

CASE STUDY

Moving a Family of Four Coast to Coast



EXPERIENCE

Humboldt Storage and Moving was founded in 1905 and is the oldest moving company in Greater Boston. While founded in Boston, for decades, Humboldt has been moving families and professionals across the country for either a new beginning or because of a work relocation. Humboldt manages over 1,500 professional moving jobs each year-many across state lines and beyond.

Humboldt's relocation coordinators manage the entire move across state lines. From packing and loading personal belongings, storage in the case their destination home is not available, as well as other factors including the transportation of automobiles, documentation and any permitting



THE CHALLENGE

A family of four, two cars and a wine collection

Humboldt was contacted by a national account to coordinate a move for a family of four, from California to Massachusetts. The employee is already in Massachusetts working at their new location so the Humboldt team will coordinate with the remaining spouse to conduct the move. The family, including two children will be moving out of a three-bedroom home. Along with the obvious items such as furniture, and other household items, Humboldt will need to transport two automobiles across country, keep their wine collection valued at over \$10,000 at optimal temperature as well as exercise equipment professionally disassembly.

Because this relocation is driven by a work reassignment, and the family has yet to secure a new home in MA, the family will be living in temporary housing for approximately 60 days until closing on a new home. This will require extra planning on both the family moving as well as the Humboldt team to ensure the family has everything they require at their temporary destination.

The family also has a pet dog so proper planning and care will need to go into making sure the family pet can be transported to the new location with ease and little disruption.

The entire team at Humboldt will work to create a plan and a strategy to ensure all these relocation milestones are taken care of with the highest priority, best in class service and urgency to ensure the family can relax and get moving.

STRATEGY

First, Humboldt feels it is important to make the two children feel at ease with the entire moving process. For years, Humboldt has offered a children's program that helps young movers become part of the move and help them be far more relaxed during what could be a stressful time. The Humboldt team confirms the ages of the children and they will personally send a package before moving day takes place. The package contains a bright colored Junior Move Crew T-shirt and stickers for their own moving boxes.



Next, the Humboldt teams wants to ensure that the family pet gets to the new destination without any delays, or stress. The team will need to make sure the dog is up to date on all required shots prior to transport and they need confirmation the dog has been to a veterinarian 10 days before making the trip to Massachusetts to make sure the animal is in proper health to travel. Humboldt will need to determine the family has an air certified travel crate for the dog or if we will we need to provide that as part of their relocation.

STRATEGY

Because the family will be living in temporary housing for up to 60 days, Humboldt has taken the necessary steps to ensure the family has all the belongings they need for that time period and that the remainder of their items are kept safe in a proper storage setting. The professional move crew will create two separate inventories on move day. One for final destination and a second for items they will need for their stay at temporary housing. The truck will be loaded accordingly with each set of inventories.

Next, the Humboldt team will arrange for proper storage. Thankfully, Humboldt has over 90,000 S/F of storage at their Canton, MA facility so the family's items will be safe, secure and in a climate-controlled storage facility until they close on their new home. Once the family is ready to receive their storage, their shipment is prepared for delivery and all the family's items are once again, carefully placed on a moving van and the crew gets the family into their new home.

The family also owns a Peloton brand exercise bike, so Humboldt has arranged with an authorized specialist to disassemble the equipment in California and pack the monitor properly in a specially built crate. Once the bike has arrived in its new location in Massachusetts, a trained professional will assemble the bike and it will be ready for its use.

One other item that needs attention is a chandelier. The family will be taking this to their new home so Humboldt will arrange to have the chandelier removed from the ceiling and have another crate built especially for this expensive item as well and the chandelier will be safe to travel across the country.

SPECIAL SERVICES

The family has two automobiles that need to make the trip from California to Massachusetts. One is a Nissan Maxima and the other is a Honda Pilot which for transport reasons, is considered an oversized vehicle. Humboldt has arranged with a trusted partner and an authorized vehicle hauler to transport the vehicles to Massachusetts. Humboldt takes the necessary steps to make sure the vehicles are ready to be transported and that there are no items such as other packed boxes in the vehicles for the trip across the country.

The family also has a cherished wine collection. There are 125 bottles of wine with an estimated value of over \$10,000. There needs to be great care given to the transport of such items. This is where the Humboldt team has considerable experience in packing, transporting and storing high-value items. Humboldt coordinators will work with a trusted partner in California to inventory the wine and ensure that it is packed appropriately for this type of shipment. Humboldt will also ensure the shipment is transported in a temperature controlled vehicle and when it gets to Boston, the collection will be handled carefully and stored in a temperature controlled storage facility.



RESULTS

Humboldt has been moving families down the street and across the country for over 100 years. We have not only built systems to handle any move but we have fostered valuable partnerships across the country. This allows us to handle any situation. From wine, automobiles, high-valued art and so much more..

In this case, our family got to their new destination in Boston, had a brief stay in temporary housing, all the while, their goods were safe and secure, and when the time came, our crews sprang into action to get them into the new permanent home. They got their cars and wine collection on time and their chandelier and Peloton was delivered safely upon arrival.

And most important, the kids were made part of the moving process and now enjoying their new community.

Learn more about Humboldt Storage and Moving and all the professional services at humboldt.com

