

Perfect Group

REMOVALS | FURNITURE | STORAGE



19 New Road
Brighton
BN1 1UF

T: 0345 009 4080
E: info@perfect-group.co.uk
W: www.perfect-group.co.uk



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Introduction

- Founded by three childhood friends Michael Laker, Michael Hemsley and Lucky Gohler.

Experience in Warehousing, Furniture Installations, Logistics and Transport.

- Privately owned and organically grown.

- An organisation that delivers high quality cost efficient Relocation, Storage & Furniture Hire services

- Develops long term partnerships with its clients based on our core values of integrity and mutual respect.



Introduction

- Built a reliable and trustworthy firm from the ground up, foundations of what was to become a great company.
 - Established 2007, company diversified into Storage and Furniture Hire services
 - Insurance sector was introduced in 2015, now consists of Restoration companies, AA's and loss adjusters.
- Furniture Hire service was added as a client request. The cost savings and the one point of call benefits started to work instantly.



perfect

adjective:
pəˈfɪkt

having all the required or desirable elements, qualities, or characteristics;
as good as it is possible to be

Why Perfect Group?



By combining Removals, Furniture Rental and Storage Services, the **Perfect Group** are able to offer a unique and comprehensive solution to clients providing emergency relocation.



The synergy of these 3 vital services allows your clients to receive the most efficient supplier experience, just one call, just one delivery, just one point of contact.



We take care of any rental furniture, any salvageable furniture they wish to take with them (to temporary accommodation) and any storage, if required.

Why Perfect Group?

- ✓ **USP** - three combined services.
- ✓ **Compassion** - a customer that never wanted to be a customer.
- ✓ **Innovation** - we use technology to ensure efficiency and effectiveness.
- ✓ **Staff** - our staff are our ambassadors; they wear our badge and obsess over our standards.
- ✓ **Highly Accredited** - proud members of BAR and the CheckaTrade vetting service.
- ✓ **Coverage & Availability** - national coverage with 24/7 tracked deliveries.
- ✓ **High Net Worth** - small enough to care, bigger enough to cope...

Service Specification



Perfect Group will provide a credit account based Removals, Furniture Rental and Storage service for all clients.



The service can be provided on quote by quote basis, whereby Perfect Group will provide a same day quotation to pass on for approval (by loss adjusters or insurance companies).



Account credit is available on flexible terms, 30 or 60 day invoice.



All goods being transported will be covered and wrapped by fully qualified and uniformed porters. Full insurance will also be provide to cover any loss in the eventuality of damage.



An account manager will be assigned to look after all of your needs, giving you the client one single point of contact.



All orders and quotations can be viewed on line by visiting the 'client portal'. Clients can see how orders are progressing with real time status updates.

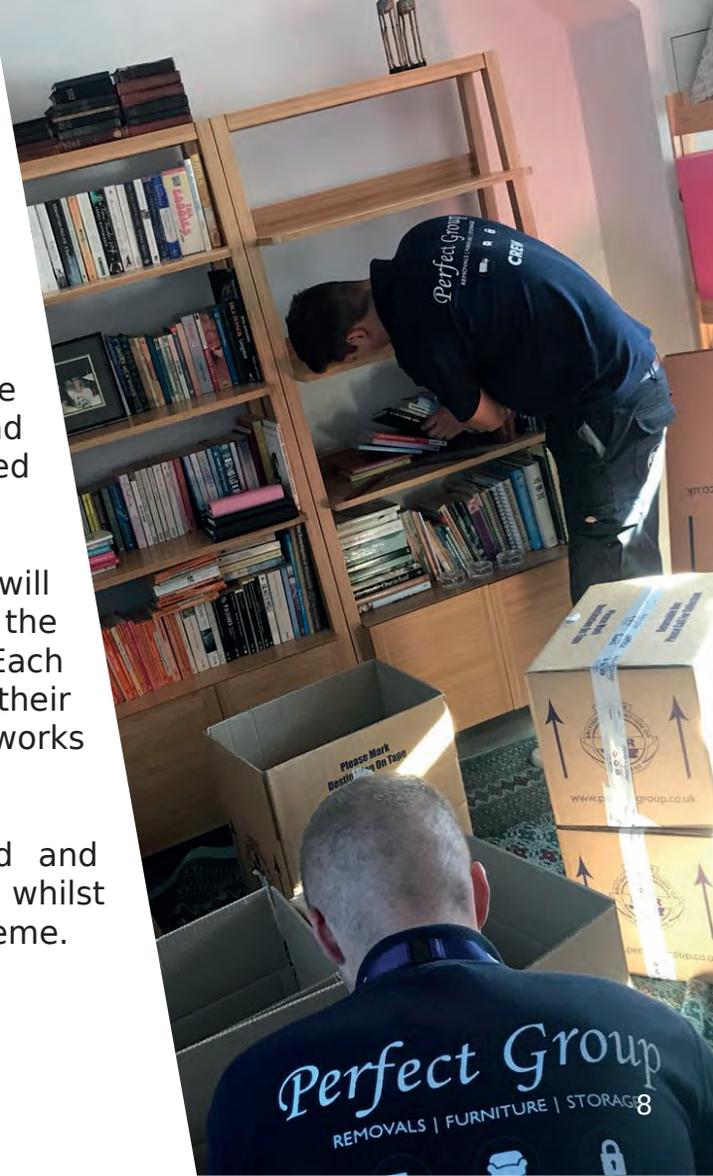
Staff

At **Perfect Group** we're proud to employ over 60 of the industry's most enthusiastic and dedicated individuals.

We are all passionate about what we do, from the Porters and Drivers, to the board of directors, and every one of us is responsible for the continued success of Perfect Group.

Each team that is instructed to carry out a contract will be briefed on the itinerary and will be fully aware of the situation prior to their arrival at a risk address. Each member of staff will be fully uniformed and carry their identification badge that will read who the person works for and their role in the team.

All Porters will complete a probationary period and undergo a vigorous training programme, whilst completing the 4 week furniture safe handling scheme.



Coverage & Availability

Perfect Group can collect and deliver to any UK address.

During our reign, we have gained a wealth of knowledge on the UK road network, observing traffic trends throughout the country and always keeping up to date on local roadworks.

Using these tools, we can make sure we reach our destination time, every time. We understand the pressures on our clients and the fact that certain works may need completing at short notice and in a small time frame.

We respond to all enquiries, existing and new, **as a matter of urgency**. This way we can be sure we're ready to complete the task when instructed to.



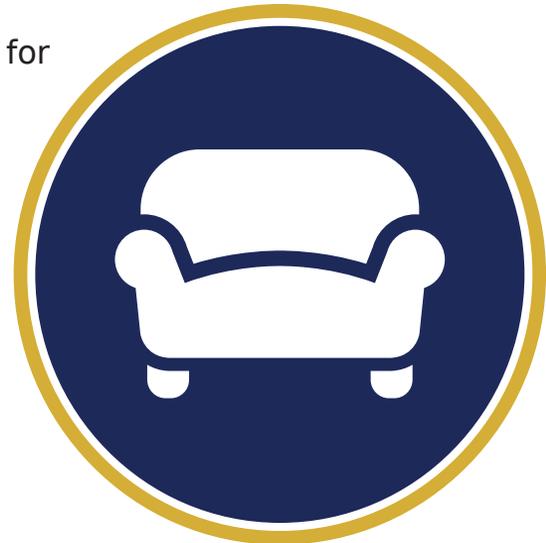
Furniture

Perfect Group provide fully tailored furniture rental packages to cater for all emergency relocation scenarios.

We understand the importance of a fast and reliable service so that your client can feel settled in their new temporary home.

Personalised Customer contact once approved our friendly and professional staff will contact the customer and introduce themselves.

Use the Online Portal to generate instant quotes, for 2, 3 & 6 months hire options available.



Storage

Perfect Group provide **flexible and reliable** storage throughout the UK.

Client's goods are kept in our industry standard storage containers which are sealed, labelled and placed inside our secure warehouse, until we are instructed to deliver.

Perfect Group will take a full inventory of the clients goods, all items will be labelled and numbered along with the condition of the item being noted. Secure, accessible and affordable.



storage

noun:

/ˈstɔːrɪdʒ/

the action or method of storing something for future use.

Packing & Inventory

Owner Packed - clients who prefer to pack their own belongings, we supply all the packaging.

Fragile Packing - our professionally trained crew pack the fragile items to enhance protection.



Full Packing - our highly trained staff pack everything in your home.

Export Packing Service - for those individual items that need extra protection

Crating - we construct custom crates for extremely fragile or valuable items.

Protection

- ✓ Quilted sofa covers
- ✓ Carpet & stair protectors
- ✓ Hanging wardrobe boxes Bespoke picture boxes
- ✓ Flat screen TV covers
- ✓ High quality soft wrap waterproof mattress covers
- ✓ Export quality, double wall boxes
- ✓ Industrial strength cotton blankets
- ✓ Dismantling / Reassembling



Photographic Evidence

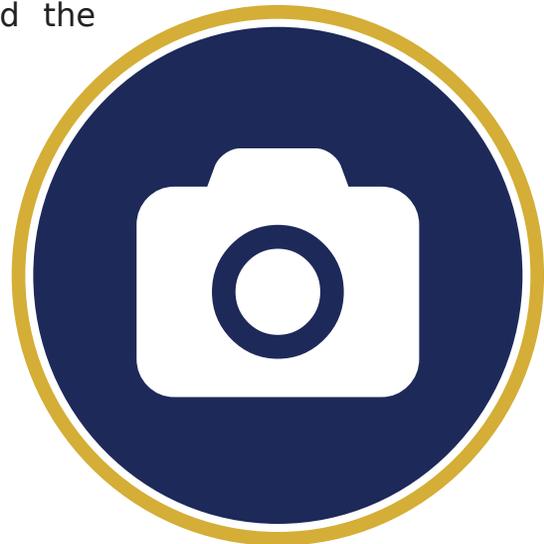
Prevention is better than cure...

Photos are extremely important to help the fight against false claims and prevent misunderstanding.

We inform and use certain key words to determine the state/damage of any items prior to taking them away.

We collect photos of both damage items and the property.

On return of the goods, property is inspected, and the goods are unloaded, marked off and back in the hands of the client.



Insurance

With our insurance policy your clients will have complete peace of mind, knowing should anything go wrong during the move, their possessions are fully covered by a comprehensive policy.

Our insurance is underwritten by a specialist insurer and is designed for the specific purpose of insuring the relocation of household goods. Each and every contract is covered up to £50,000 of goods value. If the goods exceed this limit, we can also raise the insurance value to meet the amount required by that particular client.

Along with this policy, Perfect Group are also insured for £5,000,000 public liability and £10,000,000 Employers liability.





teamwork

noun:

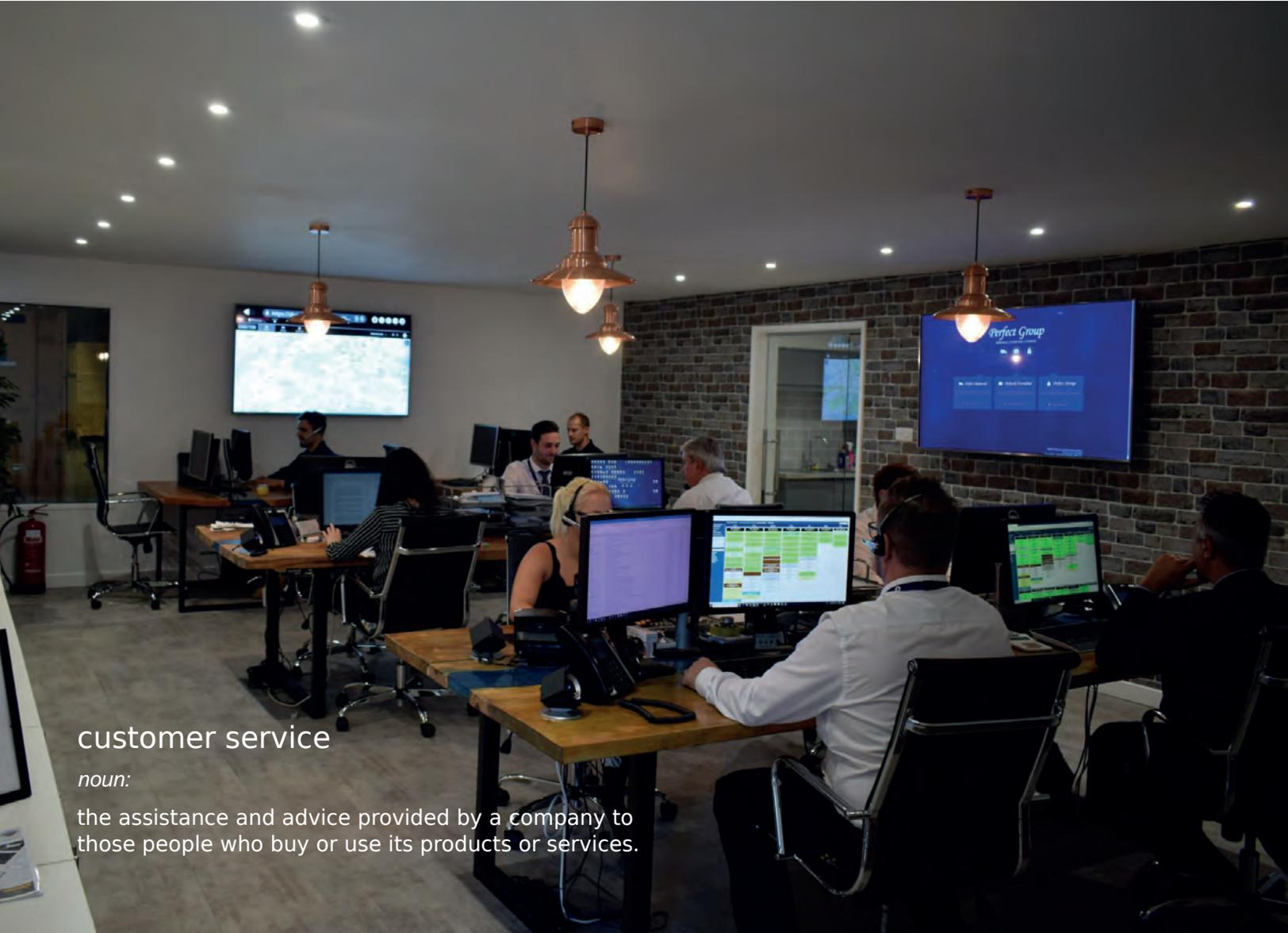
/ˈtiːmwɜːk/

the combined action of a group, especially when effective and efficient

Supply Chain Management

- ✓ Customer Feedback analysis job sheets provide invaluable feedback
- ✓ Route Cause Analysis we strive to raise standards, learning from incidents and ensuring best practices
- ✓ BAR Training Matrix designed and coached by our Accredited Trade Association
- ✓ Industry related GDPR expert knowledge provided by BAR
- ✓ Working in your Supply Chain





customer service

noun:

the assistance and advice provided by a company to those people who buy or use its products or services.



Surge

Simple, Effective.

Resources used for our Domestic customers are frozen and then allocated to all Insurance Sector Clients

300% Gain.

Using this strategy we're able to increase our surge capacity by 300%

Accreditations



Department for
Transport



We are proud members of Checkatrade, their main objective is to eradicate rogue traders by checking each companies insurance and feedback from recent work.

We're vetted, monitored and recommended. After all, our reputation is built on the service we offer our customers. Clients can visit our page to review our recent feedback and customer experiences.

The Department for Transport and our agencies employ around 18,245 and they responsible for transport issues throughout the United Kingdom.

Proud members of BAR, the British Association of Removers is dedicated to promoting professional excellence in the Removals Industry.

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GET IN TOUCH

For more information on how we can help you, please contact us using the details below:

T: 0345 009 4080

E: info@perfect-group.co.uk

W: www.perfect-group.co.uk

19 New Road, Brighton, East Sussex, BN1 1UF