

# ORLANDO MOVING COMPANY Tips & Hiring Guide

**Everything You Must Know Before You  
Hire a Moving Company in Orlando!**



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# Introduction

Relocating from one end of the country to another or even across town is anything but fun. In fact, moving from house to house is often listed as one of the most difficult and stressful challenges that you will have to go through in life. Moving is listed as the third most stressful life event, right behind the death of a loved one and divorce.

Therefore, if you want to be able to move to a new home with a minimum of fuss and without all of the usual chaotic scenes of panic and anxiety that usually accompany a change of home, you will need to make sure that you choose a professional and reliable moving company that you can depend on to do the job right. By making the right choice, you and your family will feel a huge weight lifted from your shoulders and the stress of moving will be eliminated.



# Don't Underestimate the Job

The biggest mistake that many people make is thinking that they don't need a professional moving company, or that any old moving company will do. While this may be the case in your circumstances, most of the time it simply isn't so. The one thing you must do is make sure that you do not underestimate the job at hand. The most valuable items you own are involved in a move.

For many people, taking care of the finances of buying a new home and selling the old one is often complex enough, and they can well do without the added logistical challenges of overseeing the packing of their furniture, goods, transportation, and then unloading everything at the new home. And then of course, there are issues with damage. You wouldn't want any of your valuable objects to get damaged while in transit, would you?

Another reason to consider using a moving company is the physical aspect of the job. While packing boxes is one thing, lugging them around, into and out of vans, up and down stairs is quite another.

It can be very tiring, especially if you face a tight deadline with which to vacate your home. Certainly, exhaustive work of this kind is the last thing you need on top of all the other stress you have to deal with. Combined with moving valuables or fragile pieces like antiques, it really is best to call in the professionals and let them get on with it.

To make sure that there are no unexpected problems, no damage to your possessions and no last minute hitch, it is always infinitely better to hire a moving company that you can trust. Recommendations are always good from friends, but with today's technology you can also check online reviews on most moving companies. Look for one who has been in business a long time, one who has a physical business location you can visit and one with long time and full time employees.

# What Can Go Wrong?

Before you can consider what you need to look for in a moving company, it's worth taking a moment to consider the things that can go wrong when you make a poor decision about which company to hire. Unfortunately, there are horror stories out there where moves have gone bad.

Doing a move yourself looks like a simple job, one that you would think almost anyone could do. After all, it's just one or two guys and a van, right? On the face of it this maybe so, but when it comes down to the nitty gritty of moving all of your possessions and furniture from a three or four bedroom house, packing everything carefully, making sure everything is marked and nothing is broken, suddenly the job isn't so simple. You most likely will need some professional help, and that's without even taking into account the logistical side of things. Unfortunately, there are many poorly qualified, incompetent and unprofessional moving companies around, primarily because of the myth that moving house is such an easy job. It seems as though almost any halfwit who gets his hands on a van and a cell phone suddenly thinks they are capable of undertaking the complex task of relocating your entire life's possessions in one go. This is simply not the case, as the following disasters will demonstrate.

## 1. Possessions May End Up Lost

One of the most obvious things that can go wrong if you choose an incompetent moving company is you will find, once you arrive at your new destination, some of your possessions simply aren't there anymore. What's worse is that you are unlikely to notice that something is missing until much later, once the moving company people have gone home, such is the chaos that accompanies any house move.

Your new home will be strewn with boxes of items and furniture lying around everywhere, and it could well take a few days before you manage to unpack everything and realize that your prized antique vase has gone missing and what then? Your moving company will be long gone from the scene, and if they are unprofessional enough to have lost your items in the first place, they are probably not going to be very helpful when it comes to tracking your belongings down.

## 2. Possessions May Be Damaged

As well as losing your possessions, you may also find that your possessions are damaged. A professional, trustworthy moving company will come well prepared with special packaging materials, shrink wrap, packing paper, bubble wrap and secure boxes so that they can tightly

and securely pack away your most fragile possessions. An unprofessional moving company won't have anything like the safe packaging materials they need to securely transport your items properly. The result is almost inevitably going to be that something of yours gets damaged. Boxes may get bashed around, dropped and thrown around in the back of the truck while on the move, and unless your items are properly packed, they are going to suffer from the impact.

Once again, you are unlikely to notice that something is damaged until much later, by which time the moving company may not even be prepared to accept the blame. And even if they do, while the insurance may get you your money back, there are many valuable items we own that simply cannot be replaced, no matter how much money you may receive for them.

### **3. Your Mover Doesn't Have Insurance**

And this conveniently brings us to the next 'horror' that could go wrong when you make an uninformed decision about which moving company to go for. If you decide to go for the cheap option and use a non-registered company, or even worse, a friend with a truck who has no real experience whatsoever, then the chances are that your furniture and items are not going to be insured for damage or loss.

Lack of insurance means that should anything go wrong and you end up with items being broken or lost (which often does happen with inexperienced removers), then you won't be able to claim for this. Instead, you will have to pay for replacements or repairs from your own pocket, which is the last thing you need when you consider all the other expenses that go into moving home. You can choose from limited carrier liability insurance of \$.60 per pound per article or full valuation with different deductibles. Be alarmed if companies do not have full coverage options. This means they may be self insured which could be very bad in the event of a claim.

### **4. Delays**

Unprofessional moving companies, men with vans and friends just cannot be relied upon. The idea of buying pizza and beer is not usually a good idea. Most likely when it comes to moving your home, you're going to be on a tight schedule, so you cannot afford any delays. Most home sales are part of a long and complicated 'chain' of sales, and the logistics involved in the final move has to be accurately planned.

Delays cause all kinds of problems, most of all when the new owner of your home turns up with a truck load of possessions and finds that they cannot move in because you are yet to move

out. The result? Angry new home owners who will expect you to be responsible for any overtime costs they have to pay to their own, TIMELY moving company.

## **5. Lack of Expertise**

The last thing that can go wrong if you make a poor choice when hiring a moving company is that they may well be under-qualified and their employees maybe too inexperienced to do the actual job. You might think surely anybody can move a few pieces of furniture out of the house and into the truck, right?

WRONG! Moving furniture isn't nearly as easy as you might think. Furniture comes in awkward shapes and sizes, doorways are often too small, things can get damaged or dirty if they are not handled correctly. The list goes on. Leaving your furniture in the hands of inexperienced movers is a big risk – the results of which could cause delays, damage to your furniture or your home and having to make more than one trip because they don't know how to properly pack everything into the truck. Hiring an experienced company will give you peace of mind. Be sure to ask if they are registered to do business, ask for their license number which all legitimate moving companies MUST have.

When it comes to moving your items from your home, you're going to need experienced old hands who have the expertise needed to move your belongings out of the home quickly and efficiently, causing no damage and no hassles for you – the kind of service that you will only get with a professional, well established reliable moving company.

# **Choosing the Best Moving Company**

So, now you understand the reasons as to why you can only rely on a professional moving company to move you to your new home. But where on earth do you find such a company? With the phone book and the internet seemingly over full with moving companies offering a "reliable and timely service", it can be extremely difficult to know how to differentiate between the good and the bad.

However, it's certainly possible to weed out the bad apples, so long as you know what to look for and how to look for them. Your family and friends can be of great help if they have moved recently. A positive recommendation from someone you trust is always helpful.

Two things to remember before you start looking. Do not leave your search for a moving company until the last minute. These things take time to prepare, and you should get yourself organized at least 2-3 weeks before the actual date of your move, if not earlier. Many of the best moving companies will often be fully booked if you leave things until the last minute, leaving you with no option but to select whatever company you can find that is available and exposing yourself to all of the risks detailed above.

## Searching For a Moving Company

There are a number of places where we can look to find moving companies, and it is well worth checking them all out. The idea is to make up a shortlist of potential moving companies, and then narrow down that choice until you find the right moving company for you.

1. Check Online – One of the quickest and easiest ways of finding hundreds of moving companies in your area is to perform a simple search for them online, using Google or whatever search engine you prefer. One of the best things about using a search engine is that you are able to carry out a local search only, by simply specifying the area you live in. For example, just type the words “Moving Company Orlando” or “Moving Company Daytona” into the search engine, and a whole list of potential companies you can use will show up. Check out the websites of as many different companies as you can, and look carefully at the companies that have taken the time to design a nice website – this shows that they care about their image and reputation, and hopefully they will care about their services as well. Read their online reviews from former customers. Read each one carefully what our former clients are saying. You will also be able to quickly check the costs of each company, and gain more information such as where they operate, what vehicles they have etc.
2. Check the Phone Book – The phone book is the old fashioned way of doing things, but it still produces great results. This is also the main option for anyone who doesn't have an internet connection. Scan through the list of moving companies in the phone book and make a note of the ones that stand out. Again, companies that have paid for a bigger, well presented advertisement are often the ones that care most about their services (but not always!). Look to see how long they have been in business and take note of



them. You will have to sit by the phone for quite a while though, and call each company individually to find out about their rates etc.

3. Check the Classifieds – Another great source of moving company contacts is the many social media sites.
4. Get Referrals and recommendations – This is often the best route to go down, because that way, if you know someone who has had a good experience of moving with a particular company, you know it is most likely to be one you can trust. Ask your friends, your family and your neighbors – anyone who has moved their house recently, and ask them if they would recommend the moving company they used before. You can always identify a good company when the bulk of its business comes from repeat and referred customers. That means what they are doing is well accepted by their clients.

## Calling a Moving Company

Your budget will undoubtedly be a big consideration in your decision about which moving company you should hire. The main problem of course, is that you want a reliable service that you can trust not to damage your possessions or lose them on the way to your new home. But of course, the better moving companies nearly always charge the most expensive prices. This stands to reason, as it is often said, “you get what you pay for”. When moving your valuables, pay to get it done right.

So how can you get a reliable company at an affordable rate? There are a few things you can do. The first thing of course is to keep an eye out for any moving companies that are offering discounts or promotions. As mentioned before, social media sites and internet listings are a great place to look.

When you call the companies on your shortlist, don't just ask for a quote and that's it. You must make sure to ask about the service they offer in detail, what they will do for you and what they won't do for you. Most importantly, you need to make sure they are available to move you on the date you need to move. You can also ask about packing services as well – many of the larger

moving companies will offer this as a convenience for their customers. Ask about the different levels of insurance so you can make the right choice here.

Beware that many moving companies will instinctively give you a quote online – but you can ignore this and ask for a detailed assessment from them. Any reputable company will in fact be happy to send out a professional sales estimator to your home to come and see how much you have to move. This is especially helpful when you also need packing services for your dishes, etc. By doing this, the moving company can accurately determine what the costs of your move will be, and this will help you to determine which company to hire more easily.

# Ten Questions You Must Ask Your Moving Company

Before you decide which company will work best for you, you need to ask the right questions, and get the right answers, if you want to be able to make a qualified decision. The following ten questions MUST be asked before you can decide to place your trust in any moving company.

## **1 – What locations does the moving company service?**

This is important, because you need to determine if the company is at all familiar with the area where you will be moving to. The last thing you want is to turn up late to your new home, arriving in the middle of the night and still having to face all that unloading.

## **2 – Can the company give you a written estimate?**

It's important to request a written estimate, but also bear in mind that there is a chance with all moving companies that the job can suddenly become much more difficult than the movers first thought it would be. Moves can run into unforeseen problems, such as difficult access ie: narrow or winding stairways, too small doorway openings for extra large furniture pieces. If there are elevators, are they reserved for the movers on moving day or do the movers have to share elevators with other tenants in the building? Moving companies base their estimates on the information you give them, so your honesty is important. Please make sure you inform them not only what you are moving, but also if there are any difficult problems they may encounter.

### **3 – Ask for details of the company’s insurance policy**

This is a very important question, because the last thing you want to do is hire a moving company that is uninsured or under-insured, thus putting your life’s possessions into the hands of God. All legitimate moving companies must carry minimum carrier liability insurance according to the State of Florida, and also offer you the choice of purchasing full valuation insurance. You must put a total value on all your goods, not just certain pieces. The deductible will be determined as per the valuation you choose.

### **4 – Ask if you can see their Florida Registration Number**

Any moving company that operates trucks or vans must possess a Florida Registration Number that has been issued by the Traffic Commissioner. If the company in question cannot produce one, then this should be a black mark against them.

### **5 – What training have their staff received? Where did they get their training?**

It’s important that the moving company employees who come to carry out the job are actually qualified to do so. While it’s easy to think of moving is just lugging things around, the fact is that there are many situations where an element of skill is required – you need a fully qualified moving company so you can be sure they will do the job in a timely manner, and without damaging any of your possessions. Make sure that the moving company you choose has qualified staff and can produce documentation of this. Smaller, less expensive moving companies often get their extra help from labor pools, thus offering you a lower price.

### **6 - What kinds of vehicles do they operate?**

Ideally, unless you really have a staggering amount of possessions, you want to get the job done in just one trip, and this is why it’s important to know the kind of vehicle they will use. For example, if the company only uses small vans, many trips could be required, which will draw out the time it takes to complete the job and make things more complicated than they need to be. A moving company that uses large trucks, on the other hand should be able to handle even the heftiest of moving jobs easily, especially where there is a number of large appliances and pieces of furniture to move. Many local companies use older trucks. The thing is are they in good running order? Are they clean, sanitized and well equipped with pads and dollies?

## **7 – Are packing boxes available, and is the cost of these included in the quote?**

While a few moving companies will provide special pricing for packing boxes, most firms will charge you only for the actual boxes used for this service. Therefore, you need to find out what a company's policy is on packing boxes before you decide to go with them, to avoid any nasty surprises when the bill comes. Also ask how many boxes they will send you, and if they will be delivered in advance or not and will they refund you for un-used boxes. If you can, ask the company to provide double walled packing boxes for your breakables (China, etc.) as these are much stronger and offer much more protection for your belongings. You will need to buy lots of paper and packing tape as well. Make sure you have a knife handy at the other end so you can open the boxes when it comes to unpacking. Remember that your packing boxes should be taped up for security and labeled as to what room they go to for ease of unpacking.

## **8 – What kind of moving equipment do they have?**

A professional moving company should have a good range of equipment at hand. For example, a GPS Navigator is important because you will want the driver to be able to find your new home easily – the last thing you want on the big day is any delays due to people getting lost. Moving pads and proper dollies are also important. Pads are used to wrap furniture to stop things from getting chipped or scratched. Lastly, rope and straps are also important because some things may need to be tied in place in the truck to avoid them sliding around while on the road. Little things like this often make all the difference between a bad move and a good move. Make sure your moving company has these items and have experienced help to properly use them. If you can, take a look at their trucks as well. Are they clean, do they exemplify a quality company? Are the movers in uniforms? Do they take pride in their work?

## **9 – How will you pay?**

This is an important question because a lot of rogue/unprofessional companies will ask for cash only – a sure sign they are not as legitimate as they make out. Any reputable moving company will be happy to accept credit cards, debit cards and checks. The method of payment should be determined prior to moving day. Unprofessional movers will demand to be paid before they unload anything. This causes frustration and delays which they may try to charge extra for. Having a credit card on file with the moving company, much like you do with a hotel reservation will make this easy. If your mover will not or cannot accept credit cards, this is a BIG red flag that should cause you to look elsewhere.

## **10 – Is the moving company staff fully employed or just casual laborers?**

A full employee is much more likely to be concerned with doing a good job and taking care of your possessions than a casual laborer is. Make sure that your moving company only uses full time workers. You can get a good feel for this by visiting the companies website and reading their reviews. It is always a good idea to visit their location, see how they look, do they look professional.

# **The Costs of Hiring a Moving Company**

Another important consideration when hiring a moving company is what it is going to cost you. This may be difficult to determine, because the cost of moving will vary significantly depending on where you live and where you are moving to. As a rule of thumb however, a local move (within the same town or city or to a nearby city) are charged for by the hour.

An experienced moving company will charge you a fair hourly rate for a very good quality moving service. One thing you should note - NEVER hire a moving company just because they offer the lowest price! As the saying goes, you really do get what you pay for and this is very true with moving companies. On top of that, untrustworthy or rogue companies may well sting you later on for additional fees that were never mentioned beforehand.

The cost of your move will depend totally on the distance you are moving, and also on the volume and weight of your consignment. It is impossible to provide a straight answer as to what the costs of your move may be, as there are so many factors that come into the equation, including the distance, size of your home, and many other things.

One thing that can be provided, however, is a few general rules:

**Local Moves** – Will be charged an hourly rate. Expect to pay between \$90 - \$120 an hour for 1 truck and 2 moving men. The exact cost will depend on the area you live and also the time of year. An extra employee will cost an additional \$25 - \$35 per hour. Reputable companies may have a 3 hour minimum, but will charge you to the nearest ¼ hour after that.

**Long Distance Moves** – Will be charged according to the weight of your shipment and the distance you are moving. There are lots of other factors that may be taken into the equation as well, including fees for packing boxes, insurance, storage, etc.

## What follows is a detailed analysis of the fees associated with hiring a moving company:

### **1 – Moving Company Fees**

The standard fee moving companies charge is to cover the cost of truck costs, labor and fuel. When it comes to choosing a moving company, obtain as many quotes as you can to help you make your decision, but don't forget that the cheapest price is not always the best option (in fact, it's often the worst).

### **2 – Moving Insurance**

Your moving company may or may not include the cost of insurance in the standard charges so you will need to ask about this and factor in the additional costs – especially if you have a lot of valuable or irreplaceable belongings. Ask them to give you the different options for insurance, then select what works best for you.

### **3 – Extra Services**

Many moving companies will provide additional services, for example transporting large or unusual items such as pianos, heavy work benches etc. If you have anything that is excessively large or heavy that you need to move, you should notify the moving company in advance, for two reasons. Many will charge additional costs for this and they may also be able to provide specialist equipment to move your items more safely and efficiently.

### **4 – Packing Fees**

These services are not always required by everyone, and so they are usually considered as additional services that come with additional costs. These are optional services, and you can expect to pay a significantly higher price if you want the moving company to pack your possessions rather than if you only want them to move your things from A to B. Packing fees consist of two areas: the labor to do the packing and the cost for the materials, boxes, paper, tape, etc. Unpacking is an additional option as well.

### **5 - Extra Items and Packaging Materials**

It might be that you decide to pack your things by yourself – however, you can still ask the moving company to provide you with packaging materials (these are usually of better quality

than boxes you can find by yourself). If you decide to use the moving company's materials, notify them in advance of what you require. Possible materials and items might include packing boxes, mattress covers, cushions, blankets and rope or tape. A professional company will more than likely be able to provide these items at a reasonable price. Having the materials delivered to you home in advance is also an option with most companies.

## **6 – Storage Fees**

Many moving companies also offer storage facilities for very reasonable fees. However, if you feel the moving company is charging too much for storage, check out some local storage companies and see what prices they can offer you. Storage facilities vary in size, security and how your items are insured. Be thorough in your fact finding. A mover remains responsible start to finish if you store your items in their facility. A moving company should provide a complete inventory of items and conditions.

## **7 – Services Fees**

You may need to pay for extra service fees if you require extra hands to help you move your things. Most moving company's standard costs will be based on two or three employees and one truck. If you think that you will need more professional movers, then you will probably be charged extra for this. However, at the end of the day, the move will get done quicker by having additional men on the job therefore costing the same but getting done more efficiently.

# **Tips for Saving Money When Moving to your new Home**

There are several things that can be done to save on the costs of hiring a moving company and some of these will also apply if you decide to go rent a truck by yourself and go it alone. Keep in mind that many people will rent a truck and have professional movers load and unload it, especially when moving long distances.

## **1 – Lighten the load**

This might seem obvious but when you make the big move it's also a really good time to get rid of loads of that old junk that you don't need any more. Get rid of anything you no longer need, either by holding a garage sale or simply giving things away. For example, you can leave books

with friends and neighbors, sell them to a bookstore or simply donate them to the local library. As for anything you can't give away, why not donate it to charity? At the end of the day, weight equals money when it comes to moving companies so the less weight you have to move, the less money you will have to spend.

## **2 – Choose the right time to move**

You can save a lot of money by moving during the off-season, even every month has a slow time. The busiest times for moving companies are in the months of June and July, on the first and last days of each month, and also on weekends. If you have flexibility in your moving dates, schedule your move so it doesn't take place on one of these "high demand" days. If you do this, you should be able to talk to your moving company and see if you can arrange a small discount.

## **3 – Ask for a discount**

Straight up ask your moving company if they can give you a discount. The majority of moving companies actually base their long distance fees on a book known as a *Tariff*, which is a publication of AMSA (the American Moving and Storage Association). This manual details how much companies should be charging based upon the two main factors of distance and weight. In fact, many moving companies will already discount the suggested prices by a considerable amount – as much as 40% - and so when you ask each company for a quote you can also enquire as to how much they are discounting the Tariff price. Doing this will make the moving company realize that you know what you are talking about, and then you can even ask for a bigger discount on this. Moving companies need to stay competitive and so they will often be happy to give you a further discount.

The golden rule is to get as many estimates as you can – the more estimates the more leverage you gain. Some companies offer discounts on local moves for seniors, repeat customers or may have coupons online.

## **4 – Be flexible with regards to timing**

If you are willing and able to move within the company's timeframe rather than your own schedule, then you may be able to get a small discount for yourself in exchange for this. All good moving companies work hard to fill their slow times. If you are talking with a company that is slow all of the time, there is a reason.



## **5 - Be aware of all the possible charges**

Most moving companies will have their own fee structure for all the various additional services that they offer, and so you will need to ask about these before you commit to just one company. Such services include expedited service charges, accessorial charges, long carry charges, fuel charges, elevators and shuttle services. If you plan your move carefully, you will be able to avoid most of these charges or at least calculate them in advance and try and obtain a discount. At the end of the day, you need to make sure that you aren't suddenly surprised with any extra charges once the bill is presented, so make sure you are on the level before you move.

## **6 – Make sure that your new home is vacant and you can move in immediately**

Any delays with the unloading stage will result in more charges. Something called a Storage-in-transit fee will be applied if the movers have to sit around waiting with your load in the back of the truck, so make sure you are aware of the time the previous owners of your new home are moving out, and make sure this is in the contract (that way, if they are late then they will be liable for the charges).

## **7 – Ask if extra charges are applied for larger or unusual items**

Such things as boats, snowmobiles and other kinds of recreational vehicles are not easy to move and so moving companies will usually charge extra for moving them. To avoid these charges, one option might be to rent a trailer and tow these things to your new home by yourself.

## **8 – Moving Pianos**

If you own a piano, you should ask prospective moving companies if they can move pianos and how much they charge to perform this service. Pianos are very difficult things to move and so the rates for moving these can be quite prohibitive. It might be the case that you need to hire specialty movers for this, rather than have your moving company hire extra staff for the job. Beware if they suggest this. All good professional moving companies are staffed to take of your piano needs with the proper equipment, including grand pianos.

## **9 – Pack appliances by yourself**

Moving companies will often charge extra for the special packaging that is required to safely pack appliances like washing machines and cookers. Therefore, it might be better to take care of these things yourself. You can inquire at your local home appliance store as to the best method for packing household appliances. You can usually sign a waiver for these items if the moving company moves them.

## **10 – Be ready to move on time**

A moving company will almost certainly charge you more if you are unprepared or unable to move at the agreed time. If they have to wait around or help you to pack at the last minute, you could find yourself being charged very steeply for this delay. Make sure everything is packed and ready to go – take note of any furniture or large items that may need to be dismantled before being moved. If this needs to be done then make sure it's done the night before.

# Conclusion

This guide should have given you some good insight on how to go about hiring a reputable and reliable moving company. Every moving company is different - be sure that you use the questions and follow the tips in this guide to help you make the best decision to ensure a successful move.

If you would like help finding a top quality moving company please contact us at:

(407) 875-0000

or visit our website @ [www.jjmetro.com](http://www.jjmetro.com)

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