

Personal property moves involve many steps, so it is important to begin coordinating your move immediately upon receiving PCS orders. Here's what you need to do to prepare for your move with HomeSafe Alliance:

A blue-tinted image showing a person's hands typing on a laptop keyboard, with a calendar visible in the background.

Schedule Your Move

Submit a move application to the Department of Defense's (DoD) MilMove platform.

Ensure all supporting documentation and requested move information are included. This information will be transferred into HomeSafe's IT platform, *HomeSafe Connect*.

A blue-tinted image showing a person's hands packing items into a green storage bin.

Prepare Your Home and Belongings

Remove all items from walls, disassemble and clean outdoor items, empty, clean, and disconnect all appliances.

Take pictures and/or videos of your residence and personal property to document their condition.

It is recommended you obtain appraisals for high-value items and antiques. *Note: Appraisals are not reimbursable.*

A blue-tinted image showing a person's hands sorting through a large stack of papers or documents.

Safeguard Important Items

Hand-carry special or irreplaceable items. Set them in a clearly marked, secure location so movers do not pack them.

Examples include:

- Family heirlooms, jewelry, cash, or valuable sports memorabilia
- Important paperwork such as medical records, car titles, and insurance documents
- Items needed immediately upon arrival such as clothing, medications, laptops, or your children's favorite toys

A blue-tinted image showing a person in a uniform (likely a mover) talking to a woman who is smiling.

Verify Your Inventory with the Moving Crew

Confirm all items are accounted for during both pickup and delivery by ensuring each item is scanned by the service provider.

Review the inventory carefully. Make sure it accurately reflects the condition of your belongings and note any discrepancies before signing.

Inspect all areas (cabinets, closets, attics, crawlspaces, etc.) to ensure all property is packed and loaded before signing the inventory.

A blue-tinted image showing a person's hands looking at a document or checklist, with a calculator and other items visible in the background.

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 three days of pickup or delivery. *Note: Delayed reporting may affect your claim.*

A blue-tinted image showing a person's hands filling out a survey form.

Complete the DoD's Customer Satisfaction Survey(s)

Look for emails and/or text messages requesting feedback on your move experience.

The DoD uses your feedback to grade HomeSafe on service performance. HomeSafe also reviews survey results daily to make immediate improvements.