

Dear Customer:

Our Service Level Agreement and what to expect when your moving request has been received.

Your move will be Professionally Managed

- Your move will be assigned to a Move Coordinator (MC).
- If the Move Coordinator has not contacted you within 2 days please call the Facilities Management front desk at 229-3769
- Direct all questions and communication through the Move Coordinator.
- Move requests require a minimum 1 week notice.
- Moves that are part of a construction project do not need this form. The Project Manager will schedule the moving company.
- The MC can assist with the proper procedure if relocation of phones or data jacks is involved.

Your Move will be Predictable

- The MC will review and verify the scope of the move based on the information provided in the move request.
- For more complex moves, the MC will provide a written scope of the work for your approval.
- If you are flexible about the day and time of your move, the University saves money by allowing the MC to coordinate your move on the same day as other on-campus moves.

Surplus Furniture will be handled Responsibly

- Furniture which is no longer needed will be removed.
- If room is available on campus, items are stored for re-assignment.
- Surplus items cannot be earmarked for future departmental use as needs and space availability are unpredictable.
- Surplus furniture which has outlived its useful life will be donated or recycled.
- Surplus furniture can be moved to another Departmental location for an additional charge

All Moves Require Payment

- All moving requests require payment to a third party vendor and require a funding source.
- Facilities has created a central fund to charge a limited number of “task-like” moves across campus. These are typically small jobs such as removing an excess piece of furniture, moving items, etc. In such cases, costs incurred for these tasks will be charged to the Facilities central fund. Scheduling for these centrally funded moves is on a first come, first served basis.
- For larger moves such as an office redesign where costs are expected to exceed \$250, an estimate will be provided for departmental approval before the move is scheduled or costs are incurred. These larger jobs will be charged to the fund you provided when you submitted your move request.
- The payment to the vendor is “at cost” i.e. the cost charged to your department is the actual cost with no internal UD mark up.
- Procurement and Payable Services have pre-negotiated rates with multiple moving companies. The MC will select the appropriate moving company based upon availability and rate most advantageous for your particular move.

Your Responsibilities

- You are responsible for packing. If you are unable to pack there will be an additional charge from the moving company.
- Contact the MC if packing materials are needed. Additional material and delivery charges apply.
- The MC will have packing materials delivered to your location upon request.
- Empty all filing cabinets bookshelves, and wardrobes to avoid damage to the furniture.
- You are responsible for moving any personal items which are valuable or fragile.
- The moving company is paid on an hourly basis - requesting changes during the move will result in additional charges that may exceed the original quote.