



Case Study

You want our removal van to go where? That's no problem!

Moving house can be stressful at the best of times, but a new job meant that a move was inevitable for a large family living in Sussex as the work was hundreds of miles away in Yorkshire!

They found the property they wanted just outside York and asked Britannia Beckwith Removals of Newhaven, Sussex, to handle the move for them.

As Britannia Beckwith is the longest-established removals company in East Sussex, the family knew they'd made a good choice.

It was a large move of 17 containers, which had to go into storage for a few weeks, but the family was prepared for that.

When the big day of moving into their lovely new house came, it was discovered that the removal lorry was too large to get down the lane to their property.

However, the staff at Britannia Beckwith made light work of this problem, quickly overcoming the difficulty. The drivers of the removal lorry simply organised themselves and made the entire process work effortlessly.

As the family was downsizing, this meant they had way too much stuff to put into their new home.

Again, Britannia Beckwith came to the rescue, carefully stacking the boxes in the barn until the new occupants of the house were ready to deal with them.

The family said after the move: "The Britannia Beckwith staff is amazing and an absolute asset to the company. From the packing up of the house to unloading, nothing was too much trouble.

They were extremely courteous and professional. They maintained their sense of humour through the three-day pack and unload. Everything was packed carefully and treated with the utmost care when loaded and unloaded. They showed great respect for my belongings and everything (flooring etc) was protected."

Britannia Beckwith is a family-owned removals and storage company with a head office and warehouse in Newhaven and further offices in Brighton and Seaford. They are long-established members of the Britannia group and are also members of the British Association of Removers (BAR), which operates an approved code under the Consumer Codes Approval Scheme (CCAS).

This case study information was supplied by Referenceline, who help manage reviews for some approved CCAS members.

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Notes for Editors:

For press queries, email CTSI Press Office: pressoffice@tsi.org.uk, or call 01268 582240.

The Consumer Codes Approval Scheme is facilitated self-regulation. It aims to promote consumer interests by setting out the principles of effective customer service and protection. It goes above and beyond consumer law obligations and sets a higher standard, showing consumers clearly - through the right to display the CTSI approved code logo - that code members can be trusted.

Chartered Trading Standards Institute (CTSI)

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