

# MOVING HOME *Guide.*

  
PlatinumSkies



Your *Partner* for  
Retirement Living



# A MOVING EXPERIENCE

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*We understand that the process of moving home can be demanding – so we've put together this helpful guide for you to refer to.*

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## 6-2 WEEKS BEFORE MOVING DAY

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### Start Packing/Sorting

Now is a good time to start clearing out the loft, packing up your summer or winter clothes, and sorting out those kitchen items you hardly use e.g. toasted sandwich maker, fondue set, (remember them, they're probably right at the back of your cupboard). This will give you a chance to look through your possessions and have a good clear out before the main packing starts.

### Change of Address

Remember to start informing companies of your new address. Use our checklist at the back of this document to jog your memory.

### Post Redirection

It is a good idea to redirect your post from your old address to your new address for at least three months after you move. Redirection can be done online and is a very quick process – you can do this on the following website: [www.postoffice.co.uk/redirection](http://www.postoffice.co.uk/redirection)

### Junk Mail

If you want to stop receiving all addressed direct mail from companies or charities that you have not dealt with before, you can register your details free-of-charge with the Mailing Preference Service (MPS). By doing this you can remove your name from up to 95% of direct mail lists in the UK. To request a registration form, phone 0845 703 4599 or register online at: [www.mpsonline.org.uk](http://www.mpsonline.org.uk)

### **Bank**

Notify your bank/banks of your change of address and maybe consider transferring your accounts to a branch closer to your new home. If you have anything retained for safe keeping with your bank or solicitors, please don't forget these.

### **Credit/Store cards**

When you change the address on your cards, don't forget to notify any card protection insurers you may have too.

N.B. Throw out any old statements, we highly recommend that you shred them. Don't throw the shredded paper away just yet, instead keep it to use as packing around fragile items.

### **Land/Mobile phones**

Contact your providers including your internet account and inform them of your change of address, with the date that you wish your new number to operate from. If you are no longer going to use the same service provider then you **MUST** give them a months' notice, sometimes in writing. If you do not, then you will be billed for a service that you are no longer using. Make sure that if your phone is to be disconnected, you have a way to contact your solicitor and estate agent on moving day, in case of any problems.

### **Insurance Policies/Pensions**

Contact your broker or the individual companies for your Life, Motor, Medical and Contents insurance. When contacting your house contents insurers, check with them to see what cover you have regarding moving house, you may find that you are fully covered and have no need to take out extra cover with your removal company. Remember to check with your removals company, that they too have insurance.

### **Landlord/Tenants**

If you are in rental accommodation, give the appropriate notice to quit or tell tenants of any change of landlord.

### **Car**

Don't forget to inform your insurance company of your change of address, so that your policy remains valid at your new address from the day you move. You will also need to inform the DVLA to update your licenses.

### **Parking**

If you have any parking restrictions at your present address, you will need to contact the local authorities to arrange for a suspension of the parking restrictions outside your property on your moving day.

Remember that a removal van can be the same size as a double-decker bus and needs extra space to be manoeuvred into position. If in doubt about the size of vehicle your removal company is sending, contact them and they will let you know how much space they will require.

Platinum Skies will ensure suitable space is made to receive your removals team at the site of your new home, on the day of moving.

### **Doctor, Dentist & Opticians**

If you are moving out of the local area, you will have de-register with them and register with new ones in your new area. Check with your hospital if you are undergoing regular treatment as an outpatient.

### **TV Licence**

Your TV License does not automatically move with you when you move house. If you don't notify TV Licensing of your new address, you could end up being unlicensed in your new home, even if you paid for a license at your old address.

Without a license, you risk prosecution and a fine of up to £1,000, so make sure you're covered. You can change your address on the following website: [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

### **Council Tax**

Notify the relevant authorities in both your current area and the area you are moving to. This can be done on most local authority websites.

### **Take Your Views With You When You Move**

When you move house, make sure you don't lose your right to vote. Unless you inform the local council that you've moved, you may not be able to vote in future elections.

## Your Home Demonstration

Prior to your anticipated completion date, we will contact you to arrange, at a convenient time, to carry out your New Home Demonstration.

The demonstration is an opportunity for you to understand in further detail, the workings and day-to-day functions of your new home. We will run through the little details, such as the various kitchen appliances, the secure entry system and the facilities within the communal areas.

Also present, will be our Quality Construction Manager. He will answer any technical questions you may have, for example, how to operate the central heating system or where the fuse box is located. He will also accompany you through every room, inspecting the quality of finish and attentively recording any snagging issues you may note which he will ensure is rectified in the final weeks, prior to your completion.



## 1 WEEK BEFORE MOVING DAY

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### **TV/Video/DVD Rental**

If your TV or Video is rented you need to contact your rental company. If they are a large national firm, you can normally take your items to your new address and your records will be transferred to their nearest branch or else arrange for them to be collected.

### **Utilities**

Contact your existing utility companies (Electricity, Gas, Water). Advise them of your new address and date of removal. Give at least 48 hours' notice.

### **Subscriptions**

Remember to notify all organisations, charities and magazines to which you subscribe, of your new address and of course, don't forget to let your friends and family know too.

### **Newspapers/Milk Delivery**

Settle all outstanding accounts and cancel them all.



## 2-3 DAYS BEFORE MOVING DAY

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### Keys

Our team will meet you, on the day of completion, at your new home and will explain keys and locks etc. If you are selling your property, it's always helpful to clearly label the keys you leave behind for your estate agent and ultimately, the new occupier.

### Pack a Bag

Fill this with a change of clothes. Include anything that you think you might need for the couple of days after moving day. You can put jewellery and valuables in this bag, and on the day of the removal, lock it in the car.

### Laundry

Do last minute laundry. It's much easier to arrive with all your wardrobe clean – it also frees up time to unpack when you arrive.

### Parking

Your removal team will usually want to have the back doors of the wagon as near to the access point as possible. Check parking.

### Fridges/Freezers

Don't forget to defrost and drain your freezer in good time.

### Kitchen Cupboards

Go through the kitchen cupboards and throw out anything that is out of date. Check to make sure all the packets, bottles and jars are sealed tightly to avoid spillage.

### **Valuables/Documents**

Pack valuables and documents in a separate box and put in a safe place. Better still, while you move, leave these with a trusted friend or family member, at least until you are settled in your new home.

### **Split Deliveries**

If some of your furniture is to be delivered to more than one destination (i.e. storage and your new home), confirm with the receiving parties the delivery date and time.



## **THE DAY BEFORE MOVING**

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### **Packing**

Aim to finish the packing today, apart from a few essentials in the kitchen and bathroom, such as the kettle and things you will need access to first off. You will feel so much better when you can see the end is finally in sight. Don't forget to clearly mark the boxes with the room name you would like them to end up in.

### **Dismantle & Disconnect**

Unless you have arranged with the removal company, you will be expected to dismantle any self-assembly furniture that cannot be moved out in one. Take down curtains and any fixtures you are intending to take with you.

### **Outside Items**

Anything outside that you can move, try and put either inside the garage or in a dry place, there is nothing worse than putting soaking wet outside furniture into a removal van along with all your other furniture.

### **Mobile Phone**

Ensure your mobile phone, should you have one, is fully charged for tomorrow. Keep the phone charger with you so you can do a quick charge during the day if needed.

### **Packed Lunch**

Make up a packed lunch and a flask of tea or coffee, so you have something to eat/snack on during the moving day.

Now have a good night's sleep!



## **MOVING DAY – LOADING**

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### **Completion Timing**

On completion day, your solicitor will transfer the balance purchase price to our solicitor by same day bank transfer. The moment monies are received, our solicitor will telephone us to confirm and we will contact you immediately to arrange for you to meet us at the property to hand over the keys to your new home.

This normally takes place after midday - sometimes later, as it is wholly dependent upon the bank clearing system. We cannot legally release keys until this process is completed. So please remember both you and your removal team will be on standby until you receive our call.

### **The Van Arrives**

The team leader/foreman will introduce themselves and their crew. Show the team leader around the house and tell them exactly what is to go and what isn't.

### **Check Everywhere**

Once the van is loaded, take a walk around with the team leader to ensure that all the items to be moved have been

placed on the van. This is your responsibility to make sure nothing is left behind.

Check behind doors, in cupboards and on the walls. You would be surprised how often people keep looking at a clock on the wall, but never remember to take it down.

### **Wave Goodbye**

Say goodbye to the removal van. Now read all the relevant meters and load up your cars/car. Have a last good look around for anything you might have forgotten. Check that all the windows and doors are locked when you leave.



## **MOVING DAY – UNLOADING**

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### **Welcome Handover**

We will be ready to meet and welcome you at your new home, as soon as the solicitors have confirmed that the funds have cleared and the completion is finalised.

During the handover, they will:

- Sign over two full sets of keys to your new home, including security entry fobs and explain the door entry/exit procedures of the building
- Take meter readings with you for the utilities
- Present you with your Platinum Skies 'Welcome Box', which contains all the appliance user guides, guarantees, property detail and local area information. We will then leave you in peace to begin unpacking and settling into your new home.

### **Don't Forget!**

When the removals van is empty, have a thorough look inside so you know there isn't anything left. If you can't find an item, at least you know that it must be in the house somewhere.

## CHANGE OF ADDRESS CHECKLIST

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### Insurance

- Car
- House (Buildings & Contents)

### Personal

- Inland Revenue
- Pension Company
- Savings/Bonds
- Life Assurance Policy
- Catalogue Companies
- TV Licence
- Electoral Register

### Utilities

- Council Tax
- Water
- Electricity/Gas
- Telephone Landline and Mobile
- Cable/Satellite/Internet
- Post Office - redirection
- Shopping Store Cards

### Vehicles

- Vehicle Registration - DVLA
- Driving Licence - DVLA
- Breakdown Cover

### Health

- Doctor
- Dentist
- Optician
- Private Healthcare
- National Blood Bank

### General

- Library Membership
- Milk Delivery
- Newspaper Delivery
- Gym/Golf Club Membership

New Address:

## The Future of Retirement Living is Here

Platinum skies is a revolutionary concept in home-owning after retirement. All our apartments are luxurious but affordable, within walking distance of towns or villages. Everything you'll ever need is within easy reach.

Our offer is simple: when you buy one of our beautiful homes, you pay half, and you rent half. If there's money left over from the sale of your old home, it's yours to spend however you choose. And with all our in-house lifestyle and care services available on a pay-as-you-use basis, Platinum Skies gives you a truly low-cost way of living.

If you had complete financial freedom, what might become possible in your life? This is where retirement living is headed. This is Platinum skies: your partner for retirement living.

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