, video call, or in-home survey, so we can fully understand your needs and tailor our service to suit you.

PERSONALISED SERVICE

Your dedicated Move Manager will design a personalised move plan tailored specifically to your needs.

BEFORE YOUR SURVEY

Before your survey, make sure you have a clear idea of what items you want to move and the services that you may need.

DURING THE SURVEY

Please be ready to show your Move Consultant all items you intend to move — including the contents of cupboards, wardrobes, attics, sheds, and basements. Be sure to point out any high-value or fragile items that may require specialist packing or handling.


Lastly, if you know the details of your new home, please share them with your Move Consultant. Providing access to an online listing or floor plan is especially helpful, as it allows us to consider the layout and ensure a smooth, well-coordinated move.

PARKING AND ACCESS

Make sure you think about parking and access to your property. Should you need to arrange a parking permit, let us know and your Move Manager can support you in making these arrangements for you, as this may affect your Move Plan.

DELIVERY ADDRESS

If you're aware of your delivery address, kindly share the details with your Move Consultant. This includes access to the property, such as narrow routes or driveways, proximity of parking and any potential obstacles such as gates or controlled access. If the properties are available online (e.g. on Rightmove), please inform your Move Consultant so they can review the layout of your new property.



Items that should not be included in your removal



PETS



JEWELRY



FIRE ARMS



FOOD & DRINK



MEDALS



BATTERIES



MEDICATION



SPRAY CANS



LIGHTERS



CASH



BIO HAZARDS

*Foodstuffs cannot be included in your removal if your goods are going into store. For door-to-door removals, foodstuffs can be included.

PACKING SERVICES

At Martin & Martin, we offer a range of professional packing services tailored to suit your needs and budget. Whether you're moving within the UK or relocating internationally, our convenient and efficient packing options are designed to save you time and ensure your belongings are handled with care.

OWNER PACKED SERVICE

If you prefer to pack your own belongings, we're happy to support you. Martin & Martin can provide high-quality packing materials in advance, ensuring you have everything you need for a smooth and organised move

FULL PACKING SERVICE

If you'd prefer to leave the packing to us, our expert Martin & Martin moving team will carefully and securely pack all your belongings, ready for safe transport to your new home. This convenient, time-saving service is designed to take the stress and effort out of your move — so you can focus on the moments that matter.





FLEXIBLE STORAGE

Martin & Martin furniture storage solutions take care of your requirements from collection all the way to storage and delivery.

Our flexible storage options are available for as long as you need and can be seamlessly incorporated into your tailored move plan — giving you complete control and peace of mind during your home move.



INSURANCE

GOODS IN TRANSIT INSURANCE

We provide transit and storage insurance provided by Aviva. Aviva provides "All Risks" cover which means that your goods are covered for loss or damage for all risks other than those specifically excluded in the policy wording.



END OF TENANCY/NEW-HOME CLEANING SERVICE

If you need extra help when you move home then you should consider our Martin & Martin Plus Service. This service includes additional services to help you set up your new home.

We can help you set up your kitchen, unpack specified rooms , and provide a professional cleaning service saving you time and effort when you move. Ask your Move Consultant about this service.

Our Plus Service also includes a Move Day Move Manager who will direct the operations on your move day, so you don't even have to be present when you move home.

WE CAN ASSIST
YOU WITH
UNPACKING, AND A
CLEANING
SERVICE

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Plus

MOVE DAY CHARITY COLLECTION SERVICE

We'll collect your unwanted goods on move day and donate them to charity

Furniture donation

We'll arrange to collect unwanted items of furniture and donate them to our charity partners

Moving home is a great opportunity to declutter—and Martin & Martin can help you do it in a meaningful way. Through our partnership with Elim, we can integrate charitable donations seamlessly into your move plan. If you have clothes or bric-a-brac to donate, simply request a donation box to be delivered on move day. Fill it up, and our team will collect it and ensure it's delivered to Elim to support their work with the homeless.

You can also donate up to three pieces of furniture on move day. Let your Move Consultant know in advance, and we'll arrange collection and delivery to a local Elim Church Branch.

To qualify, your furniture must be in good resaleable condition and must not be torn, stained or broken.

Unfortunately, due to hygiene reasons, Elim is unable to accept mattresses. For safety, all furniture must have fire labels. Any more than three items would be considered a clearance service, which will incur a fee.



WHY CHOOSE MARTIN & MARTIN?



Personal Service

Dedicated Move Coordinator to co-ordinate services and manage your move



Professionally Trained Removals Teams

Trained removal teams, DBS checked for your security



Range of Services

We provide you with a range of options so we can personalise your service to suit you



Move Day Charity Collection

We'll help you declutter and donate your goods and furniture to charity as part of our service



Five star service
See our reviews on
Trustpilot and [Google Reviews](#)



Clickable 

Thank you for reading
this Survey
Preparation Guide.

We look forward to meeting
you and helping you to plan
your move

'Safe Hands, Smooth Moves'

www.martinmartinremovals.com



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