



1. ENSURE YOU HAVE RECEIVED ALL RELEVANT DOCUMENTATION

- Ensure hire agreement is completed, signed and that payment has been received as agreed, prior to furniture leaving warehouse.
- If you are engaging a new removalist team for the job, ensure they have their own insurance coverage (i.e. obtain a copy of their public liability insurance certificate)

2. ORGANISE LOGISTICS FOR THE INSTALLATION

- Arrange a suitable date and time for installation that will work best for the client/agent.
- Arrange to pick up a key from the agent if the client/delegate is unable to meet you at the property to provide access on the day of installation.
- Schedule in the installation date and time with your removalist team (if you use contractors, try and arrange this with them as early as possible to ensure they can help you on your preferred day).
- Specify to the removalist team the size of truck that will be required for the installation.
(Pro tip: a very large truck may not fit in the underground parking garage of an apartment/unit block. Also, a small truck may not be large enough to move all the furniture required to style a 4 bedroom house and making two trips will cost you extra time and money. Therefore, ensure you look at access and make notes of the size required when you do your quote).

- ❑ Find out from either the agent, the client, make use of Google Earth or do a site inspection to determine access conditions to the property
(Pro tip: if the truck has to stop far away from the entry – this may cost you extra as most removalists charge per hour).
- ❑ If you are staging an apartment/unit – find out if you have to contact the building management/concierge to arrange for lift access on the day of installation. Most building managers will arrange for the lift to have padded protection to be installed and also lock one lift off on the day so that you can move the furniture in and out.
- ❑ Ensure you leave sufficient time to complete the installation – especially if the agent wants to take photos on the same day.

3. FURNITURE SELECTION

- ❑ Go through the photos and floorplan you have on file of the property you are going to stage and ensure that you select furniture for all the rooms/areas
(Pro tip: it can be costly if you forget an item on the day of installation and you have to drive back to get it.)
- ❑ If you are styling an apartment, ensure you pick furniture that will work in the space and that the furniture pieces will fit in the lift and go through the apartment door
(Pro tip: some apartment buildings have very narrow corridors – we even had to remove a door one time to fit our dining table in the apartment!)
- ❑ Ensure that you book out your furniture for the project so that you don't double book a furniture piece on two different projects.
(Pro tip: Use an easy to manage inventory/asset management system)

4. RE-CONFIRM DETAILS WITH CLIENT/AGENT/REMOVALIST TEAM

- ❑ If an installation has been booked more than a week in advance, it may be wise to send an email/text/sms out to the agent or client to remind them of the installation date and to check if they are still ok to provide access on the day.
- ❑ Ensure you have the contact details of the person that will be meeting you at the property to open up on the day of installation.
- ❑ If required – reconfirm the details with your contractor removalist team a day or two before installation – especially if the booking was made with them over a week ago.
- ❑ Obtain the contact number of the removalist driver so that you can contact them on the day of installation if required

(Pro tip: you may need to notify the removalist team if access conditions changed on the day i.e. street blocked off and they need to go a different way, or if they are late and you need to follow up on their new eta).

[Please click on the house icon to navigate back to the training module->](#)

