



25 Market Place  
Wantage  
Oxfordshire  
OX12 8AE

T **01235 766222**  
E: [sales@douglasandsimmons.co.uk](mailto:sales@douglasandsimmons.co.uk)

#### **LONDON**

The London Office is an incorporation of 37 leading estate agents with 228 offices throughout the UK. It also has an International Department dealing with all aspects of overseas property.

T: **020 7839 0888**  
E: [enquiries@tlo.co.uk](mailto:enquiries@tlo.co.uk)

OUR GUIDE TO **SELLING** YOUR PROPERTY

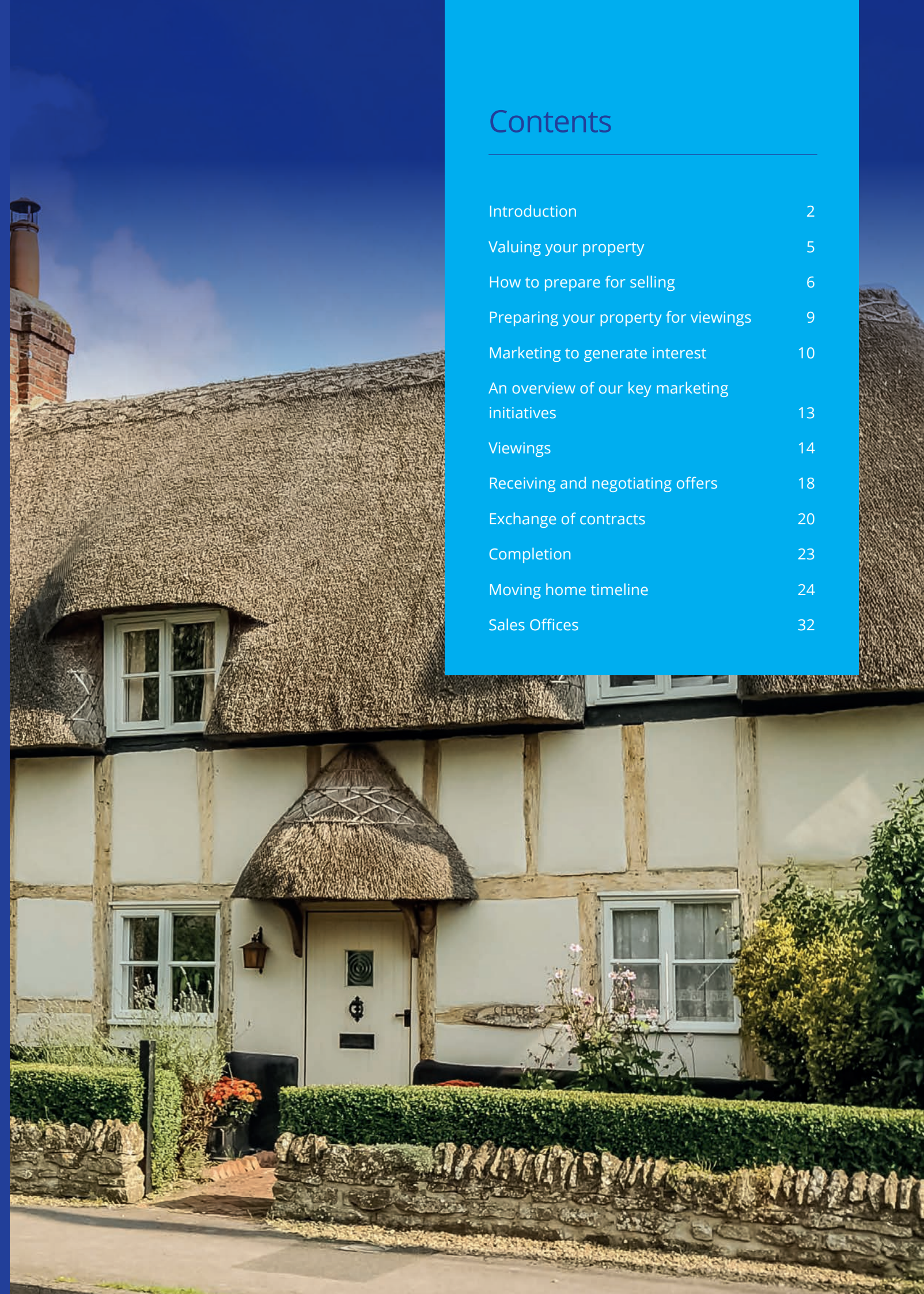


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## Introduction

Selling your property means making some important decisions on a hugely valuable asset. To help you take the right path out of your home, it is advisable that you take good honest advice from proven resources. This involves a great deal of hard work, preparation and organisation to arrive at the best outcome possible for you. It pays to talk to the right people to achieve this.

As the area's leading estate agent we are confident that you can count on us. We know how to make moving less stressful and we're not just saying it! Apart from our reputation for sustained results our performance is continuously monitored by independent market research companies and national online property portals who measure our market share, activity and success on a number of levels.

We have been successfully selling homes in Oxfordshire, Berkshire and Wiltshire for over 30 years. Our aim is to obtain for you the best price possible for your property and in doing so we use the best people, skills, technologies, processes and promotional campaigns in our approach to reaching these goals.

From valuers, planners, strategists and negotiators to marketers, and friendly customer service personnel, our people are given everything they need to help you succeed.

As voluntary members of The Property Ombudsman, we adhere to the industry codes of practice to ensure that your property transaction follows the latest regulations.

This guide contains some tried and tested tips for a successful sale, so wherever you are in our area, we hope you find them useful.



“we only use the best people, technologies and promotional campaigns; it pays to talk to the right people”





## Valuing your property

Our property valuations are carried out by our senior, highly experienced (National Federation of Property Professionals) qualified valuers with a wealth of expertise in the property market spanning many years.

Taking into account market conditions and the current demand for your property, our valuers will be able to demonstrate clearly recent sales prices for comparable properties in your area and ensure that strong interest would be reflected. Accurate valuations help us to win trust, leading to more people trusting us to sell their property than any other estate agent.

Independent research from Sale Sign Analysis and Rightmove every quarter of each year for the past 16 years has demonstrated that we are by far the best seller of property in our area.

“our accurate valuations  
help us to win trust”



## How to prepare for selling

As part of the organisation process, in coming to the market there are several key areas to be addressed. We're here to guide you step by step through it too.

### 1. Paperwork

- An **EPC** (Energy Performance Certificate) is a requirement by law before your property can be placed on the market. We are able to arrange this for you with a reputable assessor at a nominal cost. The EPC certificate remains the property of the homeowner and is current for 10 years.
- **Warranties or Guarantees:** Proof of any remedial or improvement works carried out on the property, e.g. replacement double glazing certificates, damp proofing, loft insulation, cavity wall insulation, roof repairs, new wiring, plumbing etc.
- **Documentation relating to any remedial works** carried out to the property i.e. building regulations and planning permissions past and present.
- **Copies of service agreements**, i.e. boiler maintenance, heating fuels or drainage.
- **The title deeds.**

#### Freehold properties:

– **Details of any covenants or easements**, etc will need to be highlighted at this time

#### Leasehold properties:

– **Lease** – we will require details of when the lease was granted and for what term of years (documentary proof will be required from you or your solicitor).

– **Ground rent** – Usually the smaller of the two amounts paid. Confirmation of the amount payable each year.

– **Service charge** – Usually the larger amount payable each year. It would be helpful to have the previous two or three years' accounts available. A management pack will be required from the management company (if applicable). Copies can be requested.

### 2. Solicitor

We advise that you appoint a solicitor when you first put your property on the market. This is so that when you accept an offer, you can instruct them to proceed without delay. We also advise that you choose a local solicitor with knowledge of the vagaries of the respective local councils and also one who specialises in conveyancing (property law).

Our offices are able to supply details of recommended solicitors if required.

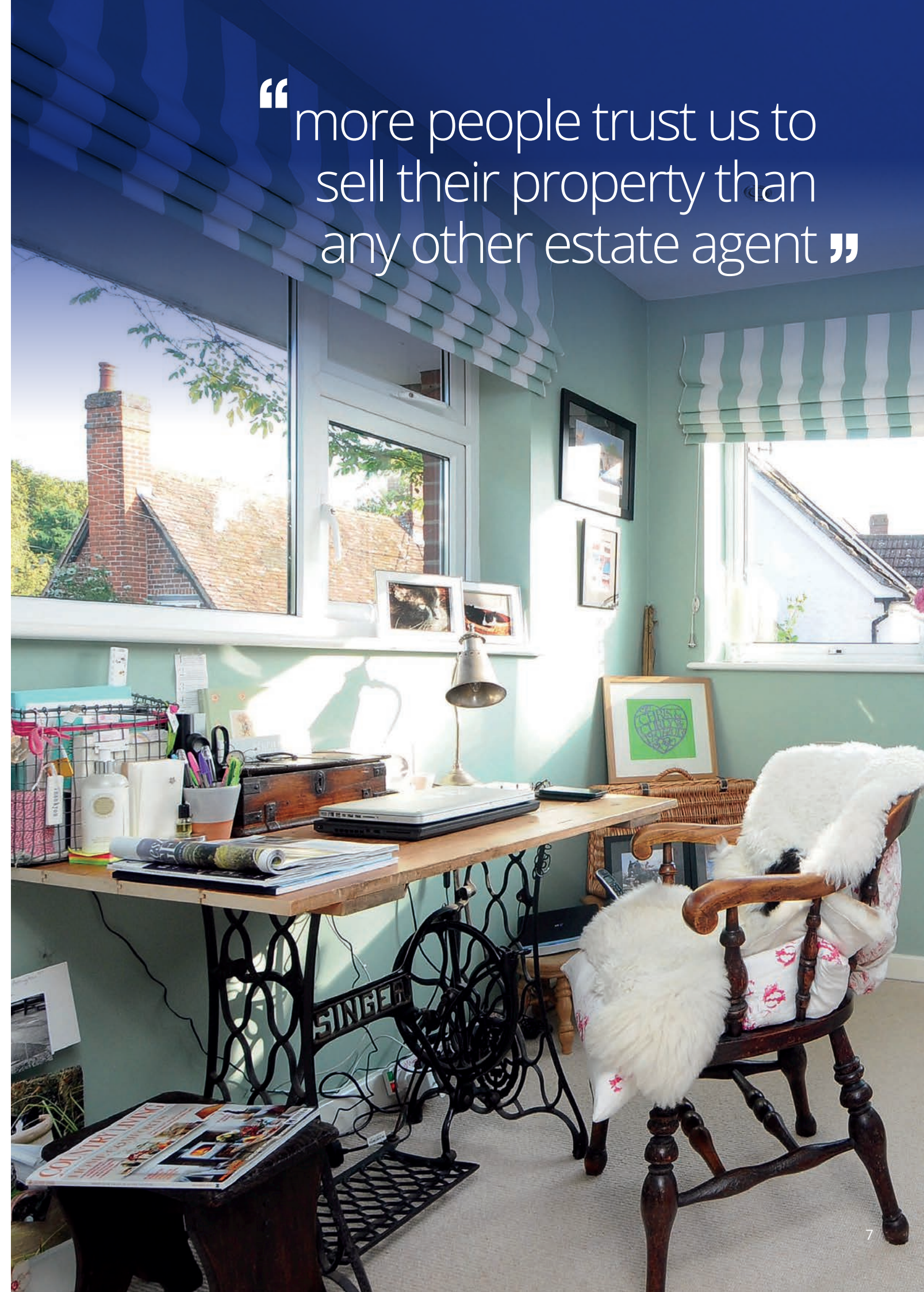
### 3. Money laundering

In order to comply with money laundering regulations, we are required by law to hold ID verification on record for all our clients. This consists of a proof of address and personal identity for all homeowners. (i.e. current passport or driving licence, and a utility bill).

### 4. Maintenance

Unless otherwise noted within the marketing, ensuring the property is well maintained can make a big difference to a purchaser's survey report. Your property is more likely to pass the survey, reducing the risk that you may be put under any pressure to re-negotiate your agreed sale price.

“more people trust us to sell their property than any other estate agent”





“first impressions count.”

## Preparing your property for viewings

Some good advice in creating the right first impression

### 1. First impressions

**Scrutinise. First impressions count.** Go outside and stand in front of your house and imagine yourself as a buyer. Clean the front door, mow the grass, prune, weed and generally tidy up the outside space and the parking too. Sweep and jet-wash the patio. Add some colour with pot planting.

### 2. Decoration

Before you pick up a paintbrush, **talk to us and we will give good, clear advice on when and where to make investments in your property.** Redecoration may be a good idea in some instances, but not so profitable in others. However, fresh neutral colours are always more popular allowing the buyer to envisage their own taste in the space. Do however **attend to all those little inexpensive jobs** you meant to do like cracked tiles, leaking taps, and replacing light bulbs.

### 3. Is the house welcoming?

Would you want to go inside? Arrange every room to **make it look as attractive as possible** to a potential buyer. Give it the ‘wow’ factor. Keep it as tidy as you can. Lighting is important particularly in the darker months so consider using lamps to add extra warmth and ambience to a room. Keep the temperature appropriate for the time of year. Open windows in the summer and light your open fire or woodburner in the colder months. A vase of flowers is appealing too.

### 4. Make it shine

Clean the windows inside and out. Give the whole house a thorough vacuum and polish. Clean the bathrooms until they sparkle and smell fresh, and put toiletries away.

**Regular cleaning is essential.** If you need a window or domestic cleaner, just ask us.

### 5. Sort out your cupboards and wardrobes

Buyers love to check out storage space so don’t think you can just hide things away! Make them neat and tidy and get rid of any unwanted items. Create the illusion of space as the capacity for storage is important.

### 6. Reduce the clutter

Anything you haven’t used in the last couple of years, you probably don’t need. **Consider donating unwanted items to a charity shop** and box up the rest. This will also give you a head start on the packing. You can also pack up things you don’t need in advance of the actual move. This has a double benefit as it reduces clutter, gets you organised and better still actually helps present the property for market.

### 7. Rent or borrow some storage space

**It is important to make the rooms feel as spacious and airy as possible.** Have a good look at every space in your house and put any additional items of furniture that may look too big or out of place into storage. Better still borrow some temporary ‘free’ space from friends or family. You can always decide what to do with them after you have moved.

### 8. De-personalisation

**Separate yourself.** Decide to let go of your attachment to the house and **look to the future in your new home.** Pack up some of your personal photographs and belongings. **Buyers want to imagine their own possessions** to see how they could live there. However don’t pack all your personal effects away as a property still needs to feel homely.



## Marketing to generate interest

At Douglas and Simmons we only use the best people, processes and promotional campaigns in our approach in order that we can generate as much interest in your property as possible, leading to more competition in interest, better offers and maximum sale prices.

To achieve the best possible results our proven comprehensive marketing package is constantly evolving.

We target our communications so that they reach the most appropriate buyers for your property. These include encompassing our latest technologies, along with more traditional marketing methods ensuring we are 'all things to all people'.

“in order that we can generate as much interest in your property as possible”







“independent research from Sale Sign Analysis and Rightmove every quarter annually for the past 16 years has demonstrated that we are by far the best seller of property in our area”

## An overview of our key marketing initiatives

1. We invest heavily in the successful Douglas & Simmons brand. Our brand presence puts Douglas & Simmons at the forefront of the mind of anyone looking to sell a property.
2. Online national portal search engine advertising with Rightmove, Zoopla, Primelocation and Fish 4 Homes.
3. Marketing through The London Office, national UK and overseas network with 37 leading agents with 228 offices.
4. Prominent central sales office open 7 days a week.
5. We accompany all of our property viewings 7 days a week.
6. Targeted postal marketing campaigns using the most comprehensive market research technology.
7. Regular communication to numerous buyers registered within our extensive cloud based database.
8. High quality sales brochure tailored to your property, with full colour professional photography, colour floorplans and comprehensive descriptions.
9. Specialist elevated photography (where required).
10. Full colour local, regional and national newspaper and media advertising.
11. Our own bi-annual 'Acquire' London magazine distributed to 228 offices.
12. Social media networking and quarterly property newsletter.
13. In-house full colour LED lit A3 window displays and rotating TV displays.
14. Your own Douglas & Simmons 'For Sale' board.
15. Regular sales and marketing updates on your property from our experienced team.
16. Dedicated Viewings Co-ordinator and meaningful, prompt viewing feedback.
17. Expert negotiation. Our experienced negotiators know exactly how and when to close the deal with a reputation for achieving the very best price.
18. Buyer qualification. We validate buyers diligently. In fact we qualify the entire property chain. It is vital to check the buyer's financing is in place and where exactly people are in the buying process and to understand their circumstances and timescales.
19. Dedicated Sales Co-ordinator to progress your sale with strong ties to solicitors and other professionals, helps us resolve and minimise any hold ups in the legal process in a timely manner.



## Viewings

Quite literally we know it pays to present your property in its very best light. Vendors who take time to think about their property's appearance and presentation are the most successful ones. If you can follow our advice on how to achieve this then congratulations - you are well on your way to achieving a very satisfactory sale. And don't forget those all-important finishing touches we mentioned.

Whether or not your property is in top order, clearing out and tidying up doesn't have to cost the earth. Whether you're marketing a family home, or a renovation project, you can really benefit from maximising your property's best assets.

We provide accompanied viewing services 7 days a week. It is important that whilst we are marketing your property we are clear as to when and how viewings can take place. It's simple: the more flexible you are able to be the more accommodating we can be with buyers. Rest assured we always confirm each viewing and allow you as much notice as possible to prepare, and it goes without saying that we will of course leave your home exactly how we found it.

We validate all of our buyers. So rest assured we will already hold comprehensive information on anyone stepping through your door. Viewing feedback is vital to measuring the success of the marketing and within 48 hours of the viewing we endeavour to communicate this feedback to you, so that you are kept fully up to speed with your property's performance. Not all buyers express their true feelings at the time of viewing and in our experience they appreciate just a little thinking time before our sales professionals make contact.



“ vendors who take time to think about their property's appearance and presentation are the most successful ones ”





“It’s about maximising  
on the location”



## Receiving and negotiating offers

Receiving an offer on your property is the result of a great deal of effort and team work and is therefore the beginning of much anticipation and excitement.

Our experience in negotiation is second to none. Using the market as our talisman by carefully monitoring the interest leading up to this moment, our property professionals know exactly how and when to close the deal. At this point the expertise and liaison skills of your Douglas & Simmons estate agent will be vital. In order to achieve the very best price for our clients, we adopt various pricing strategies, which take on board market conditions and client requirements. Whether a price is set as a guide price or asking price, we handle offers fairly, ethically and with our client's best interests at heart.

All our property transactions are voluntarily regulated by The Property Ombudsman, so you can be assured of a professional and effective service of the highest order.

“our experience in negotiation is second to none”

### Offers received

We are legally bound to inform you of all offers. We confirm the first offer (per person/per property) in writing to all parties, prior to any further negotiation

Before an offer is accepted we financially validate the potential purchaser to ensure funds are readily available to meet the desired timescales. This involves seeing evidence of deposit monies or cash funds in a bank or building society, mortgage agreements in principal (AIP), whereby further contact can be made with the buyer's bank, or mortgage advisor to confirm affordability.

### Confirmation of the agreed sale

Once your sale has been agreed, we confirm this to you in writing by way of a Memorandum of Sale (MOS). This confirms to the seller, buyer and both their solicitors, the terms of the agreed sale. Specified in this agreement are any conditions made by either party in agreeing the sale, including potential timescales for the exchange and completion, or any items from the property which are to be included.

This memorandum of sale is not a legal document, but a useful basis on which to commence the legal process. It is therefore important that the detail is correct, saving any delay in the conveyancing process. It is important to note that there are no legal obligations to continue with a sale until you have 'exchanged contracts' with your buyer, after which time the contract becomes legally binding.

### Engaging a good conveyancing solicitor

Your solicitor will start the process by requesting your deeds, and will send a draft contract to your buyer's solicitor, who in turn starts the conveyancing process with the legal searches.

Choose your solicitor wisely. Look for a solicitor who is proficient in conveyancing and if possible within the area you are selling, as their local knowledge will be greatly beneficial in expediting your sale. Do ask us if you require a recommendation.

### Surveys

All agreed offers are accepted subject to survey. If the property is being purchased without a mortgage, the buyer may decide to survey the property to establish its present condition. If a mortgage is required, the Lender will require a valuation survey. The buyer may also decide to have a more detailed survey (i.e. Full Structural or Home Condition Report) in addition. An RICS qualified surveyor, will visit your property to confirm the condition and/or the value of the property. We assist surveyors with their research on comparable homes we have recently sold, in order to support the agreed sale price.

### Progressing your sale

At Douglas & Simmons we have a dedicated Sales Coordinator who will oversee your sale. Our work doesn't stop yet, we're here to help your sale through to the all-important exchange of contracts and completion. We help more sales through to exchange, quicker and with less stress than the national average, through proactive sales management.



## Exchange of contracts

Exchange of contracts is a legal undertaking to buy or sell. Upon exchange of contracts a completion date is agreed and all parties are legally bound to complete on the date set within the contract and if relevant, pay the associated funds. The completion date is the date legal ownership changes and therefore usually the date all parties agree to move on. The legal process may take on average between 8-12 weeks to complete, depending upon the individual complexities or issues raised in each instance and whether the property is new or a re-sale property.

Prior to exchange of contracts, a number of points need to be liaised and agreed by both parties' solicitors.

“this is where the sale becomes legally binding”

### Title

The title will be checked to see that you have a clean title to the ownership.

### Local searches

Will be engaged by the buyer's solicitor for flooding risk, planning permissions, drainage plans etc. around your property.

### Enquiries

The buyer's solicitor will raise general enquiries about your property.

### Leasehold properties

If your property has a lease and/or share of a freehold, specific questions may be raised. Occasionally the buyer will need permission to have the lease assigned to them by the freeholders or their agents. A management pack is usually requested along with proof of up to date payments you have made to the management company.

### Fixtures and fittings

A form will be completed by you to document any fixtures that you plan to take or leave in each room and the outside of the property (i.e. wall lights or curtain poles). Any damage caused by removing items such as curtain poles or light fittings will need to be made good, prior to moving out.

### Mortgage offer

If mortgage finance is required then the buyer will submit a formal application for borrowing immediately after the sale has been agreed. This will instigate a valuation survey on behalf of the Lender, after which, subject to the property reaching the required valuation, a mortgage offer will be sent. A copy of the mortgage offer will be forwarded to your solicitor.

### Buyer's deposit

At this point the buyer will be asked to provide their deposit to their solicitor, usually around 10% of the sale price (but can be less by prior agreement). These funds can be transferred promptly by telegraphic bank transfer direct to their solicitor's bank account.

### Removals

At point of exchange, all parties will need to source a removal firm for completion. Most removal companies are unable to confirm a booking until you have exchanged contracts; as exchange is not guaranteed prior to this time. Once you have exchanged your moving date is fixed enabling you to confirm the booking. However it is good to try to provisionally reserve a date with your remover, as early notice may enable you to get a better price having had time to do your research. We are happy to recommend local removal firms.

### Exchange

This is when you and your buyer become legally committed to the sale. All owners of the property will have signed the sale contract and your solicitor will have reported to you and advised whether they think you are ready to proceed to exchange. You will have already agreed a completion date with your buyer as to when you want to move and this is when it becomes fixed. An exchange is handled directly by each solicitor in the chain by phone. At exchange, all buyers will need to have building insurance in place for the property they are purchasing.

### After exchange and before completion

As the seller, you will need to keep your buildings insurance in place until completion. Your buyers will also be running insurance as they now have an insurable interest.





## Completion

This is when the property legally transfers to your buyer and they officially become the home owner.

We await confirmation on completion day that funds have been received by all solicitors within the property chain. If you are involved in a chain, completion can sometimes take until mid-afternoon for the monies to clear into your solicitor's account.

After confirmation of receipt of funds from your solicitor, we will happily hand over any keys we hold to your buyers, on your behalf, and any additional keys can be left in the property

### **Congratulations on your sale.**

We have created a timeline over the page to help organise and prepare you over the weeks from agreeing your sale through to completion. We hope that you find this useful.

“the time we hand  
the keys over to  
the new owners”



# Moving home timeline

## 8 weeks before you move

**Around this time you might want to start considering where your furniture will go. If you are a family with children and haven't already done so, you might want to research appropriate schooling. Now is also the time to sound out friends and family about potential help they could give on your moving date.**

### Checklist

- ☐ Draw up a list of your main possessions.
- ☐ Decide what items you'll take to your new home and where you will place larger items. If you're buying through us our 3D floorplan of your new home may help with this.
- ☐ If you have items you don't want to take with you, there are a number of ways you can recycle them, including car boot sales, online auction sites and charity shops.
- ☐ Check to see if your insurance policy will cover your move. If not, your removals company should be able to provide cover. Research some costings for removals. If you would like some local recommendations for removal firms we can provide some.
- ☐ If required, research and visit schools in your new local area. We can help you with a list if required.
- ☐ Ask around to see who's free around your moving date – the help of friends and family is a bonus if help can be provided.

## 6 weeks before you move

**At this stage it is advisable to begin sorting which items you would rather keep, sell or recycle. If you are going to be changing jobs as a result of your house move you will also need to prepare to hand in your notice to your current employer.**

### Checklist

- ☐ Notify your telephone/mobile, satellite/cable suppliers, internet service providers, water supplier, electricity supplier and gas/oil supplier of the date of the move and make sure these connections are all ready for your new home, where necessary.
- ☐ Clean out cupboards and place possessions in usable piles. Take a full inventory so you know exactly what you own.
- ☐ Items you won't want to take with you can be sold, donated or recycled. Removal companies quote by volume so the more things wanted or not that you bring with you the more you pay!
- ☐ If you're relocating due to a job move, find out what costs your employer will cover.
- ☐ If you plan to hold a moving away party, start planning and sending out invitations now.

## 4 weeks before you move

**With just four weeks away from your house move you will be looking to assign a removals company to carry out your transition as well as other related services that can make things easier on the day.**

### Checklist

- ☐ You should be thinking about finalising your moving date with your buyers so you can start making firm bookings for removals and other related services; these things will become easier to fix once contracts have been exchanged. We will help you agree this date with your buyers and the rest of the property chain (if applicable).
- ☐ Select and appoint a reputable removals firm. Personal recommendations help. Ask them if they offer discounts, as many companies will charge a premium for moving you on bank holidays, weekends, and in the summer months. Do ask us if you would like a local recommendation.
- ☐ Notify your local electoral registration office of your intended change of address.
- ☐ Notify your local authority about your change of address regarding your council tax, parking permit or brown bin collection or any other services they provide you with.
- ☐ If you're looking for moving insurance, cleaning or storage check with your removals company – they may offer these at a discount.
- ☐ You may want to arrange to have your old or new house cleaned in between moving out and in. This can involve a simple helping hand with the general hoovering, dusting and cleaning of the bathroom and kitchen cupboards, to a more comprehensive clean including shampooing carpets and oven and window cleaning.
- ☐ If you are replacing carpets in your new home think about booking your carpet fitters now. You can always re-visit your new home leading up to your sale to do any measuring up. If you are buying through us just contact us to arrange a suitable appointment.
- ☐ If you have small children some extra help with child care on moving day can help you settle the house ready for them. This also applies if you have pets. Some extra help with pet sitting on moving day can relieve the stress for them and you too. Failing that, make sure you can plan within your new home somewhere to secure your pets safe, warm and quiet.
- ☐ Send out change of address cards to friends, relatives and relevant service providers.  
  
(These might include for example): friends and family, employer(s), schools, old and new local authorities, HM Revenue and Customs (the Inland Revenue), bank or building society, credit card companies, insurance companies, Royal Mail (complete a redirection form), Driver and Vehicle Licensing Agency (license and registration), doctors, dentists and opticians, sports and social clubs, pensions, investment providers and share registrars, charities, stores where you hold a loyalty card, subscriptions (magazines, charities, etc.), TV Licensing.
- ☐ Start packing non-essential items and clothing. By starting early you can pack possessions systematically and ensure you fit as much as you can in a box. Removals companies quote on volume so the fewer boxes you bring the less you pay.



- ☐ Start running down your freezer compartments – making a meal plan is a great idea to save money and use everything up.
- ☐ Clear out your loft or box up items. Borrow a high-powered light and search all corners to ensure you don't miss anything. Watch out for hidden cables.

## 2 weeks before you move

**By this time you should have already secured your all-important services for your moving day.**

### Checklist

- ☐ If required, check you have adequate prescription medicines to cover the moving period. Make sure you stock up on the essentials – such as painkillers, cold remedies and plasters.
- ☐ Safely dispose of all unwanted materials and liquids that require specialist treatment e.g. paints, gas bottles, cleaning fluids and oils – find out where to take each one before by contacting your local council.
- ☐ If you receive local deliveries or a service to your home, you will need to cancel them and inform them of your moving date. These can include newspapers, milk, home fuel including oil, coal or
- ☐ If you have children going to new schools think about ordering or buying new uniforms and equipment.
- ☐ If you have children start researching children's groups in your new local area so that you can get them involved as soon as possible, as there can often be a waiting list. These include: Beavers, Cubs, Scouts, Rainbows, Brownies and Girl Guides.
- ☐ LPG gas deliveries, gardener, cleaner or window cleaner, home help, or even the dog walker. Don't forget your online supermarket service providers too, i.e Ocado, Waitrose, Sainsbury or Tesco.
- ☐ If you need specialist help around the home but haven't arranged for your removals company to help, book people to carry out these tasks, i.e. removing light fittings, house cleaning and dismantling of audio systems and computers. If you do this yourself, insert transit screws where applicable.
- ☐ Prepare a moving day survival kit that contains everything you need to get through the day. We have given you an idea of thing you might need in it at the end of this checklist.

## 1 week before you move

### Checklist

- ☐ Put all your important documents in a sturdy labelled box and place it where you won't lose it – this should include passports, driving licenses, wills, insurance papers, jewellery and cash. (You might consider leaving these items, or any other important document, with your bank).
- ☐ Keep all moving-related documents in a single folder for easy access.
- ☐ If you are packing yourself then finish packing so you have everything boxed up and ready to go.
- ☐ Make sure all boxes are clearly labelled with their contents and it is clear which room in your new house they are to be placed in.
- ☐ Prepare detailed directions and an itinerary with emergency numbers for your moving company.
- ☐ Settle outstanding bills with retailers or service providers i.e. your newsagents. If you are moving out of the area pick up dry cleaning and return any library books.
- ☐ Return any borrowed items to friends and family.
- ☐ Take pets to the vet and obtain copies of their records. If you are travelling far and your pet is a poor traveller ask about sedation.
- ☐ Give away plants and flowers you won't be taking with you.
- ☐ Make arrangements to pay for your move and ensure you have some extra money aside for contingency.
- ☐ Clean outdoor equipment and toys. Drain fuel from lawnmowers and water from hoses.
- ☐ Defrost your fridge and freezer. Ensure they are completely dry before moving to prevent mildew build up.
- ☐ Wash and dry all linen and clothing and box up, ready to freshly unpack at your new house.
- ☐ Prepare your washing machine for moving. Disconnect power and water and check if transit bolts need to be fitted.
- ☐ Dispose of unwanted drugs through the chemist. Do not throw them away.
- ☐ Set up a postal redirection service.



## The day before you move

Carry out one final, thorough check of your home to ensure all-important items have been packed and stored ready for transit. Make arrangements to pick up the keys to your new home.

### Checklist

- ☐ Prepare a Moving Day survival kit (see our suggestion below).
- ☐ Do a thorough, final sweep of your house to ensure you haven't missed anything. This is best done when all boxes and items are packed. Look behind cupboards, under beds, behind sofas and down crevices in the kitchen to ensure you leave nothing.
- ☐ Prepare clean linen to go straight onto beds when you arrive. Pack in a marked box for ease.
- ☐ Ensure you have arranged where to collect the keys to your new house. If you are also buying from us, we will call you to let you know that funds for your purchase have gone through so that you know exactly when you are able to collect the keys from us.
- ☐ Inform friends and relatives of the time of your move and have several 'on call' to help you if things get too much.

## Moving Day survival kit

Preparing a survival kit can make moving day run so much smoother as you won't have to continuously sort through boxes to find the essentials.

### Items you should have in your survival kit

Keeping everything you'll need for the first few days in one place also allows you to concentrate on unpacking and getting your new house in order, meaning you'll get settled in quickly and quietly, with the minimum of hassle. Below we've prepared a full list of everything you might want to put in your Moving Day Survival Kit:

- ☐ Bed linen for everyone
- ☐ Towels and tea towels
- ☐ Toiletries
- ☐ Phone and phone charger
- ☐ Alarm clock/radio.
- ☐ Change of clothes for all the family
- ☐ Torch
- ☐ Scissors
- ☐ Utility knife
- ☐ Mugs – enough for everyone
- ☐ Tea/coffee/sugar/spoon
- ☐ Kettle
- ☐ Bottled water if water at new house isn't switched on
- ☐ Soft drinks, juice or squash
- ☐ Snacks that require little preparation
- ☐ Paper plates and plastic utensils
- ☐ Kitchen roll
- ☐ Toilet paper
- ☐ Cleaning utensils – just in case.
- ☐ Pencils and paper
- ☐ Local takeaway menus
- ☐ Masking tape or PVC tape
- ☐ Bin liners
- ☐ Shelf liners
- ☐ Painkillers
- ☐ Basic tools e.g. screwdrivers, drill, hammer, picture hooks, tape measure, curtain hooks, and light bulbs.
- ☐ Champagne or prosecco and several glasses!



**On the day** or shortly after you move in

You will no doubt be experiencing a mixture of excitement and trepidation on the day of your house move, but it is still important to have a plan of action. Be sure to have checked meter readings and secured windows before leaving the property in the hands of the new owners.

**Checklist**

- ☐ Record all utility meter readings (water, electricity, gas) and store in a safe place.
- ☐ Stay until your movers have finished packing up – have another walk through the house to make sure you or they haven't missed anything.
- ☐ Check traffic for your journey at [keepmoving.com](http://keepmoving.com).
- ☐ Before leaving check all windows are secure and if necessary all water, gas and electricity supplies are switched off.
- ☐ Your removals company may ask you to sign a packing / inventory list. Make sure you're happy with the list before you sign. You'll be asked to sign it again once the company has unpacked your belongings.
- ☐ Give movers several copies of emergency contact details and directions to your new house.
- ☐ Make sure you arrive before the removals crew so you can guide them around the house confirming where you need each box or item to be – it helps if you've provided them with a floorplan. If you colour code the rooms on the floorplan to correspond with boxes this will make it easier for them. If you're buying through us all our plans are colour.
- ☐ Check the unloading of each item and account for everything on the inventory. Check carefully for damaged or missing items. Your removals company will ask you to sign a release form, so only do so after you're happy.

- ☐ Place moving and other important documents in a safe place where they won't get disturbed.
- ☐ Collect held mail from the Post Office if you've arranged this service.
- ☐ Unpack your survival kit and get the kettle going.

**You should also perform the following tasks:**

- ☐ Utility meters – read them as soon as you move in and before you start using electricity, gas and water.
- ☐ Sweep for items – ensure the previous owners have not left anything behind. If they have, put it in a box and arrange for delivery at a later date.
- ☐ Inspect the garden – make sure it's completely child-proof and pet-proof if applicable.
- ☐ Ensure the keys work – this applies to windows and doors. If your locksmith has changed all the locks you should check everything works before they leave.
- ☐ Use the boiler and heating – ensure you know how to program it, so at least you can all have a hot shower/bath and a warm house to relax in.
- ☐ Write down all your emergency numbers – this includes out of hours doctors, taxi numbers, vets, local hospitals, and your child's school or childcare provider.

Once you have **settled in**

Once you are settled into your new property it is very important to make sure everyone in the family is comfortable in their new surroundings. Remain contactable by friends and family, so ensure phone lines are plugged in so loved ones can get in touch and offer their services to lend a hand!

**Checklist**

- ☐ Give the place a quick clean and make the beds so you know you'll be able to fall into them later when you're exhausted.
- ☐ Plug in telephones to ensure you're contactable and large appliances, particularly fridges and freezers after they have settled.
- ☐ Let older children organise their own rooms – there will inevitably be periods in the future when you rearrange things but let them arrange them for now so they feel at home.
- ☐ If you have young children settle them somewhere warm, quiet and safe with some toys where you can keep a close eye on them.
- ☐ If possible keep pets away until you're settled in or put them in that secure warm, safe and quiet place you planned.
- ☐ If you're having carpets fitted, make sure you get the boxes placed in one room so your carpet fitting company can do their job easily.

**The week after you moved in:**

- ☐ Don't peak too early. The week after you've moved in can still be packed full and you must take it in your stride to avoid getting stressed.
- ☐ Try to get back to the favourite parts of your routine as quickly as possible.

**Here are some of the things you may wish to do:**

- ☐ Rearrange deliveries – talk to the milkman and have your milk delivered and arrange to get your daily newspaper again.
- ☐ Meet your neighbours – usually most new neighbours introduce themselves to you.
- ☐ Go for walks – you don't feel truly at home until you know the place you live like the back of your hand.
- ☐ Relax – your new house won't get sorted within a week. Take the time to relax from your stressful move or you'll soon exhaust yourself.
- ☐ If you have a dog - go for a walk. This is a great way to reconnect with your companion and also explore the local area at your leisure.
- ☐ Give your bedrooms the 'once-over'. You need a comfortable haven to retire to at the end of the day. It may not be how it ends up, but at least it will feel like home.



# Sales Offices

**Residential Sales and Country Homes**  
**Land, Development and New Homes**  
25 Market Place  
Wantage  
Oxfordshire  
OX12 8AE  
  
T: **01235 766222**  
E: **sales@douglasandsimmons.co.uk**

**Mortgages and Financial Planning**  
J Finance Ltd  
6A London Road  
Newbury  
Berkshire  
RG14 1JX  
  
T: **01635 521300**  
E: **jonathan@jfinance.co.uk**  
W: **jfinance.co.uk**

**London and Overseas**  
40 St James's Place  
London  
SW1A 1NS  
  
T: **020 7839 0888**  
E: **enquiries@tlo.co.uk**  
W: **thelondonoffice.co.uk**

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