



Tips For A Successful Move

Personal property moves involve many steps, so it is important to begin coordinating your move immediately upon receiving travel orders. Here's what you need to do to prepare before your movers arrive:

1. Prepare your home and belongings.

- Clean the inside of your residence; remove wall hangings in each room; disassemble and clean outdoor items; empty, clean and disconnect all appliances.
- Take pictures/videos of your residence and personal property to document condition.
- Obtaining appraisals for high value items and antiques is highly recommended; appraisals are not a reimbursable expense.

2. Safeguard important items.

- Make sure you hand-carry special items with you. Place these items in a safe location where the movers won't pack them.
- Important items include:
 - Treasured items like family heirlooms, jewelry, cash or valuable sports memorabilia.
 - Important paperwork such as medical records, car titles and insurance documents.
 - Items you may need immediately upon arrival such as clothing, medicines, laptops and your kids' favorite toys.

3. Verify your inventory form with the moving crew.

- Confirm all items are accounted for during both pick-up and delivery by checking off/scanning each item as it is delivered.
- Ensure the inventory form shows the true condition of your goods and note any discrepancies before signing the inventory.
- Inspect every area (cabinets, closets, attics, crawlspaces, etc.) to ensure all property is packed and loaded before signing the inventory.

4. Check for damaged or missing items upon delivery.

- You have up to 180 days from the date of delivery to notify HomeSafe about any lost or damaged items.
- Report any damage to your residence to HomeSafe within 7 days of the incident.

5. Complete the customer satisfaction surveys.

- Look for important emails and/or text messages requesting your feedback. *Your feedback directly impacts future moves for fellow military families.*