**What services does Employee Household Relocation Services provide?**

**Employee Household Relocation Services will:**

* Contact the employee to provide information about the relocation process and what to expect.
* Contact a moving firm that will visit the employee’s residence and prepare an estimate for the relocation of the household goods.
* Manage the move process from reviewing the estimate, to issuing the contract to paying the invoice.
* Intercede with the moving firm on your behalf should difficulties arise during and after the move.
* Perform a quality of service follow-up when the move is complete.

**Which firms are used to arrange moves and who chooses them?**

Employee Household Relocation Services has pre-qualified over 65 moving firms throughout the province. Moves are assigned on a rotational basis within a geographic region. The move assignment may be changed only if you have experienced specific difficulty with the assigned moving firm during a previous move.

**Are there different move benefits for different people?**

Yes, benefits differ depending on factors such as the reason for the move, the status of the new position, and the client ministry or government funded agency that pays for the move. Contact your Hiring Manager for additional information.

**Do you take care of our travel and real estate fees?**

No, arrangements for reimbursement of travel, real estate fees and incidental expenses are made directly through the client's ministry or government funded agency initiating the move.

**What kinds of items cannot be moved at government expense?**

The non-admissible items and services listed below are not permitted to be carried by the moving firm at government expense. If you have non-admissible items, please make alternate arrangements, or contact Relocation Services.

**Non-admissible Items:**

**Goods that are a hazard to other items in the shipment such as but not limited to:**

* Household cleansers, bleach, paint, aerosol containers;
* Alcohol beverages;
* Propane tanks (empty or full), explosives, ammunition;
* Any items that may be flammable or liable to contaminate, stain or damage other goods.

**Goods that require a higher level of security:**

* Jewellery, precious stones, stamp collections, coins or currency, bank bills, notes, drafts, deeds, valuable papers of any kind, letters or packets of letters, or household goods of peculiarly inherent or extraordinary value;
* Precious metals or items manufactured from precious metals.

**Goods that cannot be appropriately cared for in a moving van:**

* Live plants and perishables including frozen foods and wine;
* Household pets and livestock.

**Items other than household goods:**

* Building materials such as cement blocks and lumber, patio stones, outdoor barbecues made of brick, cement or stone, portable buildings;
* Goods or equipment related to a home-based business, farm or construction equipment;
* Empty bottles (exclusive of preserving jars);
* Hobby items where the volume exceeds 70 cubic feet (2 cubic meters) or 496 PSS (225 kilograms);
* Boats that require trailers, utility trailers, travel trailers, campers or aircraft.

***Non-admissible Services:***

* Connecting/disconnecting appliances or plumbing and electrical hook-ups;
* Dismantling and installation of water beds;
* Dismantling and reassembling swing sets, garden and other outdoor household goods;
* Removing or installing valance boxes, curtain rods, picture wall hooks and clocks.
* Installing, removing or cleaning of wall-to-wall carpets;
* Split pick-up or delivery of household goods;
* Fumigation, moth proofing;
* Third party servicing of appliances and electronic equipment.

**What pre-move preparation is required for appliances and electronic equipment?**

All appliances and electronic goods must be disconnected and serviced by a third party. Third party servicing includes clarification/verification of working condition, preparation of goods for shipment, including blocking the drum of a clothes washer or parking the hard drive of a computer. Liability will not be assumed for any damage to the mechanical, electronic, or other operations of appliances or electronic equipment that have not been properly serviced and verified as to working condition by a third party company or technician.

**Can you have a piano (or something else) picked up at another address?**

Yes, if it is in a community on the route. However, you will have to cover the extra pickup charge.