



Moving well. The whole thing, start to finish.

Written by a crew who move people across South London every week — whether you are renting, buying, or still deciding.

Renting	Buying	Both
Notice, inventory, deposit	Exchange, completion, keys	Packing, the day, settling in

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Where to start

Nothing on this list takes long on its own. Doing them roughly in this order is what keeps the last week calm instead of frantic. If you have less than six weeks, start wherever you are and work down — it all still applies.

Six weeks

Get your quotes and book someone

Good crews are booked three to four weeks out, and Fridays and month-ends go first. Booking early costs nothing and you can usually move the date later if your own dates slip.

Five weeks

Decide what is not coming with you

Every move is cheaper and quicker with less in it. Anything you have not used in a year, deal with it now rather than paying to carry it to a home with less storage than you think.

Four weeks

Order your boxes and sort the parking

Boxes take a day or two to arrive and you always need more than you expect. Councils want around ten working days for a parking bay suspension, so this is the point to start it rather than the week before.

Three weeks

Start on the rooms you do not live in

Loft, garage, shed, spare room, books, the cupboard under the stairs. This is where the volume is, and it is the part people forget to mention when getting a price.

Two weeks

Tell everyone who needs to know

Council tax, utilities, broadband, bank, doctor, work, schools, insurance. There is a full list later in this guide so you are not trying to remember it all at once.

One week

Pack everything except what you use daily

By this point you should be living out of a handful of boxes and one wardrobe. Confirm the time with us, and tell us anything that has changed since we quoted.

Two days

Empty and defrost the freezer

It needs far longer than people expect, and a freezer that has not drained properly leaks across a van floor and into other people's boxes.

The day before

Pack the bag that travels with you

Kettle, mugs, tea, chargers, toilet roll, medication, a change of clothes. There is a proper list in Part Four. It is the difference between a good first night and a miserable one.

If you have two weeks, not six

Plenty of moves happen at short notice and they go perfectly well. Book the crew, order boxes the same day, and start with the rooms you do not use. Everything else can be done in the final week. We move people at a few days' notice most months.

Renting or buying

The packing is the same. Everything around it is not. Renters know their date months ahead and are judged on how they leave the old place. Buyers often do not know their date until days beforehand, and nothing is certain until the money moves.

If you are renting

Your date is fixed. Your deposit is the risk.

- **Give notice in writing** and keep the email. Most tenancies need one or two months, and it usually has to line up with a rent date rather than any day you choose.
- **Find the check-in inventory** from the day you moved in. That document, not your memory, is what your deposit is judged against.
- **Photograph every room** once it is empty and before you hand the keys back. Date-stamped photos settle deposit disputes faster than any argument.
- **Book the end-of-tenancy clean** for after we have gone, not before. Carrying furniture through a freshly cleaned flat undoes it.
- **Put back anything you changed** — shelves, hooks, paint, that light fitting. Fill the holes. It costs less than the deduction.
- **Final meter readings** on the day, photographed, with the date visible.
- **Your deposit** is in a protection scheme. The agent has ten days to agree a return once you have handed back. Ask in writing if it goes quiet.

If you are buying

Your date is not real until exchange.

- **Do not book anything you cannot move** until contracts are exchanged. Before exchange, the date is a plan. After exchange, it is a legal commitment.
- **Expect to exchange close to completion.** One to two weeks is common in London, and same-week exchange happens. Book the crew provisionally and confirm at exchange.
- **Keys are released when the money arrives**, not at nine in the morning. Early afternoon is normal. Anything after three usually means someone up the chain is late.
- **You are in a chain.** You cannot move in until the people you are buying from have moved out, and they are waiting on someone else. One delay moves everybody.
- **Have a plan for a bad day.** Where do you sleep, where do your things go, who has the dog. Thinking about it in advance costs nothing.
- **Do not plan to unpack on completion day.** Getting in, getting the beds up and finding the kettle is a good day's work.

If the keys are late, you are not stuck

It happens on perhaps one move in ten, and we plan for it. We wait, your things stay safely on the van, and the first couple of hours cost you nothing. Nobody gets left standing on a pavement with their furniture.

Four words that cause most of the confusion

Exchange

Contracts are signed and swapped. This is the moment the date becomes real and you can book without risk.

Notice period

How long you must keep paying rent after you tell the landlord. Usually one or two months, from a rent date.

Completion

The money arrives and the keys are released. It is a day, not a time, and early afternoon is normal.

Check-out

The inspection of the empty flat against the original inventory. What happens here decides your deposit.

Packing properly

Most breakages happen in the box, not in the van. Things move around inside, knock together over a few miles of London road, and arrive in pieces. Packing well is mostly about filling gaps.

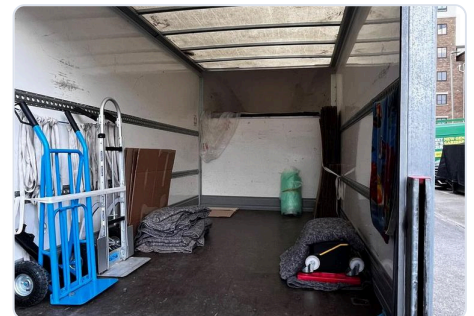
- 1 **Small boxes for heavy things, big boxes for light things**
Books, crockery, tins and tools go in small boxes. Bedding, cushions, coats and towels go in big ones. A large box full of books cannot be carried safely and usually splits at the bottom — normally over a staircase.
- 2 **Fill every gap**
A box should be full to the top and not rattle when you tip it. Screwed-up paper, tea towels, socks — anything soft. If there is space inside, the contents will find it.
- 3 **Plates on their edge, glasses wrapped one at a time**
Plates stood vertically like records survive far better than plates stacked flat. Wrap glasses individually and stand them upright, never on their side.
- 4 **Label the room it is going to, not the room it came from**
It sounds like a small thing. Standing in an empty hallway at six in the evening with forty identical boxes, it is the difference between unpacking and archaeology. Write it on the side as well as the top — stacked boxes hide their lids.
- 5 **Tape the bottom properly**
Three strips along the seam, not one. Most box failures happen underneath, while someone is carrying it down stairs.
- 6 **Keep screws with the furniture they came from**
Bag them, tape the bag to the underside of the frame. Bed bolts in a kitchen drawer four miles away is a bad end to a long day. If we are dismantling for you, we do this as standard.
- 7 **Photograph the back of the television**
Before anything is unplugged, take a photo of which cable goes where. Three seconds now saves half an hour of guesswork on your first night, when you least want it.



Labelled by destination room and stacked with the writing out.



Beds come apart here and go back together at the other end.



Blankets and straps come out before anything is lifted.

How many boxes will I actually need?

A one-bed flat is usually 25 to 35 boxes. A two-bed, 40 to 60. A three-bed house, 70 to 100. Almost everybody underestimates by about a third, and running out at nine on a Sunday night is the worst moment to find out. We deliver boxes, tape, paper and wardrobe boxes to your door beforehand if you would rather pack yourself.

What to keep with you

Two short lists. The first is what should never go on a van. The second is the bag that travels in your car — the single thing that makes the difference between a good first night and a miserable one.

Keep it with you

- **Passports, deeds, certificates** and anything you would struggle to replace
- **Jewellery, cash and watches**
- **Laptops and hard drives** — not the weight, the contents
- **Medication**, including repeat prescriptions
- **House keys** for both places, and the alarm codes
- **Phone chargers** — the first thing anyone looks for

What we cannot carry

- **Petrol, gas bottles, paint and aerosols** — insurance will not cover a van carrying them, and nor will anyone else's
- **Fireworks and other explosives**
- **Open or perishable food**, and anything from a fridge that has not been emptied
- **Pets**. They travel with you, never in the back
- **Plants** we will take, but they are the one thing we cannot protect properly — they move at your risk and are better in the car

The first night box

Pack this last, load it last, and put it in your own car rather than the van. Everything else can wait until morning.

For the evening

Before anyone goes to bed

- Kettle, mugs, tea, coffee, milk
- Toilet roll, hand soap, a towel each
- Bedding for every bed, made up first
- Toothbrushes and toothpaste
- Takeaway menus or a plan for dinner

For the morning

Before anyone leaves the house

- A change of clothes each, including work clothes
- Breakfast, and whatever the children eat
- Scissors or a knife for opening boxes
- A torch, and a phone charger per person
- Basic tools and a roll of bin bags

Keys, and who ends up with them

- **Count the sets you are handing back.** Front door, back door, window keys, the bike shed, the bin store. Agents charge for a missing one
- **Do not post the old keys** unless the agent has asked you to in writing
- **Count the sets you are given** before the agent or the seller leaves. Two sets is normal, and chasing a third afterwards takes weeks
- **Label them on the day.** By the evening every key looks the same

Children and pets

If you can get them out of the house for the day, do. Moving day is loud, the doors stand open, and everybody is carrying something heavy. If they are staying, give them one room with the door shut and their things in it — we will leave that room until last and load it at the end.

Who to tell

Do this two weeks out, in one sitting, with a cup of tea. It takes about an hour and it is the admin people most often leave until the week of the move, when there is no time for it.

Money and official

- **Council tax** — both councils, the old one and the new one
- **Bank, building society and credit cards**
- **HMRC** and your pension provider
- **DVLA** — licence and V5C. There is a fine for not doing it
- **Electoral roll** at the new address
- **Car, home and life insurance** — your premium depends on the postcode

Home services

- **Gas, electricity and water** — with final readings
- **Broadband** — book the new line two to three weeks ahead, it is the one that takes longest
- **TV licence** and any subscriptions tied to the address

People

- **Doctor, dentist and optician** — register with the new surgery before you need it
- **Schools and nurseries**, both ends
- **Employer and payroll**
- **Vet**, and update the microchip database

And on the day

- **Photograph every meter** at the old place and again at the new one, with the date showing. Photographs, not notes
- **Royal Mail redirection** — set it up a week before, not after. It catches the things you forgot
- **Check the loft, the shed and behind every door** before the van leaves

The four that cost real money if you forget them

01

Council tax

Tell both councils. Forget the old one and you keep being billed for a home you left; forget the new one and the arrears arrive in one lump.

02

Home insurance

Your policy covers an address, not you. Move without telling them and a claim at the new place can be refused outright.

03

DVLA

Licence and V5C are both free to change and both carry a fine if you do not. It takes about five minutes online.

04

Broadband

The longest lead time of anything on this page. Two to three weeks is normal, and nobody enjoys a fortnight of tethering.

One tip worth more than the rest

Make a note on your phone of every company you have told, with the date. When something goes to the old address three months later — and something always does — you will know whether you told them or not.

The day itself



What a good moving day looks like, what we do, and the few things that genuinely help if you can manage them.

Before we arrive

Clear a path and shut one door

A clear run from the front door to the street saves more time than anything else you can do. Put everything you are taking in your own car into one room and shut the door — that is the universal signal for "do not load this".

As we arrive

Walk us round, once

Five minutes showing us the whole place, including the loft and the shed, is worth an hour later. Tell us what matters most to you. Anything worth more than £500 should be pointed out so it is properly covered.

As we load

Everything is wrapped before it moves

Blankets, straps and covers come out before anything is lifted. Furniture is wrapped where it stands, not carried out bare and wrapped at the van. Beds and wardrobes come apart here and go back together at the other end.

At the new place

Stand where the boxes come in

Stand in the hall and call the rooms. Two minutes of direction saves an hour of carrying the same box twice. We put beds back up first, so there is somewhere to sleep whatever else happens.

Before we leave

Walk the empty van with us

Beds rebuilt, nothing left in the van, nothing in the wrong room. Two minutes now beats a phone call on Saturday.

One number, agreed before the day

Every job we quote is a fixed price in writing. No hourly meter, and no bill that grows while you wait for keys. If the day runs long, that is our problem rather than yours.

Your first week

The move is one day. Settling in is the fortnight afterwards, and it goes better if you do a few things in the right order rather than opening every box at once.

That night

Beds, kettle, bathroom. Nothing else.

Make the beds before you do anything else — by nine o'clock nobody wants to be looking for a duvet. Find the stopcock and the fuse box while it is still light.

Day one

Kitchen first, then bathrooms

Unpack the rooms that make the house work before the rooms that make it look nice. Being able to cook and wash properly changes how the whole week feels.

First few days

Test everything and photograph anything wrong

Boiler, every radiator, taps, the oven, smoke alarms, window locks. If something is not right, you want it recorded early — particularly if you are renting.

First week

Change the locks if you have bought

You have no idea how many keys exist to your new front door. It is a small cost on the day you move in and an obvious one later.

First fortnight

Deal with the boxes you have not opened

Anything still sealed after two weeks is usually something you do not need. That is the moment to decide, while you still remember what is in it.



Beds go back up first, before anything else is unpacked.



Keys in, boxes in the right rooms, job done.

If something is damaged

- **Tell us while we are still there** if you can. Most things we can put right on the spot, and it saves everybody the paperwork
- **Otherwise, within seven days.** Send a photograph and a line about what it is. That is all we need to start
- **Keep the packaging** and the item itself until it is settled
- **You will hear back from a person,** not a form. We would rather sort it than argue about it — the reviews matter more to us than the repair does

If it will not all fit

It happens more than people expect, particularly moving from a house to a flat. Storage is cheaper than rushing a decision you will regret — we store from a few boxes up to a whole home, and you can get at it whenever you want.

The London bits

Moving in London has a few problems that moving anywhere else does not. None of them are difficult if you know about them a month beforehand rather than on the morning.

Parking

A suspended bay outside the door is the single biggest time-saver on a London move. Without one the van parks where it can, and every box is carried further. You arrange it with the council — we will tell you exactly what to ask for. Figures below are what the councils published for our main areas at the time of printing; check before you apply, as they change each April.

Council	Notice needed	Roughly what it costs
Wandsworth Tooting, Balham, Battersea, Putney, Wandsworth	5 clear working days minimum, 10 for the cheaper booking fee	Booking fee £82 at ten days' notice, or £93 at seven. Then about £43 for the first day and £35 a day after that, per 5-metre space.
Lambeth Brixton, Streatham, Clapham	10 days or more to avoid the short-notice charges	Admin fee £99 , then about £58 per space per day. Applying at 6–9 days adds £69 , and at 2–5 days adds £156 .
Merton Wimbledon, Colliers Wood, Mitcham, Morden	At least 10 full working days	Admin fee £37 , then about £37 for the first day and £40 a day after. Apply online at forms.merton.gov.uk

Congestion Charge and ULEZ

- **Congestion Charge** rose to **£18 a day** in January 2026. It runs Monday to Friday, 7am to 6pm, and weekends from noon to 6pm
- **ULEZ** is **£12.50 a day** for a non-compliant vehicle, across all London boroughs
- Both are in our price when they apply. You will never get a bill afterwards

Flats, lifts and stairs

- **Tell us the floor and whether there is a lift** when you ask for a price. It changes the crew size more than anything else
- **Book the lift** if your block requires it — many do, and some only allow moves at certain hours
- **Measure the awkward piece** — sofas and wardrobes that came in before a staircase was carpeted do not always come out again
- **Tell the porter or concierge** you are moving. Some buildings want notice and proof of our insurance, which we send on request



A suspended bay outside the door. Every box carried twenty feet instead of two hundred.



Storage in Battersea for the weeks when the dates do not line up.

How we can help

Most people book the move and do everything else themselves. Plenty do not, and there is no prize for carrying your own boxes down three flights of stairs.

The move itself

Loaded, driven and unloaded the same day by the same crew. Everything wrapped before it moves, beds and wardrobes taken apart and put back together, boxes carried to the room you want them in.

Packing

We pack your whole home before the move — boxes, tape, wrap, paper and wardrobe boxes all supplied, everything labelled room by room, and your beds left made up for the night.

Materials only

If you would rather pack yourself, we deliver the boxes, tape, paper and wardrobe boxes to your door beforehand. Most people underestimate how many they need by about a third.

Storage

From a few boxes to a whole house, for a week or for a year, at Access Self Storage in Battersea. Useful when the dates do not line up, or when the new place is smaller than the old one.

Single items

One sofa, one piano, one wardrobe from a shop that will not deliver upstairs. Not every job needs a full crew and a Luton van.

Short notice

Chains collapse and landlords change their minds. We move people at a few days' notice most months, including evenings and weekends.

Furniture taken away

Anything you no longer want that is still in good condition, we pass on to somebody who needs it rather than see it go in a skip. There is a charge for taking it away.

Office and business moves

Out of hours so nobody loses a working day, with everything labelled by desk rather than by room.

"Moved from London to Wales. Fastiya provided me with packing service a day before. On move day both the boys were very friendly and professional. Made non stressful experience for me."

Kate Hailes

"A great team to work with. Over two different moves, the team of two worked extremely hard and carefully to ensure our house move was a success. Highly recommend."

Oscar Maynard

"Excellent experience! The team were incredibly reliable and helpful! Made the day entirely stress free. Would absolutely recommend this service to anyone."

Cassandra Groves

Whenever you are ready

Fully insured, with £50,000 goods in transit cover and £5 million public liability — certificate sent before you book, not after you ask. Rated 5.0 on Google, every review public. Based in Tooting, covering South London.

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