

We were originally quoted for 3 people to pack our house on the first day and 4 people with 3 vans to do the move on the second day.

Monday 17th July 2017

The 3 people packing the van were due at 9am.

They arrived at 10.20am, having been told we were in Swindon. We're not, we're about 15 miles south of Swindon. I was also told they had been 'let down' over a delivery of packing materials, adding to their delay.

They started packing, and finished at 13.50, having run out of packing materials and leaving probably a third of the house still to be packed.

They had a couple of short breaks during which we supplied things to eat and drink, so possibly no more than 30 minutes in total, meaning some 3 hours was actually worked.

We were told they would have hanging cases for transferring things from wardrobes. They had 2 and quickly ran out of these, having to try and make more by taping 2 boxes together, which subsequently collapsed as soon as any weight was added.

Tuesday 18th July 2017

The 4 people completing the move were due at 8am.

They arrived at 9am, and we were told they had been held up in traffic. They had 2 vans instead of the 3 we were promised.

Despite being promised the same team for both days, the team on the second day were all different. The team on the second day didn't appear to know that the team on the previous day hadn't completed the packing, though they had some packing materials, so carried on with that.

In reversing one of the vans into our drive, a brick was dislodged from the garden wall of our neighbours opposite.

As the day progressed, it was clear that we should have had 3 vans, as we were promised. I made several calls to both Karolina and Danielle, and was told, finally, that no 3rd van would be made available. One of the vans that did come had serious electrical problems, as it kept cutting out and had difficulty restarting. Both vans were loaded overweight, judging by the conversations the movers were having, as well as the way the body was sat over the wheels. I was also told that this was 'typical behaviour' – not providing the vehicles agreed.

We were ready to leave Great Bedwyn by about 3pm, having packed both vans completely full, leaving the garage, garden shed, cycle shed, all potted plants and several household items behind, even though our buyers started moving in.

We arrived in Swindon at about 3.45 and collected the key straight away. I was very concerned that we had left so many of our belongings back at the old house and had to get reassurance that the team would stay with us and make one more trip.

As we unloaded, one of the drivers knocked a roof tile out of a neighbour's garage – great start to our new neighbourhood! The team did not reassemble any of the 3 beds or the table they had dismantled for the move.

We finished unloading by 6.30pm, with both my son and I helping. 2 of the movers had to leave, so the other 2, Marcus and James, came back with me to Great Bedwyn to collect our remaining belongings.

We arrived at 7.15 and had to work around our buyers, who had already moved in. By this point I was working alongside the removal men in order to make everything go as quickly as possible. We finished loading the van, to full

capacity, by about 8.30pm. My estate car was also full with items we hadn't managed to get inside the van. We arrived back at Swindon just after 9pm and finished emptying the van shortly after 10pm, again with myself working alongside the removal men, in order to let them get away as quickly as possible. The removal men apologised profusely, saying they felt they looked unprofessional, because the move took so much longer than it should.

Management challenges

The following represents a list of things The Little Removals Company management need to address urgently:

- Brief the drivers correctly about customer location and allow them sufficient time to travel
- Provide sufficient packing materials to allow full packing as agreed
- Provide reliable roadworthy vehicles to the removal staff
- Provide the agreed number of vehicles for a move so that the move isn't extended by several hours
- Respond to a customer request to provide the agreed number of vehicles
- Keep the removal team the same for both days, as agreed

The drivers and removal team were all very helpful, though it was evident throughout the move that they were badly let down by the Little Removals Company management team.

Had the packers had enough packing material, and the third van have been provided on the second day, we would have been finished at least 4 hours earlier, and wouldn't have had to inconvenience our buyers, plus I wouldn't have had to work 4 hours of moving. I am not paying for this third line, as I spent the day following our move having to recover from the effort I was trying to avoid having to do in the first place by employing The Little Removals Company. The attitude and lack of managerial support from Danielle turned what should have been an exciting day, with me not having to do very much, into an exhausting and highly stressful day which went on far longer than it should have done. Both my wife and I were very upset at the attitude of the company owners.

Having spoken to a number of people about this highly stressful and exhausting move, I have had advice to withhold payment for everything, which is tempting, as I am confident that a small claims case would find in my favour.