

## Important Moving Tips – From Outside Canada



There are many steps that go into moving, some you may never have thought about. The busiest time of the year for relocation is usually between May and the first week of September, but it's worthwhile to be prepared no matter what time of year you move.

Here are some important tips that will help you have an easier move. We've also included some links at the bottom of this document to other helpful information on the website of our designated moving company, Quality Move Management (QMM). We recommend you have a close read of this information.

Note that when we say “you” within the tips, this may include you or an adult member of your family who will be living with you.

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## Plan Early:

Get the estimate (or “quote”) from our moving company, Quality Move Management (QMM), as soon as you have a date to move to Vancouver or Kelowna, BC (for our Vancouver or Okanagan campuses) and coordinate with your hiring department administrator to get approvals. QMM may get booked up quickly during the peak season. The key is to get the estimate first, and then QMM will book the schedule as soon as they receive the Purchase Order from our Payment & Procurement Services department in Vancouver.

For more on planning, please see QMM's [Moving Timeline/Checklist](#).

For cross-border and international moves, please speak to your QMM Relocation Coordinator for more specific information on timelines and move process.

## Immigration:

If you don't have Canadian citizenship, or you are considered a non-resident of Canada, please do not confirm your move date or your flight into Canada until you have the appropriate immigration paperwork to obtain your work permit. If you attempt to enter Canada without proper immigration paperwork, this may jeopardize the process of obtaining your work permit and you may be denied entrance.

After you send your acceptance of your offer of employment, your department should prepare the immigration paperwork as soon as possible.

For relocating faculty, please find information on [immigration](#) at [Faculty Relations](#).

For relocating senior management, please contact your [HR Associate](#) for more information.

## No Guaranteed Day:

Our moving company, Quality Move Management (QMM), can't give a guaranteed date for your move because they may use the same trailer for several moves. One trailer contains approximately 5-10 loads. Usually, movers will provide a range of dates for pickup and delivery.

## Survey Visit:

After the Relocation Coordinator from our moving company, Quality Move Management (QMM), has arranged a survey with you, QMM will send a local surveyor to do the estimate. Here are some steps to take:

- Let the surveyor know by what transportation mode you would like your goods to travel (e.g., wardrobe by air, books by truck or sea freight), including any high value items that may require extra care/packing (e.g., grandfather clock).

- Don't forget to discuss the Valuation amount of your goods for insurance coverage. The surveyor will note the Valuation of all insurable items in case after the move you need to make a claim to the insurance provider for any damaged or missing items.
- If some of your household items are stored in another facility, please advise the surveyor of the pickup address and the contact phone number.

For more on shipping methods, please see this page:

- [Shipping Methods](#)

### **Guaranteed Estimate:**

Be sure the surveyor sent by our moving company, Quality Move Management (QMM), provides you with a guaranteed estimate. Also, please note:

- The guaranteed estimate applies only to the weight and should include fuel surcharges and all applicable taxes.
- Any customs duty, storage fees, shuttle and unforeseen delays aren't included in the guarantee.
- Once you receive the estimate, ask if there are any extra charges that may occur beyond the guaranteed estimate.

### **Owner-Packed Items:**

It's recommended you allow the movers to handle the packing for you. Responsibility for damage to goods in a carton that you have packed is difficult to establish if there is no visible damage to the outside of the carton. Unless the carton shows obvious structural damage, the moving company won't include these items in the Valuation of a claim for damaged items.

If you do choose to pack some items yourself, here are some tips:

- No carton should be so large that it will obstruct the view when carried, or weigh over 50 pounds.
- Don't overfill or underfill cartons. This may cause damage. Tops must close flat and be sealed with tape.
- Pack heavier items on the bottom and lighter items on the top.
- Wrap small articles in colored paper so they won't be discarded with packing material.
- Fasten and tape lids to liquids, seal in a plastic bag and place upright in a carton.
- Tape small pieces and screws to where they belong.
- Place a "Do Not Move" sign on items that are to remain in the house.

When packing is performed on a different day than loading, the movers will leave the beds and all major furniture as is. These will be taken care of during loading.

For more on packing, please see these pages on our moving company's website:

- [Room-by-Room Packing Guide on our moving company's website](#)
- [Shipping Methods](#)

## Items of Extraordinary Value:

This refers to any item with a replacement value over \$10,000.00. The value for these items must be confirmed by a written appraisal, dated before the packing or loading date, and provided by you to the surveyor. Also, please note:

- **Items such as documents, jewellery, liquor, wine, records, LPs and stamp collections aren't covered under the Valuation of insurable items done by the surveyor, and should be taken by you.**
- As the moving van isn't temperature controlled, wine will either freeze or spoil.
- Any items damaged by broken wine bottles and any spoiled or frozen wine won't be covered under the Valuation of a claim done by the insurance provider.

## Non-Admissible Items:

Here are items the Government of Canada does not permit to be transported:

- Aerosol cans of all kinds
- Ammunition
- Chemistry sets
- Cleaning fluids
- Explosives and flares
- Fire extinguishers
- Fireworks
- Fertilizers containing ammonium nitrate
- Flammable goods of all types
- Gasoline, kerosene and lighter fluid
- Matches and starter fuel
- Oily cloths
- Oil-based paints
- Pesticides containing an arsenic, strychnine or cyanide base
- Tanks of compressed gases such as barbecue tanks and diving tanks
- Perishable and frozen foods
- Bleach and peroxide

Alcohol and some non-perishable food items in small quantities are permissible for transport into Canada. However, duties may apply for alcohol and the shipment may be subject to Customs inspections at additional costs.

## Pets:

The relocation policy does cover pet relocation. Our moving company, Quality Move Management (QMM), partners with [Worldwide Animal Travel](#), which can provide guidance on pet relocation, Canada Customs clearance, and other services.

There are other pet relocation companies you may consider to hire directly, such as PetRelocation.com, and if you plan to move your pet yourself by plane, [PetRelocation.com](https://www.petrelocation.com) has some instructional videos on the following:

- [Selecting an "airline approved" travel crate for your pet](#)
- [Choosing the right size travel crate](#)
- [Training your pet to use the travel crate](#)
- [Getting your pet travel crate ready for the flight](#)

Before bringing pets from outside of Canada, please review [Importing or Traveling with Pets](#) from the [Canadian Food Inspection Agency \(CFIA\)](#).

## Plants:

Please be advised that any International shipment or shipment between the United States and Canada will require Customs documents/permits from the Department of Agriculture for the import of live plants into Canada. Shipments including live plants may be subject to Customs exams which can be quite expensive. Therefore, it is strongly suggested that live plants shouldn't be included on these kinds of moves.

Adding to this, our moving company, Quality Move Management (QMM), has the following disclaimer and advice about moving plants: Most plants are climate and light sensitive and for this reason QMM/Allied International can't assume liability for the shipping of live plants. Wherever possible we suggest you don't ship your plants but give them away instead.

If you do choose to ship your plants, be aware:

- The moving vans aren't temperature controlled.
- Plants aren't watered during transport and won't be accepted into storage.
- If you choose to have plants shipped on the van, you do so at your own risk.
- Plants won't be covered under the Valuation of insurable items provided by the surveyor.

To allow your plants the best chance of surviving the trip, here are some tips:

- In winter – ensure the plants are on the dry side on moving day by watering them for the last time two or three days before the move.
- In summer – water the plants well on the morning of packing day and let the excess water drain away.
- A week or two before the move, pull a sheer curtain over the window to reduce the light. Being put into a dark box may shock the plants.
- Once delivered, open the box but leave the plants in the boxes for a few hours to minimize shock. After a few hours, unpack and water them.
- Place plants in locations similar to the ones they were used to at your old home. However, don't place them in direct sunlight until one or two weeks after the move.

Shock can cause the leaves to yellow and drop. This is normal and shouldn't last.

## Cross Border & International Moving:

- As you are relocating from outside Canada, your shipment will have to clear customs before our moving company can complete the delivery into your new home. Your shipment will be held in bonded storage until Canada Customs releases it.
- You will be given 24-hours' notice once the truck or shipping container arrives in the destination city and it is your responsibility to appear at the nearest customs office to have your documentation reviewed before customs clearance will be completed. If you don't appear within that time, additional fees will be charged for storage.
- While all measures are taken by our moving company to ensure seamless customs clearance, Canada Customs agents may decide at their discretion to detain any shipment for inspection, and this will also involve additional charges that are added to the cost of your move.
- Our moving company has no control over the inspection process and the charges won't be included as part of your original quote.

Please refer to the [Canada Border Services Agency](#) for more information on customs regulations or policies about moving to Canada.

## Duties and Taxes:

- **If you are moving to Canada for the first time** to live here permanently or are temporarily employed in Canada for a period of more than three years, you will be allowed to bring your household goods free of duties and taxes as long as the items meet the ownership requirement of having been "owned, possessed and used" before arriving in Canada. If your items don't meet this ownership requirement, then your goods are subject to duties and taxes.

There are a couple of exceptions:

- The "use" is waived for wedding gifts as long as you are either married about three months before arriving in Canada, or plan to marry within three months after arriving. These items must still meet the "owned and possessed" requirement.
  - If the country from which you are emigrating restricts the amount of money that you are allowed to bring, then you have three years to purchase household goods there and ship them to Canada duty-free and tax-free.
- **If you are Canadian** and have resided outside of Canada for at least one year, then you may also bring your household goods free of duties and taxes. The items must be "owned, possessed and used" for at least six months prior to returning to Canada.
  - You may bring small quantities of alcoholic beverages and tobacco free of duties and taxes. However if you exceed your personal exemption limits, then you may be subject to duties and taxes.
  - If you sell or give away your goods within the first year of importing them into Canada, duty-free and tax-free, then you will have to pay applicable duty and taxes.

Please refer to the [Canada Border Services Agency](#) for more information on customs regulations or policies of moving to Canada.

Adding to this, please be aware that the relocation policy won't reimburse for any import, duties and taxes or bond charges that you take on.

## Ownership of Your Vehicle:

Ensure prior to moving that you are the registered owner of any vehicle you plan to move to Canada. If it's a leased car, it can't be moved without the leasing company's agreement. Please refer to the [Registrar of Imported Vehicles](#) for customs regulations or policies of ***Importing a Motor Vehicle Into Canada***.

## Shipping or Driving a Vehicle:

### Vehicle Condition Reports

- When shipping a vehicle, the driver from our moving company records pre-existing damage on the Vehicle Condition Report at the time of loading. You should review the reports to ensure that the information is accurate.
- In the unlikely event that damage occurs during the move, ensure this is recorded on the Vehicle Condition Report at the time of unloading.
- Both the loading and delivery Vehicle Condition Reports must be completed and signed by you for claims consideration.

### Steps to take before your vehicle is inspected for shipment

You are responsible to ensure the following items have been completed before the driver from our moving company inspects your vehicle prior to shipping:

- Check all fluids (Gas tank should be less than half full, top up the oil, top up antifreeze/coolant levels).
- Ensure tires are inflated to the manufacturer's recommendations and have no leaks.
- Ensure battery isn't leaking and is in good working order.
- Ensure the emergency brake is in good working order.
- Wash your vehicle.
- Leave 1 set of keys and a copy of the registration in the vehicle.
- Secure the spare tire and jack.
- Remove all loose items and all personal belongings (including cellular phones and its antenna) from the vehicle. No personal belongings can travel in the vehicle.

<b>Customs Clearance Requirements</b>			
<b>Citizenship</b>	<b>License Plate</b>	<b>Required Documentation</b>	<b>Customs Clearance</b>
Canadian	Canadian-Plated	<ul style="list-style-type: none"> <li>No paperwork is required.</li> </ul>	<ul style="list-style-type: none"> <li>Proceed upon arrival.</li> </ul>
Canadian	U.S.-Plated	<ul style="list-style-type: none"> <li>Original title obtained from the Department of Motor Vehicles (DMV) in the state that the vehicle was registered and plated in.</li> <li>Copy of the Canadian registration or Bill of Sale.</li> <li>If there is a lien on your vehicle, then: <ul style="list-style-type: none"> <li>A notarized “copy” of the title from the lien holder or notarized print screen from the DMV.</li> <li>A notarized original letter from the lien holder stating the vehicle can be imported into Canada.</li> </ul> </li> <li>Original recall letter from the manufacturer stating that your vehicle doesn’t have any recalls.</li> <li>If there are or were recalls, original recall letter from the manufacturer indicating that your vehicle has been completed.</li> </ul>	<ul style="list-style-type: none"> <li>A faxed copy of the title must be sent to the Port of Entry 72 hours before driver’s arrival.</li> <li>Original title must be in vehicle during transport.</li> </ul>
U.S.	U.S.-Plated	<ul style="list-style-type: none"> <li>Original title obtained from the Department of Motor Vehicles (DMV) in the state that the vehicle was registered and plated in.</li> <li>If there is a lien on your vehicle, then: <ul style="list-style-type: none"> <li>A notarized copy of the title from the lien holder or notarized print screen from the DMV.</li> <li>A notarized original letter from the lien holder stating the vehicle can be in Canada for the specific length of your stay.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>A faxed copy of the title must be sent to the Port of Entry 72 hours before driver’s arrival.</li> <li>Original title must be in vehicle during transport.</li> </ul>

Adding to this, vehicles can’t be sold or disposed of in Canada and they must be returned to the U.S. upon expiration of your work permit.



For completing forms to transport your vehicle across the United States/Canadian border, please see this page on our moving company’s website: [Transporting Your Vehicle Across U.S./Canadian Border](#).

### Lab Equipment Crossing the Border:

Point out to the surveyor *separately* if you have lab equipment and let them know who officially owns the equipment. Customs duties and taxes may be applicable.

### Storage Expenses:

If you don’t have a fixed address in Vancouver or Kelowna, you may have to pay for storage expenses. Please bring this to the attention of your hiring department administrator and also advise your Relocation Coordinator from our moving company, Quality Move Management (QMM), that you may need storage for a period of time. As soon as you have a fixed address in your new city of residence, let your Relocation Coordinator know so they can update your delivery address.

### Delivery to Your New Residence:

When you have confirmed where you will be moving to, advise your Relocation Coordinator from our moving company, Quality Move Management (QMM), if there will be any problems with a moving van accessing the residence. Some issues to be aware of would be one-way streets, low-hanging wires, overhanging trees, short driveways or narrow streets.

The standard delivery window (excluding non-work days and holidays) depends on the weight of your shipment and the mileage. A general guideline is as follows:

Cross Border Delivery Schedule (in days)						
Miles	Weight (pounds)					
	1 – 500	501 – 900	901 – 1200	1201 – 1600	1601 – 2000	2001 – 2500
1 – 500	1 to 11	1 to 11	1 to 9	1 to 7	1 to 6	1 to 5
501 – 900	3 to 12	3 to 12	3 to 11	3 to 9	2 to 7	2 to 6
901 – 1200	4 to 13	4 to 13	4 to 11	4 to 10	3 to 7	3 to 6
1201 – 1600	5 to 14	5 to 14	5 to 12	5 to 11	4 to 8	4 to 7
1601 – 2000	6 to 15	6 to 15	6 to 12	6 to 11	4 to 10	4 to 8
2001 – 2500	7 to 16	7 to 16	7 to 14	7 to 12	5 to 11	5 to 9
2501 – 2900	8 to 17	8 to 17	8 to 16	8 to 15	6 to 12	6 to 10
2901 & Up	8 to 18	8 to 18	8 to 18	8 to 16	6 to 13	6 to 10

**Here are some tips:**

- Don't count the first day of loading, Saturdays, Sundays and statutory holidays.
- Add two days for the Newfoundland ferry and add one day for any other ferry.
- Add five days for any remote area surcharge, at origin or destination.
- The last day of delivery window can't end on a Saturday, Sunday or holiday. The following business day will apply.
- The normal delivery window is from 8:00 am to 5:00 pm. Monday to Friday. Overtime rates may apply if delivery is required outside this window.

**Factors that May Affect Your Delivery:**

- Although our moving company, Quality Move Management (QMM), will attempt to confirm the delivery date as soon as possible, this may be impacted by a number of factors including: several scheduled stops, unforeseen road closures and delays, and unexpected damage to the vehicle en route, etc.
- QMM may be unable to deliver on the day you receive possession of your new residence. This is due to the uncertainty of what time you will receive the keys. Please discuss the delivery schedule with your QMM Relocation Coordinator. We recommend you let your Relocation Coordinator know your requested delivery date at least 5-10 days prior to possession of your new residence to give QMM enough time to try to accommodate your request.
- When shipping from overseas to Vancouver, the transit times vary depending on the origin country, volume being shipped and the shipping method. Once these details have been determined, your QMM Relocation Coordinator will provide with the estimated timeline for shipping.

**What to Expect for Unpacking:**

- At the time of delivery, the unloading crew is expected to unpack and unwrap all items within your shipment, assemble furniture, and place items in the rooms you request. If an item requires assembly that will require more than two workers or more than 30 minutes to service, it will be necessary to bring in a qualified technician to complete the assembly at an additional cost.
- The unloading crew isn't expected to handle household items that require technical expertise as they aren't trained to do so (for example, a grandfather clock).
- For smaller items, the crew will remove items from cartons and place them on a flat surface in the requested rooms. They aren't expected to sort them and arrange them in the cupboards, pantry, closets, or to hang pictures on the wall, etc.
- Please give the empty cartons/packing materials back to the crew and they will remove the debris at the time of delivery since our moving company, Quality Move Management (QMM), can't guarantee another pick-up of the empty cartons at a later time. If an additional debris pick-up is required, QMM can do so at an additional cost.

## Shuttles & Parking Permits:

Shuttle expenses and parking permits are additional costs to your move.

### Shuttles

Our moving company, Quality Move Management (QMM), may be required to use a shuttle to access your old residence or new residence to pick up or deliver your household goods. Shuttles are used if the moving truck is unable to access your location or has difficulty maneuvering in the location. This may be due to narrow streets, or the City may restrict access to areas for large vehicles, such as moving trucks with a weight over 10,000 kg (22,064 pounds).

Please be aware that it may be difficult to determine if a shuttle is required for delivery of your household goods into your new residence, especially if you are unable to provide your QMM Relocation Coordinator with a destination address at the time of the quote.

### Parking Permits - For Your Move

A parking permit may also be required for the moving van at your old residence and/or new residence. If required, you must obtain a temporary parking permit from the City or Town Hall. You are responsible for researching the requirements of the city where your old residence is.

Please review information on parking permits for the [City of Vancouver](#) and the [City of Kelowna](#) if your new residence will be inside the boundaries of either of those cities. Both websites have information on parking and permits for your move as well as for when you are a resident. From each Parking home page, follow the link to “Residential Parking” for permit information.

### Additional Steps for Vancouver

- You must go in person to the Engineering Services office. You become the responsible “applicant”.
  - Address:** 5<sup>th</sup> Floor, Cross Roads  
507 West Broadway  
(at Cambie Street)  
Vancouver, BC, V5Z 0B4
  - Phone:** 604-871-6730
  - Email:** [engineering.clientservices@vancouver.ca](mailto:engineering.clientservices@vancouver.ca)
  - Hours:** Monday-Friday (except holidays) 8:30am – 5:00pm
  
- The applicant must have the following information:
  - Any parking restrictions on the street.
  - If there are any parking meters.
  - How many feet of space the trucks will need (1 parking stall = 20 feet).

- There is a fee of \$75.00 + any applicable taxes (although this can change, if parking meters are present or based on the amount of space needed, etc.)
- This must be done by **10:00 am five business days prior** to the date you will need the permit for. The City needs three clear business days for processing and to have the crew set out the reserved curb space. The City will do this the day before and will be unable to remove any stationary vehicles at the time, but should give whoever is parked there time to move their vehicle by the morning.

## Additional Steps for Kelowna

### In Metered Areas

- You must go in person to the Engineering Services office. You become the responsible “applicant”.
  - Address:** 586 Leon Avenue  
Kelowna, BC, V1Y 6J6
  - Phone:** 250-862-8585
  - Website:** [Kelowna Parking](#)
  - Hours:** Monday-Friday (except holidays) 9:00am – 5:00pm
- Please follow the following process:
  - Go in person at least 24 hours in advance.
  - Fill out necessary forms provided by the office. Information needed is name, date, times, location, number of meter bags, deposit/payment method.
  - Obtain necessary amount of “meter bags”, which you will be responsible for putting on the meters themselves in advance (prior to 6 am).
  - Return the meter bags **before 5:00 pm, or first thing (by 9:30 am) following morning.**
- There is a fee of \$5.00 + any applicable taxes per bag. There is also a deposit of \$25.00 per bag (preferred payment method is cash or cheque), which you will receive back upon the return of the meter bags.

### Road Usage Permit

- A road usage permit is requested in areas where truck will need to obstruct a traffic lane or sidewalk in order to service move.
- Complete the Road Usage Permit application form.
  - Any questions can be directed to City Yards 250-469-8600.
  - Download [Road Usage Permit application form](#) from City of Kelowna website
  - This needs to be printed, filled out and submitted by fax to 250-862-3330.
  - Please fill out 1st page; others are not necessary for residential moving.

- You must have the following information:
  - Date the permit is needed.
  - Your residential address.
  - Number of days your permit is needed. Check with your Relocation Coordinator.
  - Any parking restrictions on the street.
  - How many feet of space the truck will need (1 parking meter = 20 feet). Check with your Relocation Coordinator.
  
- There is a fee of \$75.00 + any applicable taxes. Each additional day is \$25.00. Payment is requested using major credit card online upon approval.
  
- Send the application at least **3 business days in advance** to the date you will need the permit for. Permit must be on-site and available for By-law officers to access if requested.

### Elevators:

If you live in an apartment or condominium, you will need to book the elevator with your property manager. The timeframe to move all of your household goods will depend on the weight of your shipment. A general guideline is as follows:

Shipment Weight (pounds)	Crew Size		
	1	2	3
	# of Hours	# of Hours	# of Hours
1 – 1000	2	2	2
1001 – 2000	3	2	2
2001 – 3000	N/A	3	2
3001 – 4000	N/A	3	2
4001 – 5000	N/A	3	3
5001 – 6000	N/A	4	3
6001 – 7000	N/A	6	5
7001 – 8000	N/A	7	6
8001 – 9000	N/A	8	7
9001 – 10000	N/A	8	7
10001 – 11000	N/A	8	7
11001 – 12000	N/A	9	8
12001 – 13000	N/A	10	9
13001 – 14000	N/A	11	9
14001 – 16000	N/A	12	10
16001 – 18000	N/A	13	11
18001 – 20000	N/A	15	12

**Note:** If your shipment exceeds 7,000 to 8,000 pounds, the movers may require an additional day to complete unpacking.

## Determining Your Moving Schedule:

- Advise your Relocation Coordinator from our moving company, Quality Move Management (QMM), as soon as possible regarding your desired moving dates.
- Your Relocation Coordinator will confirm your delivery schedule with you at this time, based on the weight of your shipment and the distance. If you are relocating internationally, your Relocation Coordinator will confirm the estimated transit time based on the method of shipping.
- Specific delivery dates can't be guaranteed. However, QMM will do everything possible to accommodate your requested delivery date.
- Ask your hiring department administrator to prepare a Purchase Requisition. Attach your accepted estimate along with any supporting documentation, and ask your hiring department administrator to fax the documentation as soon as possible to [Payment & Procurement Services](#) in Vancouver or Kelowna.

## Filing a Claim for Damaged and/or Missing Items:

For moves between the United States and Canada, you have nine months from the date of delivery to submit a written claim.

For international moves, you have 30 days from the date of delivery to submit a written claim.

Please see our [Claims Process](#) page for information on how to file a claim.