

Removal

According to an estimate, around 31 Million people in the United States make moves every year from one place to another. This number is on the higher side in Europe as well, with around 8 Million people making a move each year in the United Kingdom alone. To support all of this movement, there is a multi-billion dollar industry that generates a revenue of around \$86 Billion. Going a little deeper into these statistics, an average American makes a move 11.7 times in life, which means a move roughly every 7 years or so, and there are almost 9.8% Americans that are making a move each year. The summer season is usually considered as a prime time to make a move, with almost 60% moves occurring in the months of May, going till August. With their annual payroll accounting for a whopping \$3.6 Billion, over 100,000 people are employed in the moving/removal industry. Almost 50,000 trucks are on the move in the United States alone.

The compilation of moving data by the Census Bureau (a principal agency based in U.S.) started way back in the year 1948 and, more recently, it showed that the lowest number of moves had been made for the year 2019. The amount charged by a local mover in the United States, on average, is 25\$ per hour, while an interstate move costs around \$4100. Another anatomization of the numbers tell us 44% moves are made by a family moving to another destination or just an individual making a move, 38% moves are from the corporate sector of the country, 16% accounts for all the military moves and 2% accounts for the moves made by government agencies. When moving, some people hire professional movers, others do not hire anyone partly because they do not feel the need to, and some rent moving truck(s) as well.

So why exactly do people move? This seems like a factual yet intriguing question, but has multiple answers. Life is all about motion and thence people all over the world are unwaveringly in motion for a number of reasons. People move when they are migrating to a new destination because they somehow feel the need to do that or they are sometimes forced to do that. People move for education; to get a better and preferred shot at their education, or for the education of their children so that they can make a name for themselves in the future. Another one of the main reason as to why people move is because of work; they are living in one place but working for or on a company that is situated in another place. For work, sometimes people leave their family, kids and all their relatives behind in order to let them have access to better resources and enjoy more facilities of life. Another basic reason of moving is tourism; people all over the world are fascinated by the idea of seeing and visiting places that they have not been to before in their life. People are constantly listening to stories from other people about exciting new places that cannot and should not be missed at any cost. Everyone wants to go visit a new place and now a days, with the appearance of internet and social media, a place once uncommon, gets a lot of attention in a matter of hours. Also, people feel the need to tour when they are exhausted from working too much, or when they want to take a break from their routine life. Other reasons of moving include people wanting a new house or establishing a new household, getting transferred to some other place, moving for family reasons, moving to get a little closer to wherever they work, moving

on account of health, moving because of the occurrence of natural disasters or climate changes, and a number of other reasons as well.

The word 'removal' literally means 'the process of moving something'. In some places, it also refers to the process of abolishing something. This whole process of moving stuff has actually been in regulation since forever but the moving/removal industry can be traced back to the 19th century America, when the West first started getting populated by the colonists. The people there had households and a whole lot of baggage to move but there was no concept of moving companies at the time which prompted them to use wagons to get the job done, and that was very much a time consuming and hectic process, carrying the risk of breakage of critical and sensitive stuff. As time moved on, more and more moving companies started to come in existence, specially after the ground-breaking of rail roads. While in the UK, at around the same time, the concept of self-storage facilities began taking shape as well. In the First and Second World Wars, railways were an indispensable source of moving things.

Then, late in the 19th century, moving/removal industry was officially in existence and some Acts were introduced for the first time as well such as the 'Household Goods Transportation Act of 1980'. By this time, the option of moving stuff by train was deemed not viable because of the reason that it was way more expensive compared to moving stuff via trucks. The demand was ever increasing which helped the moving/removal industry to grow by leaps and bounds. Those companies quickly got their respective businesses to expand internationally, moving stuff to and from between countries, and then all around the globe.

Before the advent of moving/removal companies in the 19th century, people mostly preferred moving on their own, which is also called DIY moving. They just packed their stuff, then carried all by themselves and when they had to move over long distance, they sometimes rented a truck or a wagon for their move. Using the rail road was considered expensive as it still was a fresh new project at the time and not everyone could afford it. Slowly but gradually the concept of moving through vans, owned by the moving companies, started to emerge. Now a days, people usually rent a couple vans for a small scale move, where the payable amount is fixed at the start. Other services that include proper packaging, loading and unloading, waste managing are offered by some of the companies as well. Some companies weigh all the items first which are to be moved and that thing determines the total cost of the whole move. Flat rate pricing is one of the major policies adopted by some companies as well.

The staff, as all the companies claim, is very well trained and is very professional in their approach towards their clients. Moving/removal companies pay their employees a handsome amount of money. In rare cases of mishandling or breakage of property, reputable companies are held responsible and they have to cover the loss encountered while moving the items. If they still refuse to compensate the losses incurred, the clients have the right to sue them legally. Companies never compromise in any section of the moving process because if they know if they manage to execute the move without any hassle or loss to property then their client would recommend them to others as well which in turn helps with the marketing, and if something goes wrong, it hurts the company in the long run. The clients are told to provide all the instructions (and the little details, if any) about the move in advance to the companies, so as to ensure the moving process goes smooth.

Starting a new removal or a moving company is not that hard; one just has to start from small things like renting a truck or a van and buying related equipment like furniture belts, some packing material and ropes. Then gradually more trucks or vans can be added in order to speed up the moving process. The main cost is incurred on the transportation; how much fuel is consumed per move, the amount spent on vehicle repairing and other things like that. The whole moving business is competitive and hard too, but it can be very profitable for the owner if things are not rushed and step-by-step approach is taken. It usually takes a couple days to move a house, while moving the whole set-up of a company or an organization takes 3-4 days or sometimes a week. If everything is properly packed, then it usually takes an hour in loading all the stuff to a van or truck.

All companies have different methods of doing things. Some of the companies offer cleaning services for offices and homes as a bonus while others offer services of dismantling then reassembling stuff at the new destination. Hiring of such companies depends on the type of stuff that has to be moved, for example if a person is planning to move some stuff that doesn't contain furniture or some heavy things, then they would use local transport or probably rent a truck for the move, but if there is some delicate and sensitive stuff involved, a professional moving/removal company would be hired to help with the move.

People generally have a vague idea about the moving/removal industry. First things first, 'moving company' is the term commonly used in the United States, while 'removals' or 'removal' is the term used in Australia, the United Kingdom and most part of Europe. There is a famous phrase 'A Man with a Van' which refers to the people that are self-employed movers. Most people prefer removals over moving stuff by themselves. The competition is very high as there are a number of removal companies, both local and international, situated all over the world. Some companies create monopolies and charge similar rates as well, but usually they are affordable to the inhabitants. In posh areas, the amount to be charged is on the higher side and only the rich can afford them. Some companies have got staff hired that is doing the job for them, while others are getting the job done from someone working independently.

Another reason why people prefer hiring a removal company for their moves is that they do not have enough time as they are very busy in their jobs, therefore, they are happy to pay for removals. On that basis, almost 8 out of 10 people would hire a company for their move. The trust factor plays its part as well when people think of hiring a removal company because the company has to pay for anything that gets broken while the move is being executed, so people make sure of the fact that the company moving their stuff is insured. Another way of judging that whether a company is insured is by checking to see if they cover all the belongings of the client while moving stuff i.e. if they cover the stuff then that is a clear indication they are not insured. Therefore, going through the reviews before hiring removals is never a bad idea.

There are some notable scams happening around the moving/removal industry as well. The complaints number has risen in the past decade or so. Some of the companies are somewhat rough in their operations, not caring as much about the stuff that they are hired to move in the first place. They give a relatively low estimate when asked about the total cost, in order to lure the clients into hiring them, but at the time of the move,

they add-up and start explaining certain things that increases the total cost. They come up with such scams because they believe that their clients would pay them regardless, just to get done with the process. The refund scam is something to beware of as well, as some removal companies keep changing and updating their policies regarding the refund. Such companies ask for some kind of advance payment before getting on with the moving process, which they put in the refundable column at first, but later on deny any such thing as refund. To avoid this scam and other scams like these, clients have to do their homework and be ready to file a written complaint to the authority responsible, while the option of suing the company is always there as well. There are official departments in a country that ensure smooth operations of moving/removal industry and these departments can be reached for help in case of a scam. Because of the presence of such departments that keep a close eye on the proceedings of the moving/removal industry, scam rate is not on the higher side.