

THE CANADIAN  
**MOVER**

Fall 2005

The Bi-Annual Magazine and Directory of the Canadian Association of Movers



**CHALLENGES**  
for the **MOVING**  
**INDUSTRY**

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The CAM website, www.mover.net, has the  
latest Association information, up-to-date  
listings of movers, suppliers, international  
movers and van lines, as well as articles  
from past issues of *The Canadian Mover*.



## Challenges for the Moving Industry Today

**T**he following comments are a culmination of my own perspective and discussions with various stakeholders across the country. We have some major issues to deal with, and without a serious look at how we do business, we could have to contend with some industry-critical situations in the not-too-distant future.

The moving industry must resolve its shortage of qualified long-haul drivers. There are so few new drivers in the industry that a growing percentage of business is going to freight haulers providing pin-to-pin service. Using freight haulers in this way addresses the short-term volume needs of the peak season, but in the longer run, the driver shortage remains one of several fundamental issues to be managed.

With shrinking profit margins – due to, among other things, increasing fuel prices and insurance costs, generally growing operating costs, and unrealistic discounting – and an aging workforce, we can imagine an unfavourable future. To turn this situation around, the industry must educate its entire network of service providers in this country to do business for profit; aiming to break even means doing business just for the sake of doing business and cannot work as a long-term strategy. The frequent practice during the non-peak season of doing deep-discount business simply for the sake of rolling the trucks and trying to retain key employees is detrimental to all industry players.

Look at simple economics in other industries: when the cost of doing business rises, a price increase is passed on to the consumer. But, for some of us in the moving industry, economics work differently.

In general, our industry has long relied on the van line tariff as a source for pricing. Typically, each of the major van lines sets out prior to each busy season to address what increases, if any, should affect their base pricing. A core group of agents votes on behalf of all the van line's agents on a suggested increase for peak season, and then the "new" price is developed; it takes effect prior to peak, and is subject to lowering after the busy season. We all try to second guess what the price increases of other players will be, so that we can remain competitive with them.

*continued on page 6*



**With shrinking profit margins due to increasing fuel prices and insurance costs, growing operating costs, unrealistic discounting and an aging workforce, we can imagine an unfavourable future.**

**Face à l'effritement des marges de profits attribuables à l'augmentation des coûts d'essence, de l'assurance, des frais d'exploitation plus élevés et des rabais peu réalistes ainsi qu'à une main d'œuvre qui vieillit, nous pouvons entrevoir un avenir défavorable.**

## Les défis auxquels l'industrie du déménagement fait face

**V**oici un bilan des discussions tenues avec nombres d'intervenants partout au pays auquel j'ajoute mon point de vue. Nous faisons face à des problèmes majeurs et si nous négligeons d'examiner la façon dont nous faisons des affaires, nous pourrions devoir composer avec des situations critiques dans un proche avenir.

L'industrie du déménagement doit remédier à la pénurie de chauffeurs de grands routiers qualifiés. Il y a si peu de nouveaux chauffeurs dans l'industrie qu'un pourcentage croissant des affaires est confié à des transporteurs de fret procurant un service d'attelage d'un fourgon à un autre. Les services des transporteurs de fret règlent les besoins volumineux à court terme durant la haute saison mais à la longue, la pénurie de chauffeurs demeure l'un des nombreux problèmes sous-jacents à solutionner.

Face à l'effritement des marges de profits attribuables entre autres à l'augmentation des coûts d'essence, de l'assurance, des frais d'exploitation généralement plus élevés et des rabais peu réalistes ainsi qu'à une main d'œuvre qui vieillit, nous pouvons entrevoir un avenir défavorable. Pour redresser la situation, l'industrie doit éduquer son réseau des fournisseurs de services partout au pays si elle veut être rentable; viser à atteindre le seuil de rentabilité signifie marchander pour demeurer en affaires et ne mène pas loin en tant que stratégie à long terme. Le recours à l'octroi de rabais considérables durant les périodes creuses, tout juste pour mettre les camions sur la route et tenter de retenir les employés clés, nuit à tous les joueurs de l'industrie.

Il suffit de jeter un coup d'œil à l'économie des autres industries. Lorsque le coût de faire des affaires augmente, le consommateur absorbe cette augmentation. Or pour certains d'entre nous dans l'industrie du déménagement, l'économie fonctionne différemment.

En général, notre industrie s'est fiée pendant longtemps aux tarifs des entreprises de transport par fourgon automobile pour fixer les prix. Typiquement ces entreprises établissent avant chaque période de pointe quelles augmentations, s'il y a lieu devraient affecter le prix de base. Un groupe

*suite à la page 8*



## President's Message/Message du président

**W**ith this issue, the Canadian Association of Movers has embarked on a new initiative. From 1997 to 2004, the first 14 issues of *The Canadian Mover* were produced by Naylor Publications. This is the first issue that will be published by CAM itself. CAM is now responsible for all phases of the operation, including sale of advertising, production of articles, editing, printing and distribution. It always looked a lot simpler.

We thank our supplier members and all advertisers for their support of this magazine and directory, and for their patience. We hope it will provide suppliers and members alike with the kind of market communications that the Canadian moving industry needs.

New tasks and increased operational responsibilities seem to be the way in which CAM has progressed over the last year. We have begun to appear to the public as the trade association representing the moving industry.

We have seen a major change in consumer awareness, resulting in increased calls for referrals to reputable movers and complaints about problem moves and movers. CAM has processed over 2,000 referrals in the last year and fielded more than 300 complaints. In July 2005, there were 17,000 visits to our website from 9,500 unique visitors. This is four times more visits and visitors than a year ago.

Our message is getting out, slowly but surely. The media – newspapers, radio and television – are using CAM as a source of information for the moving industry.

Our role in the moving industry is continually changing with our increasing contribution to members' well-being. As consumers become more aware of CAM in markets across Canada, CAM is able to make referrals and assist in sales of moves. CAM has established a small office in Montreal to service the needs of members and consumers in French.

The consumer-affairs ministries in many provinces across Canada are using CAM as a referral service and often as a resource in handling complaints.

This year, we will be reaching out once again to the Canadian moving industry for its support through membership and participation in our programs.

We all look forward to working with you.

Sincerely,



*John Levi, President*



**A**vec la publication de ce numéro, l'Association canadienne des déménageurs prend un nouveau virage. Les quatorze premiers numéros publiés des années 1997 à 2004 ont été préparés par la maison *Naylor Publications*. Il s'agit donc du premier numéro que L'ACD prend entièrement à sa charge. L'ACD est dorénavant responsable de toutes les phases de la mise en circulation de ce magazine, y compris la vente des annonces, la préparation des articles, la révision des textes, l'impression et la distribution. Tout nous semblait beaucoup plus simple avant.

Nous remercions nos fournisseurs membres et tous les annonceurs de leur patience et de leur appui à ce magazine et annuaire. Nous espérons procurer aux fournisseurs et membres le genre d'informations sur le marché dont l'industrie canadienne du déménagement a besoin.

L'ACD a progressé au cours de la dernière année en se voyant investie de nouvelles tâches et de plus grandes responsabilités fonctionnelles. Nous nous sommes fait connaître au public en tant qu'association professionnelle représentant l'industrie des déménageurs.

Nous avons été témoins d'une plus grande prise de conscience chez les consommateurs qui s'est traduite par un nombre d'appels plus élevés pour obtenir des références de déménageurs fiables et pour déposer des plaintes au sujet de leur déménagement et déménageur. L'an dernier, l'ACD a traité plus de 2 000 demandes de références et a adressé plus de 300 plaintes. En juillet dernier nous avons reçu 17 000 visites à notre site Web de la part de 9 500 visiteurs distincts. Ce nombre a quadruplé depuis l'an dernier.

Notre message se propage, lentement mais assurément. Les médias – journaux, radio et télévision – utilisent l'ACD comme source d'information pour l'industrie des déménageurs.

Notre rôle dans l'industrie du déménagement se trouve à changer constamment en raison de notre contribution grandissante au bien-être de nos membres. À mesure que les consommateurs sont conscients de l'existence de l'ACD sur les marchés partout au Canada, cette dernière est en mesure de leur donner des références et collaborer au marché du déménagement. L'ACD a ouvert un bureau à Montréal pour servir les besoins des membres et consommateurs francophones.

Les ministères des services aux consommateurs de plusieurs provinces se servent de l'ACD comme service d'aiguillage et souvent comme ressource pour répondre aux plaintes.

À nouveau cette année nous ferons appel à tous ceux et celles de l'industrie canadienne du déménagement pour obtenir leur appui en leur demandant de devenir membres et de participer à nos programmes.

Nous anticipons le plaisir de travailler avec vous.

Mes cordiales salutations,



*John Levi, Président*

The increase-in-tariff concept is good, but we're not really implementing it. We undermine it when we allow ourselves as an industry to go back to our agents to develop a discount structure for the new pricing template, in fear that, if we actually introduce a price increase, we may lose market share. We then tend to instruct our respective sales forces about the maximum allowable discount within the new structure.

So, where do the majority of salespeople price moves? They are advised of what the maximum discount is and then they sell to it, working on the premise that, since they are generally paid on a commission basis, they can work the discount and pricing to their favour: low prices to consumers secure the business and allow the salespeople to increase their sales volume. The van lines don't suffer from the price discounting of agents' sales staff – whatever the price, they receive a commission – so they're not inclined to fiddle with the system.

Thus, both salespeople and the van lines win in this situation, but service

providers do not. The standard pricing arrangement does very little to address the real costs of doing business, because service providers (drivers, packers, warehouse workers) – who bear the brunt of cost increases – derive no benefit from the "increase" in the tariff. Since the services of such providers constitute the bulk of a move's cost, they are the easiest targets for price reduction used to win a job. You might think it is hard to blame the sales force, which is just doing its job. But, what if the salespeople were willing to take a chance at getting jobs without discounting prices at the maximum rate? With a profit-based matrix, they might create an opportunity to spread the wealth.

Now, take the situation one step further. We face a shortage of drivers, packers and general labourers that appears likely to continue to grow. There may come a day when long-haul drivers from coast to coast, who deal face-to-face with consumers every day and who are largely paid on a commission basis, simply park their trucks and demand an improvement to their situation. How do we address this issue before it becomes too large to deal with?

We say time and time again that our crews and front-line people deserve more money, but that there is simply no room left in the equation to give it to them. It is no wonder we cannot attract new blood to the business with this vision. The pricing of moves is key to the answer. We are just now seeing signs of discontent in Vancouver with the container business at the Vancouver Port. How long will it be until the mass of long-haul furniture drivers get together and potentially bring this industry to a halt? Is there a feasible solution to growing our workforce? With a change in the way we do business, I firmly believe that we can create a winning scenario.

There are some prime examples of what can be done to kick-start the industry in new directions and think out of the box.

1. Understand that the cost of doing business will continue to rise – and ensure that consumer prices reflect rising costs.

2. Use the historical data of our industry to price moves on a floating tariff. This could be done a number of ways and could incorporate such factors as booking lead-time, seasonality, date of the month

and so on. For example, the closer to load date a consumer books a move, the more it will cost them for the space in the truck. The airline industry has this one down to a tee!

3. Dispose of discounts (radical, I know!), and simply work with a reasonably priced tariff. Why bother with a 70% price discount? All the consumer is concerned with is the bottom line.

4. Streamline quotes to show bottom-line pricing. Most consumers probably do not care about the costs of city surcharges and long carries, or packing-by-carton rates. They want to know how much it will cost them to move from A to B, if the price is guaranteed (subject to changes in the original cube estimate), and how long the move will take. Keep it simple.

5. Stop giving away the farm. No more free storage, no more free handling, no more free anything. In the van line world, agents routinely offer destination services at huge discounts, believing that there is money enough to get the shipments delivered, so all should be fine. Yet at origin, they have built tidy fees in for their own staff to be paid for service through origin service charges. If you want to offer your client a free service, ensure that you are providing the free service: pay the service provider, who doesn't get free labour, warehousing, truck or bank payments. Further, if you provide a free service, the consequent price reduction should be reflected in savings in van line fees or salesperson commissions.

6. Work on a commission structure that is fair share to all parties (van lines, agents, service providers, sales force, employees). When a sale is made, does it fairly benefit all parties in the operation? Does everyone share in a true picture of the revenue, and are we seriously looking at paying our front-end people what they are worth (including hourly pay, salary and commission)?

7. Increase the price to the consumer to truly reflect our cost of doing business. We all do it at a local level, with month-end pricing, summer rates and so on. By charging the consumer what it truly costs for a move (including a profit and overhead costs), we can attract a quality workforce to support this profession, by paying them at a more competitive rate.

These are neither all of the answers



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nor even all of the questions we must sort out, but such ideas as are presented above are a start and must be addressed. We are truly an industry that must come of age. Certainly there are pockets of movers from coast to coast who do very well in their markets, but, as an industry, I don't think we are truly perceived as professional and viable. Year after year, good agents fall by the wayside. Unless they are large or multi-generational companies, or provide a unique service, many movers work all summer to make up for their losses during the off-season and break even by September.

If we truly want to make a mark, it will take a lot of effort to revive and rework how we do business. We have opportunities galore; we have historical data that indicates trends and volumes; we have terrific front-end people (sales, drivers, packers, agents and van lines). What we haven't had is the sense to work together to improve what we can in the marketplace. Instead of thinking that our workforce is shrinking, we could go to the root of the problem and pay workers what they are worth. We could rethink the costing structure of our business and charge appropriately for our services. And, we should follow the lead of some other transportation-sector service providers that are truly competitive, instead of having a marketplace like that of the national fuel companies, which raise prices within hours of each other, or the airlines, which have pricing that fluctuates on a daily basis.

As an industry, if we wish to make a mark in this consumer base, we must start now to address issues that stare us in the face. My closing suggestion would be to get a think tank started in October

that is industry-wide, with stakeholders from all related sectors, and spend the off-season identifying core issues toward the development of short- and long-term plans for this industry. I am not suggesting that pricing be a topic in this discussion, as that is an obviously wrong avenue, but we should consider concepts and directions to address emerging issues: capacity, workforce, equipment, training, a sliding-fees-for-service concept based on consumer demand, revitalization of the industry, and so on.

I have been involved in this business for over 25 years, and simply wanted to present my thoughts and those of others who share a passion for the industry. Where do we all go from here? It is up to you.

Sincerely,



*Scott Hickling  
Chairman, Canadian Association  
of Movers*



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meticulous packing.  
cast iron stomachs.

relax.  
we carry  
the  
load.



**Are you a certified  
Canadian mover?**

d'agents vote au nom de tous ceux des entreprises de transport par fourgon automobile et il fixe un « nouveau » tarif. Celui-ci est mis en vigueur avant la période de pointe et peut baisser après cette période. Nous essayons tous de deviner quelles seront les augmentations des autres joueurs afin de soutenir la compétition.

L'augmentation des tarifs est un bon concept mais nous ne l'imposons pas réellement. Elle est minée lorsque nous demandons à nos agents de concevoir un barème des remises axé sur une nouvelle grille de prix où nous craignons perdre notre part du marché si nous augmentons nos prix. Nous exposons alors à notre force de vente quelle est la remise maximale permise au sein de la nouvelle structure.

Comment la majorité des membres du personnel de vente appliquent-ils ses prix? Nous les avisons de la remise maximum et ils font la vente en fonction de celle-ci, en se disant qu'étant donné qu'ils sont à commission, ils peuvent fixer un prix et une remise qui les avantagera. Un prix bas accordé aux consommateurs leur assure des affaires et leur permet d'accroître leur volume de ventes. Les entreprises de transport ne souffrent pas des remises accordées par leur personnel de vente car, peu importe le prix, ces personnes touchent une commission. Elles ne sont pas tentées de déjouer le système.

Dans une telle situation, les entreprises de transport et le personnel de ventes y gagnent mais les fournisseurs de services y perdent. La fixation des normes des prix a très peu d'influence sur les coûts réels de faire des affaires vu que les fournisseurs de services (camionneurs, emballeurs, personnel d'entrepôt), qui sont ceux qui soutiennent le fardeau des augmentations de coûts, ne retirent que très peu d'avantages de « la majoration » des tarifs.

Comme les services de ces fournisseurs représentent le plus gros des frais de déménagement il est facile de se servir d'eux comme cible, pour obtenir un contrat à meilleur prix. Vous pourriez penser qu'il est difficile de blâmer le personnel de ventes qui ne fait que son travail. Or qu'advient-il si ce personnel consent à risquer d'offrir le travail au tarif maximum sans accorder d'escompte? En se servant d'une matrice fondée sur les profits, il peut profiter de l'occasion pour accroître

son avoir.

Poussons les choses plus loin. Nous sommes aux prises avec une pénurie de conducteurs, d'emballeurs et de main-d'œuvre non qualifiée et tout semble indiquer que la situation pourrait empirer. Le jour viendra où, partout au pays, les camionneurs sur longs parcours qui traitent directement avec les consommateurs chaque jour et qui sont principalement payés à commission, stationneront leurs camions et exigeront de meilleures conditions. De quelle façon réglerons-nous ce problème avant qu'il s'aggrave au point de ne pas pouvoir le contenir?

Nous avons répété maintes fois que nos équipes et employés des points de service méritent plus d'argent mais qu'il n'y a aucune marge de manœuvre nous permettant de leur accorder. Il n'est pas surprenant qu'avec une telle vision, nous ne pouvons pas attirer de sang nouveau. Les coûts de déménagement sont la clé à cette question. Nous sommes déjà témoins des mécontentements des conteneurs de fret au port de Vancouver. Combien de temps faudra-t-il attendre avant que les camionneurs sur long parcours transportant du mobilier s'unissent et immobilisent l'industrie? Existe-t-il une solution réalisable pour accroître notre main-d'œuvre? En changeant notre façon de faire des affaires, je crois fermement que nous pouvons créer une situation gagnante.

Voici des exemples fondamentaux de ce que nous pouvons faire pour aiguiller l'industrie sur une nouvelle voie et sortir des sentiers battus.

1. Comprendre que le coût de faire des affaires continuera d'augmenter et s'assurer que les prix accordés au consommateur tiennent compte des augmentations de coûts.

2. Utiliser des données historiques de notre industrie pour fixer le prix des déménagements selon un tarif mobile. Cela peut se faire de plusieurs façons et pourrait comprendre des facteurs tels que le délai de réservation, les fluctuations saisonnières, la date du mois, ainsi de suite. Par exemple plus court est le délai de chargement demandé par un consommateur, plus cher il devrait payer pour réserver l'espace dans le camion. L'industrie aérienne utilise une telle structure.

3. Ne pas accorder d'escompte (tactique un peu radicale je sais!) et travailler

à un tarif raisonnable. Pourquoi accorder 70 % d'escompte? Tous ce qui préoccupe le consommateur c'est le résultat.

4. Simplifier les devis et indiquer le prix final. La plupart des consommateurs ne sont probablement pas intéressés à connaître la surtaxe de la ville, le coût du long parcours ou le tarif d'emballage par boîte. Ils veulent savoir ce qu'ils paieront du point A au point B, si le prix est garanti (sujet à changements selon l'estimation originale au mètre cube) et combien de temps le déménagement prendra. S'en tenir à l'essentiel.

5. Cesser de donner votre chemise. Fini l'entreposage gratuit, fini la manutention gratuite. Plus rien sans rien. Dans le monde du transport par fourgon automobile, les agents offrent souvent des services à destination à gros rabais, pensant qu'il y a assez d'argent pour livrer les marchandises et que tout ira bien. Or au départ, ils ont préparé un tarif bien ordonné pour payer leur personnel, compte tenu des frais de service de provenance. Si vous désirez offrir au client un service gratuit, assurez-vous de procurer le service gratuit : payez le fournisseur qui n'obtient pas de main-d'œuvre gratuite, l'entreposage, les frais de camionnage ou bancaires. En outre, si vous procurez un service gratuit, le prix réduit doit tenir compte des économies en frais des transporteurs par fourgon automobile ou en commissions au personnel de vente.

6. Mettre au point une structure de commissions équitables pour tous et toutes (transporteurs, agents, fournisseurs de services, personnel de vente et employés). Une fois la vente faite, chaque partie se trouve-t-elle à bénéficier? Chacune se trouve-t-elle à tirer une part des revenus réels et avons-nous pensé à payer le personnel aux points de services ce qu'il mérite (taux horaires, salaires et commissions)?

7. Augmenter le prix que le consommateur doit payer pour absorber nos coûts réels de faire des affaires. Nous le faisons tous au niveau local, avec des prix de fin de mois, des tarifs durant la saison estivale et ainsi de suite. En faisant payer au consommateur les coûts réels de déménagement (y compris la marge de profits et les frais généraux), nous pouvons attirer une main-d'œuvre qualifiée pour faire le travail et la payer à des taux plus compétitifs.



Ces suggestions ne solutionnent pas tous les problèmes, et ne répondent pas même à toutes les questions que nous devons éplucher, mais elles constituent un point de départ et méritent d'être étudiées. Notre industrie doit vraiment se mettre au diapason des autres dans le domaine. Nul doute que des poignées de déménageurs réussissent très bien sur leur marché, d'un océan à l'autre, mais je ne pense pas que notre industrie est perçue comme étant professionnelle et viable. Années après année, de bons agents abandonnent la partie. À moins qu'il ne s'agisse de compagnies importantes ou sur le marché depuis plusieurs générations ou encore qui procurent un service particulier, plusieurs déménageurs travaillent tout l'été pour renflouer leurs pertes durant la période creuse et n'atteignent par le seuil de rentabilité avant septembre.

Si nous désirons vraiment nous imposer sur le marché, nous devons déployer beaucoup d'efforts pour nous repositionner et changer notre façon de faire des affaires. Ce ne sont pas les occasions qui manquent. Nous disposons de données historiques qui font ressortir les tendan-

ces et le débit routier. Nous avons des personnes formidables pour dispenser les services (les vendeurs, camionneurs, empaqueteurs, agents et transporteurs). Ce qui nous manque, c'est de travailler à l'unisson pour consolider notre position sur le marché.

Au lieu de penser que notre main-d'œuvre fléchit nous devrions aller à la racine du problème et payer nos travailleurs en conséquence. Nous pourrions élaborer une structure des coûts et nous faire payer équitablement pour nos services. Nous pourrions marcher dans les traces d'autres fournisseurs de services du secteur des transports qui sont très compétitifs plutôt que de nous retrouver sur un marché comme celui des compagnies de carburant qui se livrent une bataille de prix pouvant grimper d'une heure à l'autre ou celui des compagnies aériennes dont les prix fluctuent sur une base journalière.

Si nous voulons nous démarquer auprès des consommateurs en tant qu'industrie, nous devons dès maintenant nous attaquer aux problèmes qui sautent aux yeux. Pour conclure, j'aimerais inviter tous les intervenants et intervenantes dans tous les

secteurs de l'industrie à profiter de la basse saison à partir d'octobre pour se pencher sur les problèmes fondamentaux et élaborer des plans à courts et à longs termes pour cette industrie. Je n'avance nullement que les coûts devraient être au centre de cette discussion; ce serait emprunter la mauvaise voie mais nous devrions examiner les concepts et les directions à prendre pour solutionner les nouveaux enjeux : la capacité, la main-d'œuvre, l'équipement, la formation le concept d'un tarif mobile pour les services axé sur la demande, la revitalisation et ainsi de suite.

J'œuvre au sein de cette industrie depuis plus de 25 ans et j'ai voulu tout simplement vous communiquer mes impressions et celles des autres qui partagent ma passion vis-à-vis de l'industrie. Où irons-nous à partir d'ici? La décision vous appartient.



*Scott Hickling  
Président du conseil de l'Association  
canadiennes des déménageurs*



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# MISSION STATEMENT

The purpose of the Canadian Association of Movers is to further the interests of owner-managed moving and storage companies by providing its members with leadership, motivation, research, education, programs of mutual benefit, consultation and technical advice. Programs and services of the Association are designed to enhance the profitability of members' businesses, ensure public safety, and help the buying public access credible, professional moving services.

## GOALS

### GOVERNMENT AND POLITICAL AFFAIRS

To monitor and influence government public policy at the federal and provincial levels that affects the unique interests of CAM members.

### VAN LINES

To work in harmony and in confidence with van lines in Canada in order to gather statistical information that will allow the Association to effectively represent the household-goods moving industry to federal and provincial governments and the general public.

### EDUCATION AND TRAINING

To enhance the professional expertise and operational competency of owner-managed movers through timely information, innovative seminars, training manuals, certification programs and other continuing education programs, including the Canadian Professional Mover course.

### MEMBERSHIP DEVELOPMENT

To build and maintain a strong base of new and renewed members in all categories through systematic marketing and increased participation of volunteer leaders.

### PUBLIC AFFAIRS AND PUBLICATIONS

To offer timely information on trends and issues in the industry through innovative public presentations, regular publications, topical manuals and special reports.

### PROFESSIONAL ETHICS AND STANDARDS

To foster high standards of ethical conduct within the Association, among members and throughout the industry.

To develop a method of communicating our standards and methods to customers.

### ORGANIZATIONAL RELATIONSHIPS

To enhance co-operative relationships and joint-venture programs and activities with other associations, particularly the American Moving & Storage Association.

### VOLUNTEER PARTICIPATION AND RECOGNITION

To increase the number of owner-managed movers that have active involvement in leadership roles within the Association, and to give greater recognition to all volunteers for their service.

### RESEARCH AND DEVELOPMENT

To promote, through the acquisition of grants, special research projects that advance the interests of members and strengthen their capacity to render high-quality services.

### ORGANIZATIONAL COMPETENCY

To maintain an organizational structure that is well managed, by having a competent, professional staff and being fiscally sound and responsive to the expectations of all members.

# NOTRE MISSION

La raison d'être de l'association Canadienne des Déménageurs est de servir les intérêts des compagnies indépendantes de déménagement et d'entreposage en offrant à ses membres direction, motivation, recherche, éducation, programmes de bénéfice mutuels, consultation et conseils techniques. Les programmes et services de l'Association sont conçus pour améliorer le profit des affaires de nos membres, assurer la sécurité publique, et aider la clientèle à avoir un accès crédible et professionnel aux services de déménagement.

## NOS BUTS

### GOVERNEMENT ET AFFAIRES POLITIQUES

Pour observer et participer à la politique générale des gouvernements au niveau fédéral et provincial ayant un effet sur les intérêts uniques des membres de l'ACD.

### LIGNES DE TRANSPORT

Travailler en harmonie et en confiance avec les lignes de transport au Canada pour obtenir les statistiques qui permettront à l'Association de représenter effectivement l'industrie du déménagement des particuliers auprès des gouvernements fédéral et provinciaux et du public en général.

### ÉDUCATION ET FORMATION

Développer les aptitudes et les compétences professionnelles des déménageurs indépendants par une information continue, des séminaires innovateurs, des manuels de formation, des programmes de certification et d'autres programmes d'éducation continue, incluant le cours des spécialistes du déménagement.

### RECRUTEMENT DES ADHÉRENTS

Développer et maintenir une forte base de nouvelles adhésions, ainsi que le renouvellement des anciennes, dans toutes les catégories par une promotion systématique et une participation volontaire accrue.

### AFFAIRES PUBLIQUES ET PUBLICATIONS

Offrir une information continue et à jour sur les tendances et les problèmes de l'industrie par le biais de présentations publiques originales, de publications régulières, des manuels et des rapports spécialisés.

### NORMES DE CONDUITE ET PRATIQUES PROFESSIONNELLES

Favoriser un haut niveau des normes de conduite pour les membres de l'Association et dans toute l'industrie.

Développer les moyens de communiquer nos normes et nos méthodes à nos clients.

### ORGANISATION DES RELATIONS

Développer les relations de coopération et les programmes et activités en commun avec d'autres associations, en particulier l'Association Américain du Déménagement et de l'Entreposage.

### PARTICIPATION ET RECONNAISSANCE DES VOLONTAIRES

Accroître la participation active de plus de déménageurs indépendants dans des rôles de direction au sein de l'association, et faire preuve d'une plus grande reconnaissance à tous les volontaires pour leurs services.

### RECHERCHE ET DÉVELOPPEMENT

Promouvoir, par l'obtention de subventions, des projets de recherche spécialisés qui feraient progresser les intérêts de nos membres et renforceraient leur capacité à offrir des services de haute qualité.

### COMPÉTENCES D'ORGANISATION

Maintenir une structure organisée et bien dirigée par du personnel compétent, bien établi et attentif aux attentes de tous nos membres.

## CAM's Code of Ethics

*CAM adopted a new code of ethics at the Annual General Meeting in November 2002 and revised and simplified it in November 2003. The Code sets the standard of ethical behaviour for CAM members in their dealings with consumers, each other and the Association.*

### Code of Ethics

Members of the Canadian Association of Movers, working toward their common goal of fostering high standards of ethical conduct within the Association and throughout the industry, promise to follow this guide to professional conduct:

- They will act with fairness and honesty toward clients, being considerate of their needs.
- They will honour the terms of contracts.
- They will maintain professional integrity and personal honour.
- They will provide efficient, reliable, high-quality service.
- They will ensure that services are provided in a safety-conscious environment.
- They will foster the continuance of competitive practices.
- They will promote education in the industry, to improve service to the public.
- They will fulfill all obligations of membership.

## Le code de l'ACD

*L'ACD a adopté un nouveau code de déontologie à l'assemblée de novembre 2002 et l'a révisé et simplifié en novembre 2003. Celui-ci établit les normes de comportement des membres dans leurs rapports avec les consommateurs, leurs collègues et l'association.*

### Code d'éthique

Les membres de l'Association canadienne des déménageurs, dans leurs efforts pour promouvoir de hautes normes de conduite à l'intérieur de l'association et dans toute l'industrie, promettent de respecter les règles de professionnalisme suivantes :

- Ils agiront de façon juste et honnête envers les clients et tiendront compte de leurs besoins.
- Ils respecteront les dispositions de leurs contrats.
- Ils maintiendront leur intégrité professionnelle et leur honneur personnel.
- Ils fourniront des services efficaces, fiables et de haute qualité.
- Ils garantiront que les services soient fournis de façon sécuritaire.
- Ils veilleront au maintien de pratiques concurrentielles.
- Ils appuieront l'éducation dans l'industrie, afin d'améliorer les services.
- Ils rempliront toutes leurs obligations de membres.

## Board of Directors/Le Conseil d'administration

**C**AM's Board of Directors strives to direct CAM's efforts in a manner consistent with the mission statement and objectives, as well as CAM's Code of Ethics.

**L**e Conseil d'administration de l'Association canadienne des déménageurs s'efforce de diriger les efforts de l'Association de façon compatible à l'énoncé de la mission et aux objectifs de l'Association et le nouveau code de l'éthique de l'ACD.

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1996 – Denis Frappier  
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# Overheard on a Bus

By John Levi

Excerpts from more than 20 consumer articles in 24-hours Find-a-Rental

**T**his conversation was recently overheard on a bus:

"I hired a mover who gave me three referral letters from satisfied customers. They all agreed that the company was 'a good mover.' I didn't buy insurance, since I thought my goods would be delivered safely by this company. Well, my furniture was badly damaged. First, I had trouble getting the mover on the phone. Then the mover denied any responsibility. Then he told me to fix the furniture and send him a claim for the repairs. I did the repairs and now I've been chasing after him for seven months to settle my claim. He won't talk to me or return my calls. And I have nothing in writing from the mover to prove his liability. I feel like such a fool."

Well, we didn't really hear this conversation on a bus, but the situation it describes could happen to anyone who's planning on making a move without first doing their homework.

Provincial consumer protection agencies, the Better Business Bureau (BBB) and the Canadian Association of Movers get thousands of calls each year from consumers complaining about bad moves and bad movers. Just ask the BBB and they'll tell you that complaints about moving companies rank at the top of their listings. CAM gets calls every day from consumers with stories about overcharging, damage to property, late pickup and delivery, and failure of the mover to perform as promised. CAM has hundreds of consumer complaints in its records, and while it hasn't heard every type of complaint, it probably has heard most of them.

Many things can go wrong if a con-

sumer does not hire a reputable mover. There are plenty of unscrupulous movers out there; finding a good mover among the rogues is the consumer's best protection against the all-too-common moving complaints. It's also a lot easier to do a little careful preparation in advance of a move than to chase a mover afterwards with a claim. Provincial governments' consumer protection agencies and the BBB can assist consumers in resolving problems with their movers after the worst has happened. CAM, as an industry association, seeks to prevent moving disasters by encouraging consumers to use reputable movers.

## Find a reputable, professional moving company

It's the consumer's responsibility to find a good mover that will treat them fairly and provide a safe, reliable moving service. This is the one basic step that consumers need to take. It can be simple if they look in the right places and ask the right questions.

"The moving company and I agreed on a fixed price for my move. The movers arrived late, took several breaks, and took an hour longer than necessary to arrive at my new home. When they arrived, they demanded an extra cash payment for extra time taken for the move, or they would leave my goods in the driveway. My goods were held hostage until I paid!"

This unhappy consumer might have avoided this scenario by checking on the mover's reputation in advance. Consumers are urged to check out the mover's history before contracting their services and, especially, before paying for them. The BBB, CAM and provincial consumer protection

agencies will provide consumers with information in their possession about moving companies – both good and bad.

Consumers should be observant for the signals, however, that a moving company might not be as trustworthy and reliable as it suggests.

**"I don't have a store-front, but I'm available 24 hours."** All movers use cell phones to help in their customer communications. But some movers operate ONLY with a cell phone. These movers usually advertise without a street address. The mover's trucks and storage space are at some unknown location. Contacting this mover if there are problems, before, during or after the move, can be very difficult if he simply decides to avoid the calls. And going out of business can be as simple as turning off the cell phone. It's often a good idea for a consumer to visit a mover's office before booking the move to ensure it, and possibly the consumer's goods, can be found.

**"My rates are simply too good to be true."** Moving-cost estimates from reputable companies, given the same information, are likely to be fairly close. The mover who quotes a rate or gives an estimate that is very much lower than the others may be offering sub-standard services. Often these movers make up the lower cost with additional charges once the customer's goods are loaded on the truck and on their way. Very low rates are one of the best indicators of a bad move to come – damage to your goods, hidden charges and moves gone wrong. Consumers need to beware of this very serious, and often most costly, consumer trap.

*continued on page 14*

# Conversation entendue sur un autobus

Par John Levi

Extraits de 20 articles adressés aux consommateurs dans le magazine 24 hours – Find-a-Rental

**C**ette conversation s'est déroulée récemment sur un autobus.

« J'ai embauché un déménageur qui m'a donné trois lettres de recommandation de clients satisfaits. Ils convenaient tous qu'il s'agissait d'une bonne compagnie. Je n'ai pas souscrit d'assurance, pensant que mes biens seraient livrés en toute sécurité par la compagnie. Or, mes meubles étaient sérieusement endommagés. J'ai d'abord eu du mal à obtenir le numéro de téléphone du déménageur. Ensuite, il a refusé d'assumer la responsabilité. Il m'a finalement dit de réparer les meubles et de lui soumettre une réclamation. J'ai fait les réparations et ça fait sept mois je cours après pour me faire rembourser. Il ne veut pas me parler et ne retourne pas mes appels. Je n'ai rien par écrit de sa part pour prouver ses obligations. J'ai l'air d'un imbécile. »

Disons que nous n'avons pas réellement entendu cette conversation sur l'autobus mais ce scénario montre ce qui peut arriver lorsque l'on ne planifie pas son déménagement sans faire de recherches au préalable.

Les agences provinciales de la protection des consommateurs, le Bureau d'éthique commerciale et l'Association canadienne des déménageurs reçoivent chaque année des milliers d'appels des consommateurs au sujet de déménagements gâchés et de piètres déménageurs. Adressez-vous au BEC et on vous répondra que les plaintes au sujet des compa-

gnies de déménagement viennent en tête de leur liste. L'ACD reçoit des appels tous les jours de gens qui se plaignent de fausses promesses des déménageurs, d'effets endommagés, de retards pour prendre et livrer leur ménage. L'ACD a des centaines de plaintes dans ses dossiers et il y a en a très peu qu'il lui reste à entendre.

Plusieurs accroc peuvent arriver si un consommateur n'embauche pas un déménageur fiable. Il existe sur le marché nombre d'entreprises peu scrupuleuses. Trouver un bon déménageur est la meilleure arme dont dispose le consommateur pour se protéger contre les plaintes les plus courantes. Il est plus simple de faire une préparation minutieuse à l'avance plutôt que de poursuivre un déménageur pour se faire dédommager. Les agences provinciales de la protection des consommateurs et le BEC peuvent aider les consommateurs à résoudre leurs problèmes avec leur déménageur une fois le pire arrivé. L'ACD, en tant qu'association industrielle, voit à prévenir les désastres en encourageant les consommateurs à utiliser les services de déménageurs de bonne réputation.

## Trouver une compagnie de déménagement compétente et de bonne réputation

Il revient au consommateur de s'adresser à une entreprise qui le traite équitablement et lui procure un service fiable et sécuritaire. Il s'agit du premier pas à faire pour quiconque déménage. Chose

simple si l'on sait où chercher et quelles questions poser.

« La compagnie de déménagement avait convenu d'un prix fixe pour me déménager. Les déménageurs sont arrivés en retard, ont pris plusieurs pauses et une heure de plus que prévu pour se rendre à ma nouvelle demeure. Une fois là, ils m'ont demandé un supplément pour le temps supplémentaire, sans quoi ils laissaient tout dans l'entrée de cour. Mes effets étaient gardés en otage jusqu'à ce que je paie! »

Ce consommateur mécontent aurait pu échapper à ce scénario s'il avait vérifié la réputation du déménageur au préalable. Les consommateurs sont priés de vérifier les antécédents professionnels du déménageur avant de louer ses services, surtout avant de payer. Le BEC et les agences provinciales de la protection des consommateurs fournissent aux consommateurs les renseignements qu'ils détiennent sur les compagnies de déménagement, les bonnes comme les mauvaises.

Les consommateurs devraient prêter attention aux signes qui portent à croire que la compagnie de déménagement n'est peut être pas aussi digne de confiance qu'elle le dit.

« *J e n'ai pas de vitrine mais je suis en service 24 heures sur 24* » Tous les déménageurs utilisent un cellulaire pour demeurer en contact avec les clients. Or, certains fonctionnent SEULEMENT avec  
*suite à la page 15*



CONVERSATION from page 12

**“Pay cash and we can forget the tax.”** A legitimate business will apply the proper taxes to their service contracts. How likely is the mover that offers to forgo collecting the Goods and Services Tax for Revenue Canada to treat their customers with fairness and honesty? These transactions are often cash only, to avoid a paper trail. It is often impossible to hold movers to their promises if your contract with them is verbal. These movers may not take responsibility for losses or damage.

**“Just like my ad says, I’m a member of ....”** Moving-company advertising often contains logos that appeal to the eye and suggest credible services. The ads may show awards that the mover says it has acquired. Awards and logos of van lines, the BBB and CAM

suggest quality service, fair practices and security for goods. They do not, however, guarantee the mover’s reputation or likelihood to deliver promised services. The “award” may have been presented for advertising in a particular publication. And, the advertisement you’re looking at may be out-of-date or, worse, completely false. Consumers should verify that the mover is in fact affiliated with the organization whose logo is being used.

**“As a full-service moving and storage company, we can do it all for you.”** A moving company promises to do everything a consumer asks for – but can it? A good mover should have a can-do attitude. Unfortunately, a disreputable mover that makes this claim is likely making a promise that will be broken. A consumer needs to find out whether the mover has the infrastructure to provide service at origin and at destination. Who will perform the services required at the destination? Will it be the mover, the van line to which the mover is contracted, or will it be some unknown service-provider that the mover contracts? In this case, consumers should ask how the mover will deliver on its promises at the far end, and validate the answer with the BBB, provincial consumer protection agency or CAM.

There are some other basic issues that a consumer needs to discuss before selecting a mover.

- Does the company apply Industry Canada’s Good Practice Guidelines for Canadian Movers?
- Is the company insured? Does it have cargo insurance?
- Will goods be secure during the move? Are the company’s vehicles designed for household-goods moving?

*continued on page 16*



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un cellulaire. Ces déménageurs placent des annonces sans adresse physique. Les camions du déménagement et l'entrepôt se trouvent à une adresse inconnue. Il peut être très difficile de contacter ces déménageurs si des problèmes se posent, avant, pendant ou après le déménagement et s'ils décident de ne pas prendre les appels. Abandonner les affaires peut être aussi simple que de mettre le cellulaire en position d'arrêt. C'est souvent une bonne idée de visiter le bureau du déménageur avant de signer un contrat pour s'assurer que tout ira bien et si possible, voir où les biens peuvent se trouver.

« **Mes tarifs sont simplement trop beaux pour y croire** » Les devis de déménagement de maisons réputées, seront à peu près les mêmes, compte tenu des mêmes renseignements donnés. Il se peut que le déménageur qui propose un prix ou accorde un devis beaucoup moins élevé que les autres, offre des services inférieurs. Souvent ces déménageurs se rattrapent en exigeant des frais supplémentaires une fois les biens du client chargés dans le camion. Des tarifs trop bas constituent le meilleur indice de problèmes à l'horizon : dommages aux biens, frais cachés et déménagement raté. Les consommateurs doivent être avertis de ce piège sérieux et souvent très coûteux.

« **Payez comptant et nous oublions les taxes** » Une entreprise honnête appliquera les taxes appropriées pour leurs contrats de service. Quelle chance les clients ont-ils d'être traités équitablement et en toute sincérité si le déménageur fait grâce de la taxe sur les produits et services de Revenu Canada? Ces transactions se font souvent au comptant pour ne pas laisser de trace écrite. Si le contrat est verbal, il est souvent impossible de demander à ces déménageurs de respecter leurs promesses. Ils peuvent ne pas assumer la responsabilité pour les pertes ou les dommages.

« **Comme mon annonce l'indique, je suis membre de ....** » Les annonces des entreprises de déménagement ont souvent des logos qui frappent l'œil et témoignent de services fiables. Elles peuvent indiquer des prix que le déménageur a remportés. Les prix et logos des entreprises de transport par fourgon automobile, les sigles du BEC ou de L'ACD, suggèrent un service de qualité, des pratiques équitables et la sécurité

des biens. Cela ne garantit toutefois pas la réputation du déménageur ou la probabilité d'accorder les services promis. Il se peut que le « prix » ait été accordé pour avoir placé une annonce dans une publication en particulier. L'annonce que vous regardez peut être désuète ou pire, entièrement fausse. Les consommateurs doivent ainsi vérifier que le déménageur est bien affilié à l'organisme dont le logo est utilisé.

« **En tant que compagnie à offrir un service intégral de déménagement et d'entreposage, nous faisons tout.** »

Une compagnie de déménagement promet faire tout ce que le client demande – peut-elle? Une entreprise fiable devrait avoir une attitude gagnante. Malheureusement, un déménageur louche qui a cette prétention a de fortes chances de briser sa promesse. Le client doit s'informer si le déménageur a l'infrastructure pour fournir le service de l'ancienne résidence à la nouvelle et demander qui s'occupera des services requis à destination. S'agit-il du déménageur, de la compagnie de transport à contrat ou d'un sous-traitant non connu avec lequel il a une entente? Dans ce cas, les consommateurs doivent demander comment le déménageur s'acquittera de ses promesses jusqu'à la fin et confirmer le tout auprès du BEC, d'une agence provinciale de la protection des consommateurs ou de l'ACD.

Il y a d'autres points dont le consommateur doit discuter avant de choisir un déménageur.

- La compagnie se conforme-t-elle aux Lignes directrices sur les bonnes pratiques pour les déménageurs canadiens?
- La compagnie est-elle assurée? Détient-elle une assurance sur les marchandises?
- Les biens sont-ils sécurisés durant le déménagement? Les véhicules de la compagnie sont-ils conçus pour le déménagement d'objets ménagers?
- Où se trouvent les bureaux et entrepôts de la compagnie?
- Le déménageur est-il titulaire d'un certificat d'indemnisation des accidents du travail?
- wwSouscrit-il à un programme d'accreditation des déménageurs canadiens?

### **Obtenez un devis d'au moins trois déménageurs**

Le consommateur en quête de services

professionnels doit faire un peu de recherche et demeurer sur ses positions. S'il s'agit d'un déménagement long parcouru un déménageur reconnu examinera les biens pour préparer son devis. Si une compagnie affirme que l'inspection est inutile, il est préférable que le consommateur s'adresse à une autre entreprise. Pour un déménagement local, le devis doit mentionner le nombre d'heures que le déménagement exigera, les dates du devis et du déménagement. Les conditions doivent être par écrit.

« **J'ai vu votre écriteau et je peux vous dire que vous n'avez pas à chercher plus loin pour un déménageur compétent.** » Un écriteau de maison à vendre dans la cour d'entrée ou une description de la propriété attirent l'attention des compagnies de déménagement. Ces affichages signifient que des gens sont sur le point de partir et les déménageurs commencent à téléphoner aux clients potentiels pour offrir leurs services.

Les consommateurs avertis magasinent pour la plupart de leurs services afin d'obtenir la meilleure valeur pour leur argent. Ils ne devraient pas perdre cette habitude lorsqu'ils engagent un déménageur. Un consommateur clairvoyant pèsera le prix à payer contre les risques à prendre. Les consommateurs devraient obtenir des devis de trois différentes compagnies, poser des questions, vérifier leur réputation et ne pas céder à la pression.

Il appartient au consommateur :

- De donner le plus de renseignements possible au sujet du déménagement pour éviter de devoir payer davantage par la suite;
- De dresser un inventaire de tous les effets à déménager et,
- De prendre des dispositions spéciales pour les biens nécessitant une attention spéciale (par ex., appareils électroniques et électroménagers, piano).

### **Obtenez les conditions du déménagement par écrit**

Les différends quant au coût final sont les plaintes les plus courantes. Les déménageurs peu scrupuleux peuvent demander de l'argent comptant après avoir promis qu'un paiement par carte de crédit était acceptable ou peuvent surprendre avec des frais inattendus.

*suite à la page 17*

CONVERSATION from page 14

- Where are the company's offices and storage facilities?
- Does the mover have a worker's compensation certificate?
- Is the mover a Certified Canadian Mover?

### Get estimates from at least three movers

The consumer searching for professional moving services needs to do a bit of homework and maintain control of his or her moving decisions. For a long-distance move, a reputable mover will inspect the goods to prepare an estimate. If a company says the inspection isn't necessary, the consumer is better off dealing with someone else. For a local move, the estimate must show the number of hours the move will take, and the dates of the estimate and the move. Conditions should be spelled out in writing.

*"I saw your for sale sign and want to tell you that you need not look further for a good mover."* A 'for sale' sign in a front yard or a real estate listing acts like a beacon that attracts moving companies.

These postings signify people-on-the-move, and movers will begin calling potential customers to offer their moving and storage services.

Astute consumers do comparison-shopping for most services to obtain the best possible service for their money, and in engaging a mover, they should not stray from this practice. A smart shopper will consider the price to be paid against the risks to be taken. Consumers should get estimates from three different moving companies, ask questions, check out reputations and not give in to pressure.

It is the consumer's responsibility to:

- Give the mover as much information as possible about the move to avoid being charged more later on;
- Write an inventory of everything to be moved; and,
- Make arrangements for goods requiring special attention (e.g., electronics, appliances, pianos).

### Get the terms and conditions of the move in writing

Disputes over the final cost are the most commonly heard complaint. Unethical

movers may demand cash after promising that a credit-card payment is okay, or may surprise with unexpected charges.

Here are a couple of typical consumer telephone calls to CAM's office.

*"The mover told me that three men and a large truck would be provided at a flat hourly rate. On moving day, only two men and a small truck arrived for pickup. My move took a lot longer and we had to make two trips. The move cost me double what I expected."*

*"My mover and I agreed on a fair price to move my belongings. I gave him my credit-card number to show my commitment to our agreement. My move went well and I was pleased with the workers. I just received my credit-card statement and was shocked to see the mover charged me double what we agreed."*

A reputable mover will provide a written estimate and will abide by the terms of the estimate (as long as the consumer has disclosed all details of the move and there are no changes on moving day). The written estimate should spell out the delivery date, the name of the company contact,

*continued on page 18*

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Visit our Website: [www.daleandmorrow.com](http://www.daleandmorrow.com)

CONVERSATION de la page 15

Voici quelques téléphones typiques fait au bureau de L'ACD.

«Le déménageur m'a dit qu'il m'enverrait trois hommes à un tarif horaire fixe et un camion gros porteur. Le jour du déménagement, deux hommes seulement sont arrivés avec un petit camion. Mon déménagement a pris beaucoup plus de temps et nous avons dû faire deux voyages. Le coût du déménagement m'a coûté le double du montant auquel je m'attendais de payer.»

« Mon déménageur a convenu d'un prix raisonnable pour faire le travail. Je lui ai donné mon numéro de carte de crédit pour prouver que j'étais d'accord avec les arrangements. Tout s'est bien passé avec le déménagement et j'étais satisfaite des travailleurs. Je viens de recevoir mon relevé de carte de crédit et je suis surprise de constater que le déménageur m'a facturé le double du prix négocié. »

Un déménageur fiable procurera un devis par écrit et respectera les conditions du devis (pourvu que le consommateur divulgue tous les détails du déménagement et qu'il n'y ait aucun changement de date). Le devis par écrit doit indiquer la date de livraison, le nom de la personne ressource, le numéro de téléphone et l'adresse de la compagnie, le nombre de boîtes à déménager, les dimensions, la valeur des articles, le tarif, les conditions de paiement et le temps pour dispenser les services. Le représentant de la compagnie et le client doivent signer l'entente.

Les consommateurs doivent s'assurer qu'ils détiennent un contrat par écrit avant le jour du déménagement et que celui-ci indique clairement les services accordés et le mode de paiement. Il ne devrait pas y avoir de surprise le jour du déménagement.

Si l'on n'embauche pas un déménageur fiable il peut s'en suivre un retard de ce dernier se présenter, et même disparaître le jour du déménagement. Les retards dus à la circulation ou à des circonstances imprévues peuvent être inévitables et entraîner des suppléments légitimes. Or les retards mettant en cause un carnet trop chargé ou une mauvaise planification peuvent être évités.

Le consommateur habile peut, en suivant le conseil précédent, choisir une compagnie de déménagement et d'en-

treposage fiable qui procure un service sécuritaire et professionnel pour son ménage. Toutefois il y a au moins une autre décision importante à prendre.

### Obtenir une protection d'assurance de biens adéquate

« Nous sommes entièrement assurés contre les pertes ou dommages » Trop souvent, l'ACD a entendu des consommateurs mécontents se plaindre que la compagnie de déménagement leur a dit qu'elle détenait une assurance des marchandises. Or lorsqu'ils ont rempli leur réclamation pour pertes et dommages il n'y avait pas d'assurance.

Il peut advenir des dommages à vos meubles ou à votre maison et des effets peuvent se perdre durant le déménagement, même si le déménageur est des plus minutieux. On peut éviter ces problèmes en faisant appel à des déménageurs professionnels qui emploient un personnel bien formé, un bon emballage et une procédure pour le transport. Le consommateur doit demander au déménageur d'expliquer les soins qu'il prend pour l'emballage, le transport et l'entreposage de ses biens. Il doit être informé de ce qui arrive en cas de dommages ou de perte. Le déménageur devrait être en mesure d'expliquer sa responsabilité et sa façon d'effectuer le règlement.

Les déménageurs ont une responsabilité limitée pour dommages ou pertes d'objets ménagers en transit. En général la

compensation est loin d'équivaloir au coût de remplacement des biens. Les consommateurs devraient obtenir des renseignements par écrit sur ce qui advient si des biens sont perdus ou endommagés. Les consommateurs devraient aussi vérifier auprès de leur courtier d'assurance ce que couvre leur police de biens mobiliers. Un déménageur professionnel peut procurer une protection supplémentaire pour la valeur de remplacement des objets ménagers en cours de déménagement.

### Quatre principes de base pour choisir un déménageur

Il y a quatre règles que les consommateurs devraient observer pour réussir leur déménagement.

1. Trouver un déménageur fiable et professionnel. Les agences suivantes procureront des renseignements utiles au sujet d'un déménageur potentiel : le BEC, les agences provinciales pour la protection des consommateurs et l'ACD.

2. Obtenir un devis d'au moins trois déménageurs.

3. Obtenir les conditions du déménagement par écrit.

4. Obtenir une protection d'assurance suffisante des biens.

*On peut communiquer avec l'Association canadienne des déménageurs en téléphonant au 905-848-6579 ou (sans frais) 1-866-860-0065, ou en visitant notre site Web à [www.mover.net](http://www.mover.net).*



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- Complete line of packaging materials
- Manufacturer of dollies & piano skids

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CONVERSATION from page 16

the name, telephone number and address of the company, the number of boxes to be moved, the size and value of items, the rate and terms of payment, and the timing of services to be provided. Both the company representative and the customer should sign the agreement.

Consumers need to ensure they have a written contract in advance of moving day, and that it is clear about what services are to be received and how the customer will have to pay for them. There should be no surprises on moving day.

Failure to engage a reputable mover can result in a late arrival or a no-show on moving day, with all of the attendant problems and costs associated with a failed move. Delays caused by traffic or unforeseen circumstances can be unavoidable and may result in legitimate, additional moving charges. But those delays caused by the mover's overbook-

ing or poor scheduling are avoidable. A consumer should confirm the moving schedule with the mover the day before the move.

The astute consumer can, by following the above advice, select a reputable, professional moving and storage company that should provide a safe and professional moving service for their household effects. However, at least one more important decision needs to be made.

### Obtain adequate insurance protection for property

*"We're fully insured for loss or damage."*

All too often, CAM has heard unhappy consumers say their moving company told them it had cargo insurance, but when their claim for loss and/or damage was filed, there was no insurance.

Damage to your furniture or home can occur, and goods can be lost, during a move, even with the most careful mover. Problems can be avoided by using professional movers who employ trained staff and proper packing and transportation procedures.

The consumer needs to ask the mover to explain what care they will take in packing, transporting and storing their goods. They need to know what happens if damage or loss does occur. The mover should be able to explain its liability and claims process.

Movers have very limited liability for

damage or loss to household goods in transit. It generally comes nowhere near to the replacement cost of a consumer's goods. Consumers should have information in writing about what happens if goods are lost or damaged. Consumers should also check with their own insurance broker about the coverage their household policy provides. Additional replacement-value protection can be obtained from a professional mover to protect household goods while they are being moved.

### Four basic principles to choosing a mover

There are four simple rules consumers need to stick to make a move a good one.

1. Find a professional, reputable mover. The following agencies will provide useful information about a prospective mover: the BBB, the province's consumer protection agency, and CAM.
2. Get estimates from at least three movers.
3. Get the terms and conditions of the move in writing.
4. Obtain adequate insurance protection for property.

*The Canadian Association of Movers can be contacted at 905-848-6579 or 1-866-860-0065 (toll-free), or through our web-site, at [www.mover.net](http://www.mover.net).*



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### MOUNT PEARL

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Household Movers & Shippers Limited

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#### Alliance Moving

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Website: [www.alliancemoving.com](http://www.alliancemoving.com)  
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Franco Collard, President and CEO  
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Toll-free: 1-800-563-5288  
Email: [mledrew@domesticmoving.nf.net](mailto:mledrew@domesticmoving.nf.net)  
Martin LeDrew, President and General Manager  
**Services:** Local, long-distance & overseas  
HHG moving & storage, originating agent/  
destination agent service  
**Areas Served:** Newfoundland & Labrador  
**Warehouse:** Concrete block, palletized,  
sprinklered, alarmed

#### Household Movers & Shippers Limited

Country Road Industrial Park, 5 Lundrigan Drive  
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Corner Brook, NL A2H 6G7  
Tel: 709-634-2434 / Fax: 709-634-9643  
Toll-free: 1-800-563-1434  
Website: [www.householdmovers.ca](http://www.householdmovers.ca)  
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Tel: 709-747-4222 / Fax: 709-368-2619  
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Toll-free: 1-800-563-2233  
Website: [www.hoytsunited.com](http://www.hoytsunited.com)  
Email: [sales@hoytsunited.com](mailto:sales@hoytsunited.com)  
Anita O'Donnell, Manager  
**Services:** Local, long-distance & overseas HHG  
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**Areas Served:** Newfoundland, St. John's (100-  
mile radius)  
**Warehouse:** Fully palletized, heated

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(operations)  
Website: [www.premierevanlines.com](http://www.premierevanlines.com)  
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Email: [wlstewart@ns.sympatico.ca](mailto:wlstewart@ns.sympatico.ca)

Wallace Stewart, Owner/Manager  
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**Areas Served:** All of Canada

**Warehouse:** Steel-framed, climate-controlled, dock-level loading

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#### Foley's Transfer Inc.

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Fax: 902-566-4851  
Email: [foleys@pei.aibn.com](mailto:foleys@pei.aibn.com)  
Brian Foley, Owner/Manager

**Services:** Local & long-distance HHG moving & storage, packing & crating

**Areas Served:** Prince Edward Island, Charlottetown

**Warehouse:** Wooden structure, metal siding, government-inspected, heated, fire-inspected, 24-hour security

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### SAINT JOHN

All World Moving & Storage  
East Coast Moving & Warehousing  
Hoyt's Moving & Storage Ltd.

#### All World Moving & Storage

125B Whiting Road, Fredericton, NB E3B 5Y5  
Tel: 506-457-6020

Bob Gould, Vice President

**Services:** Local, long-distance, overseas, HHG moving and storage, packing and crating

**Areas Served:** Worldwide

**Warehouse:** Steel frame with siding, alarm protection, sprinklered, DND certification, heated, palletized, dock-level loading

**Other Association Memberships:** BBB

#### All World Moving & Storage

234 Halifax Street, Moncton, NB E1C 8N6  
Tel: 506-387-7730

Email: [bgould@allworldmoving.com](mailto:bgould@allworldmoving.com)

Bob Gould, Vice President

**Services:** Local, long-distance, overseas, HHG moving and storage, packing and crating

**Areas Served:** Worldwide

**Warehouse:** Steel frame with siding, alarm protection, sprinklered, DND certification, heated, palletized, dock-level loading

**Other Association Memberships:** BBB

#### All World Moving & Storage

20 Industrial Drive, PO Box 2356  
Saint John, NB E2L 3V6  
Tel: 506-635-1105

Bob Gould, Vice President

**Services:** Local, long-distance, overseas, HHG moving and storage, packing and crating

**Areas Served:** Worldwide

**Warehouse:** Steel frame with siding, alarm protection, sprinklered, DND certification, heated, palletized, dock-level loading

**Other Association Memberships:** BBB

#### East Coast Moving & Warehousing

125 Whiting Road, Fredericton, NB E3B 5Y5  
Tel: 506-459-8277 / Fax: 506-458-1153

Website: [www.eastcoastmoving.com](http://www.eastcoastmoving.com)

Email: [eastcoastmoving@nb.aibn.com](mailto:eastcoastmoving@nb.aibn.com)

Blair Lounsbury, Vice President

**Services:** Local, long-distance & overseas moving, packing, crating, storage, public warehousing, record storage

**Areas Served:** Western New Brunswick

**Warehouse:** Steel frame with siding, heated, sprinklered, alarmed

#### East Coast Moving & Warehousing

245 Beaverbrook Street  
Moncton, NB E1C 8N6  
Tel: 506-858-1000 / Fax: 506-858-5628  
Toll-free: 1-888-525-7070

Website: [www.eastcoastmoving.com](http://www.eastcoastmoving.com)  
Email: [mgould@eastcoastmoving.com](mailto:mgould@eastcoastmoving.com)  
Wayne Marshall, President

**Services:** Local, long-distance & overseas relocation specialist. Business-record storage. Office & commercial storage & relocations. Containerized storage. Bilingual service: English & French.

**Areas Served:** North- & south-eastern New Brunswick, northern Nova Scotia & Prince Edward Island

**Warehouse:** Vinyl siding, fire & burglar alarm, video surveillance, sprinklered, DND-certified, propane-heated, containerized storage, dock-level & grade-level, loading door, racking storage, fenced compound; less than five minutes from TCH & hotels

#### East Coast Moving & Warehousing

406 Grandview Avenue  
PO Box 2234  
Saint John, NB E2L 3V1  
Tel: 506-633-9180 / Fax: 506-633-1883  
Toll-free: 888-350-8888

Website: [www.eastcoastmoving.com](http://www.eastcoastmoving.com)  
Email: [wmarshall@eastcoastmoving.com](mailto:wmarshall@eastcoastmoving.com)  
Wayne Marshall, President

**Services:** Local, long-distance & overseas moving, packing, crating, storage, public warehousing, record storage

**Areas Served:** Southern New Brunswick

**Warehouse:** Steel framed with siding, heated, palletized or rack storage, fire alarm with sprinklers, security alarm

#### Geldart's Warehouse & Cartage Ltd.

145 Edinburgh Drive  
Moncton Industrial Park  
Moncton, NB E1E 2K9  
Tel: 506-857-3114 / Fax: 506-857-3087  
Toll-free: 1-800-267-0464

Website: [www.atyp.com/geldarts](http://www.atyp.com/geldarts)

Email: [geldarts@nb.aibn.com](mailto:geldarts@nb.aibn.com)

Wade Wry, President

**Services:** Local, long-distance, U.S. & overseas HHG & commercial moving & storage, packing & crating

**Areas Served:** New Brunswick, Moncton, northern Nova Scotia

**Warehouse:** Modern steel building, DND-approved, palletized, sprinkler, heated, fire & burglar alarms

#### Household Movers & Shippers Ltd.

77 Pepin Road  
Vanier Industrial Park  
Fredericton, NB E3B 8J9  
Tel: 506-451-9520 / Fax: 506-451-9540  
Toll-free: 1-800-561-1144

Email: [mover@nbnet.nb.ca](mailto:mover@nbnet.nb.ca)

Gregg Doucette

**Services:** Local, long-distance & international moving

**Areas Served:** Fredericton, CFB Gagetown and surrounding areas

**Warehouse:** 11,000 square feet, government-approved, palletized, 3-high dock level

# Canadian Movers/Entreprises canadiennes de déménagement

## Hoyt's Moving & Storage Ltd.

55 MacKenzie Road  
Fredericton, NB E3B 6B6  
Tel: 506-453-0123 / Fax: 506-452-9110  
Toll-free: 1-800-565-4698  
Website: www.hoytsunited.com  
Email: fredericton@hoytsunited.com  
Barry Hoyt, President  
**Services:** Local, long-distance & overseas HHG moving & storage  
**Areas Served:** Western & northwestern New Brunswick, Fredericton  
**Warehouse:** Palletized, sprinklered

## Hoyt's Moving & Storage Ltd.

270 Dalton Avenue  
Miramichi, NB E1V 3N9  
Tel: 506-622-4268 / Fax: 506-622-8329  
Toll-free: 1-800-565-4698  
Website: www.hoytsunited.com  
Email: newcastle@hoytsunited.com  
Todd Stewart, Assistant Manager  
**Services:** Local, long-distance & overseas HHG moving & storage  
**Areas Served:** Eastern & northeastern New Brunswick, Miramichi  
**Warehouse:** Palletized, sprinklered, metal

## Hoyt's Moving & Storage Ltd.

227 Henri Dunant  
Moncton, NB E1E 1E4  
Tel: 506-859-2442 / Fax: 506-859-1918  
Toll-free fax: 1-800-565-4698  
Website: www.hoytsunited.com  
Email: moncton@hoytsunited.com  
Ron MacDonald, Manager  
**Services:** Local, long-distance & overseas HHG moving & storage, high-value products  
**Areas Served:** New Brunswick, Moncton (60-mile radius), northern Nova Scotia  
**Warehouse:** Brick, palletized, sprinklered, heated

## Hoyt's Moving & Storage Ltd.

55 Old Black River Road  
Saint John, NB E2R 1A3  
Tel: 506-633-1943 / Fax: 506-633-1947  
Toll-free: 1-800-565-4698  
Website: www.hoytsunited.com  
Email: jcalhoun@hoytsunited.com  
Jerry Calhoun, Manager  
**Services:** Local, long-distance & overseas HHG moving & storage  
**Areas Served:** Southwestern New Brunswick, Saint John  
**Warehouse:** Palletized, sprinklered, heated

## L.H. Chapple Ltd.

RR 2  
PO Box 1505  
Fredericton, NB E3B 5G2  
Tel: 506-458-9845 / Fax: 506-459-1490  
Toll-free: 1-866-458-9845  
Website: www.frederictonmoving.com  
Email: lhchapple@rogers.com  
Cheryl Chapple  
**Services:** All moving-related services  
**Areas Served:** Fredericton, northwestern New Brunswick  
**Warehouse:** Steel & wood framework, DND-approved, palletized

## QUEBEC

### BROSSARD

Agence de Déménagement Pierre Panneton et Associés Limitée

### CHARLESBOURG

Les Déménagements Rapide Inc.

### DRUMMONDVILLE

Déménagement Drummond Inc.

### GATINEAU

Déménagement 2000

### LACHINE

Morin Heights Express

### LASALLE

Les Déménagements Rapide Inc.  
Westmount Moving & Warehousing

### LAVAL

Déménagement Brisson Inc.  
Transport Cotnoir Inc.

### MONTREAL

Kenwood Moving & Storage Inc.  
Le Clan Panneton (1993) Inc.  
Meldrum the Mover Inc.  
Tippet-Richardson Limited  
Transport Lyon Inc.

### PORT CARTIER

Déménagement de la Côte Nord Itée

### QUEBEC

Dolbec Transport Inc.  
Les Déménagements Côté Itée

### SEPT-ÎLES

Déménagement des Îles Inc.

### SHERBROOKE

Déménagement Roy et Martineau Inc.

### ST-LAURENT

Martel Express (Montreal) Inc.

### Agence de Déménagement Pierre Panneton et Associés Limitée

3755, rue Isabelle, Bureau #101  
Brossard, QC J4Y 2R2  
Tel: 450-444-8300 / Fax: 450-444-8296  
Toll-free: 1-800-667-7398  
Website: www.panneton.com  
Email: rodolphejoron@panneton.com  
Rodolphe Joron, Sales Manager, HHG  
**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating  
**Areas Served:** Montreal, Quebec, Canada, USA  
**Warehouse:** Government-approved, Customs-bonded, fully palletized, alarmed & heated

## Le Clan Panneton (1993) Inc.

2660, rue Mullins  
Montréal, QC H3K 1P4  
Tel: 514-937-0707 / Fax: 514-937-1473  
Toll-free: 1-800-361-8739  
Website: www.leclanpanneton.ca  
Email: info@leclanpanneton.ca  
Pierre J. Cyr, Président  
**Services:** Local, longue distance et outre-mer déménagement et entreposage, emballage et déballage  
**Areas Served:** Montreal, Quebec, Canada, USA  
**Warehouse:** Brique, système d'alarme, gicleur, camera circuit fermé, gardien de nuit, chauffé, quai chargement, cautionne douanes Canada

## Déménagement 2000

676, boul. Greber  
Gatineau, QC J8T 8L4  
Tel: 819-561-7131 / Fax: 819-246-9918  
Website: www.demenagement2000.com  
Email: mtremblay@demenagement2000.com  
Martin Tremblay, Manager  
**Services:** Local, long-distance, overseas, HHG moving & storage, packing & crating  
**Areas Served:** Eastern Canada (Ottawa-Hull, Montreal, Quebec)  
**Warehouse:** Alarm protection, heated, individual storage  
**Other Association Memberships:** BBB

## Déménagement Brisson Inc.

1980, rue Monterey  
Laval, QC H7L 3S3  
Tel: 450-681-5115 / Fax: 450-681-2911  
Toll-free: 1-800-681-5115  
Website: www.brissonmoving.com  
Email: gilles@brissonmoving.com  
Gilles Brisson, Président  
**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating; commercial & office moving  
**Areas Served:** Montreal, Province of Quebec  
**Warehouse:** Government-approved, Customs-bonded, fully palletized, alarmed, heated  
**Other Association Memberships:** BBB

## Déménagement de la Côte Nord Itée

119 Portage des Moussees  
C.P. 114  
Port Cartier, QC G5B 2G7  
Tel: 418-766-4200 / Fax: 418-766-6261  
Website: www.demenagementcotenord.com  
Email: info@demenagement-drummond.ca  
Franco Collard, Président  
**Services:** Local & long-distance moving, storage, packing & crating, office moving  
**Areas Served:** Quebec, St-Lawrence North Shore  
**Warehouse:** 2500 sq. ft., DND certified, heated, palletized, steel frame, alarm

## Déménagement des Îles Inc.

C. P. 189  
24 Tonawanda  
Sept-Îles, QC G4R 4K5  
Tel: 418-961-2332 / Fax: 819-478-5537  
Franco Collard, Président  
**Services:** Local, long distances, storage, packing, office moving  
**Areas Served:** Quebec, St-Lawrence North Shore  
**Warehouse:** 2500 sq. ft., DND certified, heated, palletized, steel frame, alarm

# Canadian Movers/Entreprises canadiennes de déménagement

## Déménagement Drummond Inc.

1130, boul. Lemire  
Drummondville, QC J2C 7W7  
Tel: 819-478-0323 / Fax: 819-478-5537  
Toll-free: 1-800-667-4153  
Website: [www.demenagementdrummond.com](http://www.demenagementdrummond.com)  
Email: [info@demenagement-drummond.ca](mailto:info@demenagement-drummond.ca)  
Franco Collard, Président and CEO

**Services:** Déménagement local, longue distance, résidentiel et commercial, emballage et crating pour déménagement outre-mer, spécialisé pour Labrador et la région nord-est du Québec, entreposage et déballage

**Areas Served:** Canada

**Warehouse:** Blocs de ciment – protection contre le feu, air climatisé, chauffé, approuvé par le gouvernement, système d'alarme

## Déménagement Roy et Martineau Inc.

316, 12<sup>ième</sup> Avenue Sud  
Sherbrooke, QC J1G 2V6  
Tel: 819-563-4322 / Fax: 819-569-7352  
Toll-free: 1-800-567-3585  
Website: [www.roymartineau.com](http://www.roymartineau.com)  
Email: [lilford@bellnet.ca](mailto:lilford@bellnet.ca)

**Services:** Local, long-distance & overseas moving & storage, office/commercial installation, packing & crating, industrial

**Areas Served:** Sherbrooke (100-mile radius)

**Warehouse:** Alarm, DND-certified, into container. Warehouse #1: brick, 10,000 square feet, palletized. Warehouse #2: 13,000 square feet, not palletized. Warehouse #3: 3,600 square feet

**Other Association Memberships:** Unigroup

## Les Déménagements Côté Itée

2890, avenue Kepler  
Québec, QC G1X 3V4  
Tel: 418-652-8222 / Fax: 418-652-7177  
Toll-free: 1-800-263-9754  
Email: [ggiroux@demenagementcote.qc.ca](mailto:ggiroux@demenagementcote.qc.ca)  
Guy Giroux, Président

**Services:** Local, long-distance, overseas HHG moving & storage, packing & crating, commercial moving & storage

**Areas Served:** Quebec

**Warehouse:** Temperature-controlled, alarm protection (Protectron), DND-certified (bonded), dock-level loading

## Les Déménagements Rapide Inc.

1630, boulevard Talbot, bur. 200  
Charlesbourg, QC G1H 7B1  
Tel: 418-529-5708 / Fax: 418-849-2764  
Toll-free: 1-800-463-5796  
Website: [www.demenagement.qc.ca](http://www.demenagement.qc.ca)  
Email: [rapideqc@globetrotter.net](mailto:rapideqc@globetrotter.net)

Jérémy Turcotte, VP, Administration

**Services:** Local, long-distance, overseas, HHG moving and storage, packing and crating

**Areas Served:** Quebec, Montreal, Chicoutimi, all of Province of Quebec

**Warehouse:** Air conditioned, alarm protected, DND certified, heated, palletized, dock-level loading

## Les Déménagements Rapide Inc.

2555 Dollard Avenue  
Building #2, Section 3B  
Ville Lasalle, QC H8N 3A9  
Tel: 514-365-4434 / Fax: 514-365-2081  
Toll-free: 1-800-563-2583  
Website: [www.demenagement.qc.ca](http://www.demenagement.qc.ca)  
Email: [salesrapidemtl@globetrotter.net](mailto:salesrapidemtl@globetrotter.net)  
Bryan Leduc, Director

**Services:** Local, long-distance, overseas, HHG moving & storage, packing & crating. Commercial moves.

**Areas Served:** Quebec, Montreal, Chicoutimi, all of Province of Quebec.

**Warehouse:** 25,000 sq ft, fireproof, palletized, heated, 3 decks, sprinklered, infra-red security, 24-hour secured, fenced yard. Government-approved warehouse.

## Dolbec Transport Inc.

975, av. Ducharme, Bureau 100  
Québec, QC G1M 3Y9  
Tel: 418-687-3830 / Fax: 418-687-4419  
Toll-free: 1-800-663-3830  
Website: [www.dolbectransport.com](http://www.dolbectransport.com)  
Email: [info@dolbectransport.com](mailto:info@dolbectransport.com)

Peter Wieber, Director, Special Products Division

**Services:** Local, long-distance & overseas moving of HHG and articles requiring specialized handling, packing & crating services, commercial & office moving, transportation & handling of heavy machinery, medical equipment, etc.

**Areas Served:** Quebec City, Province of Quebec, Canada & USA

**Warehouse:** Warehouse and operations location: 1041, Pierre-Bertrand, Québec, QC. Government-approved, Customs-bonded, palletized, cement-block & steel-frame construction, alarm & climate control, dock-level loading with two inside docks

**Other Association Memberships:** Association du camionnage du Québec, CAA approved; Certified ISO 9001-2000

## Kenwood Moving & Storage Inc.

15 de l'Aviation  
Montreal, QC H9R 4Z2  
Tel: 514-695-9271 / Fax: 514-695-2153  
Toll-free: 1-888-738-9110  
Website: [www.kenwoodmoving.com](http://www.kenwoodmoving.com)  
Email: [john@kenwoodmoving.com](mailto:john@kenwoodmoving.com)  
John Delanty, Président

**Services:** Local, long-distance & overseas HHG moving & storage, Allied International Partner

**Areas Served:** Montreal, Province of Quebec, eastern Ontario

**Warehouse:** ADT fire & burglar alarms, sprinklered, Canada Customs-bonded

## Martel Express (Montreal) Inc.

10105 Henri-Bourassa Boulevard West  
St-Laurent, QC H4S 1A1  
Tel: 514-331-3311 / Fax: 514-331-0303  
Toll-free: 1-800-642-2862  
Website: [www.martelexpressmontreal.com](http://www.martelexpressmontreal.com)  
Email: [info@martelexpressmontreal.com](mailto:info@martelexpressmontreal.com)  
Ronald Valade, Président

**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating, commercial & office moving

**Areas Served:** Canada and USA

**Warehouse:** Government-approved, bonded, fireproof concrete, sprinklered, palletized three decks, heated, alarm, electronic tailgate service, auto loading & unloading

## Meldrum the Mover Inc.

6645 Sherbrooke St. W., Montreal, QC H4B 1N4  
Tel: 514-481-1122 / Fax: 514-488-5305  
Toll-free: 1-800-561-1123  
Website: [www.meldrumthemover.com](http://www.meldrumthemover.com)  
Email: [tom@meldrumthemover.com](mailto:tom@meldrumthemover.com)  
Tom Filgiano, Président

**Services:** Local, long-distance (Canada & USA) & overseas HHG moving; export packing/crating; import/export international forwarding to all points; commercial moving, office systems & furniture installation, repair & service; Montreal container depot for United Van Lines

**Areas Served:** Greater Montreal Area, western Quebec, Eastern Townships of Quebec, eastern Ontario

**Warehouse:** Inner city facilities: five-storey brick & concrete with high-security vaults and 450 steel, fireproof storage rooms; 48,000 sq. ft., fireproof, heated, sprinklered; electronic burglar system, plus nightwatchman; DND-approved, Canadian bonded warehouse  
West Island suburban facilities: 20,000 sq. ft., palletized, three high; fireproof, heated, sprinklered, dock-level loading

## Morin Heights Express

150 Boul. Montreal-Toronto, Suite 101  
Lachine, QC H8S 4L8  
Tel: 450-226-2216 / Fax: 450-444-8296  
Toll-free: 1-800-667-7398  
Email: [rodolphejoron@panneton.com](mailto:rodolphejoron@panneton.com)  
Pierre Panneton, Président

**Services:** Déménagement local, longue distance et outre-mer, emballage, déballage et entreposage, commercial et installation, machinerie lourde

**Areas Served:** Communauté urbaine de Montréal

**Warehouse:** Blocks & briques, approuvé par le DND, Dock-level loading

**Other Association Memberships:** Association du camionnage du Québec; Certified ISO 9001-2000; recommandé CAA

## Tippet-Richardson Limited

1945 Hymus Boulevard  
Dorval (Montreal), QC H9P 1J8  
Tel: 514-685-9333 / Fax: 514-685-9336  
Toll-free: 1-888-710-4133  
Website: [www.tippet-richardson.com](http://www.tippet-richardson.com)  
Email: [gords@tippet-richardson.com](mailto:gords@tippet-richardson.com)  
Gord Smith, General Manager

**Services:** Long-distance & overseas HHG moving & storage; local moving & storage; packing & crating; commercial

**Areas Served:** All of Canada

**Warehouse:** One building, sprinklered, alarm security, bonded warehouse, heated, palletized, DND-certified

## Transport Cotnoir Inc.

2705, ave. Francis Hughes, Laval, QC H7L 3S8  
Tel: 514-381-1821 / Fax: 450-668-3307  
Toll-free: 1-800-381-1821  
Website: [www.alliance9000.com/ANG/C2/mtl/mtl00142.html](http://www.alliance9000.com/ANG/C2/mtl/mtl00142.html)

Email: [gcotnoir@transportcotnoir.com](mailto:gcotnoir@transportcotnoir.com)  
Gilbert Cotnoir, Gestionnaire

**Services:** Déménagement local, longue distance, outre-mer, transport, emballage, déballage et entreposage

**Areas Served:** Montreal area

**Warehouse:** Blocks & briques, cautionne douanes Canada, alarme et 41 quais de chargement

**Other Association Memberships:** Association du camionnage du Québec; Certified ISO 9001-2000; recommandé CAA

Visit [www.mover.net](http://www.mover.net)  
for up-to-date listings.

# Canadian Movers/Entreprises canadiennes de déménagement

## **Transport Lyon Inc.**

8410 Champ d'Eau, Suite 200  
Montreal, QC H1P 1Y3  
Tel: 514-322-4422 / Fax: 514-322-4002  
Toll-free: 1-800-417-4227  
Website: www.transportlyon.com  
Email: info@transportlyon.com  
Serge Lyonnais, President

**Services:** Local & long-distance, moving & storage, packing, dedicated services, high-value transport, office moving, commercial delivery

**Areas Served:** Montreal area, Quebec province

**Warehouse:** Alarm protection, cement block, dock-level loading

**Other Association Memberships:** Association du camionnage du Québec

## **Westmount Moving & Warehousing**

592 rue Hull  
Lasalle, QC H8R 1V9  
Tel: 514-366-6683 / Fax: 514-366-6685  
Toll-free: 1-800-465-6588  
Website: www.westmountmoving.com  
Email: joe@westmountmoving.com  
Joseph Gagnon, Managing Partner

**Services:** Local, long-distance, international, commercial; packing, crating, third-party services, storage

**Areas Served:** Montreal, West Island

**Warehouse:** 18,500 square feet, DND-certified, government-approved, bonded, heated, palletized, dock-level loading

## **ONTARIO**

### **AJAX**

Rockbrune Brothers Limited

### **ALLISTON**

Mountain Moving & Storage Ltd.

### **ARTHUR**

Hummel's Moving Ltd.

### **BELLEVILLE**

LaPalm Moving Systems

### **BURLINGTON**

Taylor Moving & Storage Ltd.

### **CHATHAM**

Mike's Moving & Storage (Chatham) Ltd.

### **CORNWALL**

St. John's Transfer (1978) Ltd.

### **GODERICH**

Gardiner's Moving

### **GUELPH**

Mike the Mover Limited

### **HAMILTON**

Mountaineer Movers Limited – Great Canadian Van Lines

## **KINGSTON**

AMJ Campbell Van Lines  
Frank the Mover  
Frost the Mover  
Walker's/Capital Group of Moving & Storage Companies

## **KITCHENER**

AMJ Campbell Van Lines  
Premiere Van Lines  
Total-Relocation Moving & Storage

## **LINDSAY**

Lindsay Movers & Storage Inc.

## **LONDON**

McFalls Moving & Storage Ltd.  
Robson Cartage 2000 Inc.  
Tippet-Richardson Limited

## **MARKHAM**

AMJ Campbell Van Lines  
Global International Inc.  
Intercontinental Van Lines, Inc.  
Middup Moving & Storage Ltd.  
Wescon Movers Group

## **MISSISSAUGA**

Amfreight International  
AMJ Campbell Corporate  
AMJ Campbell International  
AMJ Campbell Van Lines  
Avenue Moving & Storage  
Bluebird Relocation Systems  
Brytor International  
Leader Moving & Storage Inc.  
Premiere Van Lines Inc.  
Rawlinson Moving & Storage Ltd.  
Taylor Moving & Storage Ltd.

## **NIAGARA FALLS**

Niagara Moving & Storage Inc.

## **ORLEANS**

Ability Moving & Transfer Ltd.

## **OSHAWA**

Mackie Moving Systems

## **OTTAWA**

Abbotsford Moving & Storage Ltd.  
All Continent Transport Ltd.  
AMJ Campbell Van Lines  
Boyd Moving & Storage Ltd.  
D'Arcy Moving & Storage  
Fred Guy Moving & Storage Ltd.  
Guardian Overseas Shipping Ltd.  
Parkway Van Lines  
Thrifty Moving & Storage Ltd.  
Tippet-Richardson Limited

## **PETERBOROUGH**

McWilliams Moving & Storage  
Peterborough Movers & Storage Inc.

## **SIMCOE**

Wayne's Moving, Storage & Delivery

## **SMITHS FALLS**

Wills Transfer Limited

## **ST. CATHARINES**

Harvey Moving Systems Inc.

## **SUDBURY**

Harris Movers  
Mister Mover

## **SUTTON WEST**

Movetrans International

## **THUNDER BAY**

Traditional Moving & Storage

## **TORONTO**

Abbeywood Moving & Storage Inc.  
Ace Moving & Installation Inc.  
Atlantic & Pacific Shipping Canada Ltd.  
Greg & Sons Moving and Storage  
Hudson Movers Ltd.  
Phillips Moving & Storage  
Tender Touch Moving  
Tippet-Richardson Limited  
Toronto Service Center Inc. (TSC)  
TR Overseas Moving Inc.  
Wilson's Relocation

## **WASAGA BEACH**

Brown's Moving & Storage

## **WHITBY**

Coburn's Transportation Systems

## **WINDSOR**

Windsor Truck & Storage

## **WOODSTOCK**

Bigham the Mover Limited

### **Abbeywood Moving & Storage Inc.**

480 Finchdene Square  
Toronto, ON M1X 1C2  
Tel: 416-292-1107 / Fax: 416-292-7764  
Toll-free: 1-800-565-4888  
Website: www.abbeywoodmoving.com  
Email: randy@abbeywoodmoving.com  
Randy Wilson, President

**Services:** Local, long-distance & overseas relocations, packing, crating, storage, fine-art services division

**Areas Served:** Worldwide, Canada, Toronto, Scarborough

**Warehouse:** Concrete block & brick, fully palletized, alarmed, heated

### **Abbotsford Moving & Storage Ltd.**

24 Edgewater Street  
Kanata, ON K2L 1V8  
Tel: 613-836-3493 / Fax: 613-836-2259  
Clarence P. Maheral, President

**Services:** Local, long distance & overseas HHG moving & storage, packing & crating

**Areas Served:** Ontario, Ottawa, Hull  
**Warehouse:** Steel, palletized, heated, sprinklered



# Canadian Movers/Entreprises canadiennes de déménagement

## Ability Moving & Transfer Ltd.

785 Taylor Creek Boulevard  
Orleans, ON K1C 1T1  
Tel: 613-830-7090 / Fax: 613-830-2004  
Toll-free: 1-800-267-1699  
Website: www.abilitymoving.on.ca  
Email: avl@abilitymoving.on.ca  
Richard Lortie, President

**Services:** Professional moving & packing services for domestic and international HHG; commercial moving & installation division; freight division. Offers a bonded facility for storage and inbound international shipments. Professional preparation and competitive rates worldwide. Member of the Better Business Bureau.

**Areas Served:** Canada, USA & international  
**Warehouse:** Dock- & grade-level loading, racking, palletized, class A audio security system, bonded warehouse, DND-certified  
**Other Association Memberships:** AMSA, HHGFAA, IATA, QMI, RIM (Registered International Mover), ISO Certified

## Ace Moving & Installation Inc.

140 Finchdene Square, Unit 17  
Scarborough, ON M1X 1B1  
Tel: 416-335-7307 / Fax: 416-335-0762  
Toll-free: 1-877-335-7307  
Website: www.acemove.com  
Email: info@acemove.com  
François Parent, President

**Services:** Local & long-distance commercial, industrial & office relocation services, installations, storage, bin rentals & free estimates; project management.

**Areas Served:** Toronto, Ontario, Quebec, all of Canada, USA

**Warehouse:** Concrete block, steel frame, fire & burglar alarms, sprinklered, heated, dock-level loading

## All Continent Transport Ltd.

2370 Walkley Road  
Ottawa, ON K1G 4H9  
Tel: 613-526-3065 / Fax: 613-526-1138  
Website: www.allcontinent.com  
Email: sales@allcontinent.com  
Alain Leroux, General Manager

**Services:** Local & long-distance moving, air & sea shipment worldwide, warehousing & special crating/art works; bonded warehouse & carrier

**Areas Served:** Ottawa-Hull area

**Warehouse:** Concrete block & steel, sprinkler, alarm, 32-foot ceiling, fenced yard, patrolled

**Other Association Memberships:** HHGFAA, COMA

## Amfreight International

2476 Argentia Road, Suite 101  
Mississauga, ON L5N 6M1  
Tel: 905-814-7258 / Fax: 905-814-9162  
Toll-free: 1-800-667-1597  
Toll-free fax: 1-800-361-4758  
Website: www.amfreight.ca  
Email: info@amfreight.ca

Tony Cleary, Owner/President  
**Services:** Household goods forwarding worldwide, tariff available

**Areas Served:** Worldwide, except North America

**Other Association Memberships:** HHGFAA

## AMJ Campbell Corporate

1445 Courtneypark Drive East  
Mississauga, ON L5T 2E3  
Tel: 905-795-3792 / Fax: 905-670-3787  
Website: www.amjcampbell.com  
Email: dfrappier@amjcampbell.com  
Denis M. Frappier, Executive Vice President  
**Services:** Local, long-distance & overseas HHG & commercial moving & storage, packing & custom crating "QSI"

**Areas Served:** Canada, USA & international  
**Warehouse:** Government-approved, Customs-bonded, temperature-controlled, state-of-the-art triple-stacked furniture-vault warehouse

## AMJ Campbell International

1445 Courtneypark Drive East  
Mississauga, ON L5T 2E3  
Tel: 905-670-6683 / Fax: 905-670-6684  
Toll-free: 1-800-363-6683  
Website: www.amj-international.com  
Email: headoffice@amjint.com  
Ole Jensen, Managing Director  
**Services:** Worldwide moving  
**Areas Served:** Worldwide relocations

## AMJ Campbell Van Lines

1234 Gardiners Road  
Kingston, ON K7P 2T5  
Tel: 613-634-1040 / Fax: 613-634-2374  
Toll-free: 1-888-265-6683 (1-888-amj-move)  
Website: www.amjcampbell.com  
Email: amj@kingston.net  
Mike Frappier, General Manager

**Services:** Long-distance, local, storage, packing & crating, overseas  
**Areas Served:** Greater Kingston area (Belleville, Napanee, Brockville)

**Warehouse:** Government-approved, DND-certified, Customs-bonded, fully palletized, alarm protection, climate-controlled, dock-level loading

## AMJ Campbell Van Lines

34 Kevco Place  
Kitchener, ON N2C 2G5  
Tel: 519-220-1900  
Email: smessenger@amjcampbell.com  
Lenny Malley, General Manager

## AMJ Campbell Van Lines

176 Hillmount Road  
Markham, ON L6C 1Z9  
Tel: 905-887-5557 / Fax: 905-887-3235  
Toll Free: 1-800-267-7222  
Email: gfrappier@amjcampbell.com  
Website: www.amjcampbell.com  
Gilles Frappier, Senior Vice President  
**Services:** Local, long-distance & overseas HHG & commercial moving & storage, packing & custom crating, "QSI"

**Areas Served:** Canada, USA & international  
**Warehouse:** Government-approved, Customs-bonded, temperature-controlled, state-of-the-art triple-stacked furniture-vault warehouse

## AMJ Campbell Van Lines

6140 Vipond Drive, Mississauga, ON L5T 2B2  
Tel: 905-795-3620 / Fax: 905-795-3630  
Toll-free: 1-800-504-2068  
Website: www.amjcampbell.com  
Email: apalermo@amjcampbell.com  
Angela Palermo, Business Development Manager

**Services:** Local, long distance & overseas HHG & commercial moving & storage, packing & custom crating "QSI"

**Areas Served:** Canada, USA, international  
**Warehouse:** Government approved, customs bonded, state-of-the-art triple-stacked furniture-vault warehouse, alarm protected

## AMJ Campbell Van Lines

2710 Stevenage Drive,  
Ottawa (Gloucester), ON K1G 5N2  
Tel: 613-737-0000 / Fax: 613-737-7270  
Toll-free: 1-888-766-0000  
Website: www.amjcampbell.com  
Email: reception@amjcampbell.net  
Marc Frappier, Vice President, HHG and International

**Services:** Local, long-distance & overseas HHG & commercial moving & storage, packing & custom crating "QSI"

**Areas Served:** Canada, USA & international  
**Warehouse:** Government-approved, Customs-bonded, temperature-controlled, state-of-the-art triple-stacked furniture-vault warehouse

## Atlantic & Pacific Shipping Canada Ltd.

480 Carlingview Dr., Etobicoke, ON M9W 6M8  
Tel: 416-748-1233 / Fax: 416-748-9025  
Toll-free: 1-888-748-2728  
Email: santino@atlanticandpacific.com  
Santino Curro, President

**Services:** Packing, crating, consolidations, warehousing, storage, inland transportation & ocean & air freight; insurance provided

**Areas Served:** Worldwide

**Warehouse:** New building, complete with sprinklers & alarms

## Avenue Moving & Storage

992 Rangeview Rd., Mississauga, ON L5E 1H3  
Tel: 905-891-2041 / Fax: 905-891-2044  
Website: www.avenuemoving.com  
Email: info@avenuemoving.com  
Jeff Stone

**Services:** Local, long-distance & overseas HHG & commercial moving & storage, packing & crating

**Areas Served:** Greater Toronto Area & worldwide

**Warehouse:** Block, sprinklered, burglar alarm, heated, dock-level loading, Customs-bonded, palletized

## Bigham the Mover Limited

400 Springbank Ave. S., Woodstock, ON N4S 7W3  
Tel: 519-537-5568 / Fax: 519-537-2798  
Toll-free: 1-800-265-4048  
Website: www.bigham.ca  
Email: howard.bigham@bigham.ca  
Howard Bigham, President

**Services:** Local & long-distance HHG moving & storage, packing & crating, originating agent & destination agent services, cross-border, special products

**Areas Served:** Woodstock, London, southwestern Ontario, Canada, USA & international

**Warehouse:** Steel, heated, palletized, direct fire alarm

# Canadian Movers/Entreprises canadiennes de déménagement

## Bluebird Relocation Systems

4080A Sladeview Crescent  
Mississauga, ON L5L 5Y5  
Tel: 905-607-7990 x 228 / Fax: 905-607-7919  
Toll-free: 1-888-668-3668

Website: [www.bluebirdmoving.com](http://www.bluebirdmoving.com)  
Email: [kdevereux@bluebirdmoving.com](mailto:kdevereux@bluebirdmoving.com)  
Kevin Devereux, Managing Director

**Services:** *Worldwide relocations, logistics & complete packing & storage*

**Areas Served:** *Worldwide*

**Warehouse:** *Heated, temperature-controlled, fully alarmed, government-approved, bonded*

## Boyd Moving & Storage Ltd.

767 Belfast Road  
Ottawa, ON K1G 0Z4  
Tel: 613-244-4444 / Fax: 613-244-6774  
Toll-free: 1-800-268-1469

Website: [www.boyd.ca](http://www.boyd.ca)  
Email: [donm@boyd.ca](mailto:donm@boyd.ca)

Don McCormick, Vice President, Sales

**Services:** *Full-service local, long-distance & international relocations, storage, commercial moving, installation of modular furniture*

**Areas Served:** *Canada, USA, overseas*

**Warehouse:** *Concrete block & steel, sprinklered, alarmed, heated, Customs-bonded, government-approved, dock-level loading, pallets, racking & car ramp*

## Brown's Moving & Storage

2376 Highway 92  
PO Box 3026  
Elmvale (Wasaga Beach), ON L0L 1P0  
Tel: 705-322-5982 / Fax: 705-322-5984  
Toll-free: 1-877-687-1480

Website: [www.brownsmoving.com](http://www.brownsmoving.com)  
Email: [brownsmoving@georgian.net](mailto:brownsmoving@georgian.net)

Dan Brown, Owner

**Services:** *Local, long-distance & overseas HHG moving & storage*

**Areas Served:** *Elmvale, Wasaga Beach, Ontario*

**Warehouse:** *Self-storage*

## Brytor International

275 Export Boulevard  
Mississauga, ON L5S 1Y4  
Tel: 905-564-8855 / Fax: 905-564-8841  
Toll-free: 1-800-447-2760 (in Canada)

Website: [www.brytor.ca](http://www.brytor.ca)  
Email: [sales@brytor.ca](mailto:sales@brytor.ca)

Anthony Soward

**Services:** *International HHG moving & storage, packing & crating*

**Areas Served:** *All of Canada*

**Warehouse:** *Brick, alarm & fire alarm, sprinklered, heated, dock-level loading, Canada Customs-bonded*

**Other Association Memberships:** *COMA, BAR, FIDI, OMNI, HHGFAA, SAIMA*

## Coburn's Transportation Systems

1901 Forbes Street  
Whitby, ON L1N 9A7  
Tel: 905-427-2909 / Fax: 905-432-3501  
Toll-free: 1-800-665-0578

Website: [www.coburnstransport.com](http://www.coburnstransport.com)  
Email: [info@coburnstransport.com](mailto:info@coburnstransport.com)  
Maria Moses, Sales Department

**Services:** *Local, long-distance & overseas moving & storage, high-value products & electronics storage & distribution, over-dimensional moving, office relocations*

**Areas Served:** *Oshawa, Whitby, Greater Toronto area, southern Ontario, worldwide*

**Warehouse:** *Block & steel deck, monitored burglar & fire alarms, DND-approved, Customs-bonded, climate-controlled, palletized furniture storage, office-records retention, secure outdoor storage*

**Other Association Memberships:** *BAR, HHGFAA*

## D'Arcy Moving & Storage

2495 Lancaster Road  
Ottawa, ON K1B 4L5  
Tel: 613-733-0040 / Fax: 613-733-7120  
Toll-free: 1-888-506-9465

Website: [www.darcymoving.com](http://www.darcymoving.com)  
Email: [info@darcymoving.com](mailto:info@darcymoving.com)

Paul Van Remortel, President

**Services:** *Local, long-distance & overseas HHG moving & storage, packing & crating, installation of modular furniture*

**Areas Served:** *Canada, USA & international*  
**Warehouse:** *Concrete block, steel frame, fire alarm, sprinklered, burglar alarm, DND-certified, heated, palletized, dock-level loading*

## Frank the Mover

2212 Princess Street  
Kingston, ON K7M 7T6  
Tel: 613-531-0451 / Fax: 613-530-2473  
Toll-free: 1-886-302-1112

Website: [www.frankthemoverworldwide.com](http://www.frankthemoverworldwide.com)  
Email: [frank@frankthemoverworldwide.com](mailto:frank@frankthemoverworldwide.com)

Frank Spindler, President

**Services:** *Packing/unpacking, move anywhere in Canada, storage, labour supply, system furniture specialists, tailgates, heavy goods, safes*

**Areas Served:** *Kingston area with service to Toronto, Montreal, Ottawa areas, worldwide*

**Warehouse:** *Security guard, fire plug, steel, brick, 10 yrs old, alarm, climate-controlled, dock-level loading*

**Other Association Memberships:** *BBB*

## Fred Guy Moving & Storage Ltd.

1199 Newmarket Street  
Ottawa, ON K1B 3V1  
Tel: 613-744-8632 / Fax: 613-744-8988  
Toll-free: 1-800-337-6228

Website: [www.fredguymoving.com](http://www.fredguymoving.com)  
Email: [sales@fredguymoving.com](mailto:sales@fredguymoving.com)

Wayne Lyttle, President

**Services:** *Local & long-distance HHG moving & storage, government moving, office moving, commercial distribution & home delivery*

**Areas Served:** *Local, national & international moving, Ontario & Quebec freight*

**Warehouse:** *Racked & palletized, bonded, rated Government A-1*

## Frost the Mover

143 Russell Street  
Kingston, ON K7K 2G1  
Tel: 613-549-9901 / Fax: 613-549-0976  
Toll-free: 1-800-250-5054

Website: [www.frost-mover.com](http://www.frost-mover.com)  
Email: [rtsc2@kos.net](mailto:rtsc2@kos.net)

Liseanne MacDonald, Branch Manager

**Services:** *Full-service HHG moving & storage for local, long-distance, overseas & cross-border relocations*

**Areas Served:** *All of central & eastern Ontario: Northumberland, Quinte, Frontenac & Thousand Islands regions*

**Warehouse:** *Concrete block, fire & burglar alarmed, DND-certified, heated, palletized, ground-level and dock loading, fenced yard*

## Gardiner's Moving

393 Cambridge Street  
Goderich, ON N7A 2Y9  
Tel: 519-524-2421 / Fax: 519-524-7822  
Toll-free: 1-866-265-5783

Email: [gardtire@hurontel.on.ca](mailto:gardtire@hurontel.on.ca)  
Maurice Gardiner, Owner

**Services:** *Local household goods and commercial (office) moving, packing & crating. Free local estimates with out-of-town approximate estimates. 17', 24' & 29' trucks and 45' tractor trailer.*

**Areas Served:** *Ontario, Canada*

**Other Association Memberships:** *ISO 9002, OREA, CREA*

## Global International Inc.

450 Esna Park Drive, Unit 3  
Markham, ON L3R 1H5  
Tel: 905-475-1990 / Fax: 905-475-9542

Website: [www.globalintlcanada.com](http://www.globalintlcanada.com)  
Email: [sales@globalintlcanada.com](mailto:sales@globalintlcanada.com)

Jim Petrakos, Vice President, Marketing

**Services:** *Export packing/crating, inbound/outbound international forwarding (all points), brokerage, insurance, warehousing & distribution*

**Areas Served:** *Ontario, Central Ontario, Toronto, worldwide*

**Warehouse:** *Class A brick, alarmed, sprinklered, palletized (three high), Customs-bonded, dock- & floor-level loading, temperature-controlled*

## Greg & Sons Moving and Storage

1990 Ellesmere Road, #4  
Scarborough, ON M1H 2W2  
Tel: 416-289-3047 / Fax: 416-289-3051  
Toll-free: 1-800-880-1514

Website: [www.gregandsonsmoving.com](http://www.gregandsonsmoving.com)  
Email: [perry@gregandsonsmoving.com](mailto:perry@gregandsonsmoving.com)

Greg Thorne, Operations Manager

**Services:** *Local, all Ontario, packing, moving & storage, crating, residential, commercial, office*

**Areas Served:** *Greater Toronto, Ontario*

**Warehouse:** *Brick, heated, VSN security, dock-level*

Visit [www.mover.net](http://www.mover.net)  
for up-to-date listings.

# Canadian Movers/Entreprises canadiennes de déménagement

## Guardian Overseas Shipping Ltd.

2222 Gladwin Crescent  
Ottawa, ON K1B 4S6  
Tel: 613-523-5855 / Fax: 613-523-3177  
Toll-free: 1-800-561-9555  
Website: [www.guardianoverseas.com](http://www.guardianoverseas.com)  
Email: [info@guardianoverseas.com](mailto:info@guardianoverseas.com)  
Tamara Reid, Traffic Manager

**Services:** Local, long-distance & overseas HHG & commercial moving, packing & storage; specialized crating: electronics, residential & commercial; office systems & furniture installation, repair & service

**Areas Served:** Ottawa, Hull, eastern Ontario, western Quebec, worldwide affiliations

**Warehouse:** Concrete block, sprinklered, alarm security, heated, pallet & racking storage, loading docks, Customs-bonded

**Other Association Memberships:** FIDI-FAIM, HHGFAA

## Harris Movers

878-B Falconbridge Highway  
Sudbury, ON P3A 4S4  
Tel: 705-560-2000 / Fax: 705-560-1673  
Toll-free: 1-800-461-7146  
Website: [www.harrisalliedmovers.com](http://www.harrisalliedmovers.com)  
Email: [harrismv@ican.net](mailto:harrismv@ican.net)  
Garry Gravelle, President

**Services:** Experts in local, long-distance & overseas moving, complete with packing, crating & storage capabilities

**Areas Served:** Northern Ontario

**Warehouse:** Two separate DND-approved warehouses (ground & dock levels), heated, palletized, complete alarm service; also 250 mini-storage units, complemented with a U-Haul truck dealership

## Harvey Moving Systems Inc.

Harvey's Landing  
214 Martindale Road  
St. Catharines, ON L2R 6P9  
Tel: 905-631-5751 / Fax: 905-688-9966  
Website: [www.harveymoving.com](http://www.harveymoving.com)  
Alex McVean, President

**Services:** Packing, relocation & storage services, overseas, crating & special handling services

**Areas Served:** Niagara Peninsula including Stoney Creek, Hamilton, Dundas, Burlington, & Ancaster, Canada & USA

**Warehouse:** Palletized, monitored security system, smoke- & fire-detection system

## Hudson Movers Ltd.

357 Kennedy Road  
Toronto, ON M1K 2A2  
Tel: 416-261-1499 / Fax: 416-261-1695  
Toll-free: 1-800-971-6683  
Website: [www.hudsonmovers.com](http://www.hudsonmovers.com)  
Email: [hudson@hudsonmovers.com](mailto:hudson@hudsonmovers.com)  
Sheila Clifford, Vice President

**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating

**Areas Served:** Greater Toronto Area

**Warehouse:** Concrete block, steel frame, fire & burglar alarms, sprinklered, DND-certified, heated, palletized, dock-level loading, bonded

## Hummel's Moving Ltd.

7281 Highway 6  
Arthur, ON N0G 1A0  
Tel: 519-848-2739 / Fax: 519-848-2271  
Toll-free: 1-800-543-7915  
Website: [www.hummelmoving.com](http://www.hummelmoving.com)  
Email: [hummelmoving@msn.com](mailto:hummelmoving@msn.com)  
Peter Hummel, President/Owner

**Services:** Local & long-distance HHG moving, packing & storage to Canadian destinations

**Areas Served:** Wellington, Dufferin, Caledon, Kitchener, Guelph, Orangeville, Fergus, Arthur, Mount Forest, Ontario, Canada

**Warehouse:** Concrete block, palletized, burglar alarm, heated

## Intercontinental Van Lines, Inc.

130 Riviera Drive, Unit 3  
Markham, ON L3R 5M1  
Tel: 905-946-8592 / Fax: 905-946-1798  
Toll-free: 1-800-533-5247  
Website: [www.intercontinentalgroup.com](http://www.intercontinentalgroup.com)  
Email: [ivl@intercontinentalgroup.com](mailto:ivl@intercontinentalgroup.com)  
Tim Garside, President

**Services:** International, cross-border, across Canada, LTL/FTL air ride truck transport (Canada, USA, Mexico)

**Areas Served:** Canada & worldwide

**Warehouse:** Concrete/cinder block, full security & fire, Customs-bonded

**Other Association Memberships:** HHGFAA, PAIMA, AMSA, CIFFA

## LaPalm Moving Systems

87 Wallbridge Crescent  
Belleville, ON K8P 1Z5  
Tel: 613-962-9557 / Fax: 613-962-5629  
Toll-free: 1-800-267-8014  
Website: [www.lapalm-moving.com](http://www.lapalm-moving.com)  
Email: [rtsc1@kos.net](mailto:rtsc1@kos.net)  
Jim Best, President

**Services:** Full-service HHG moving & storage for local, long-distance, overseas and cross-border relocations. Public commercial warehousing & distribution services

**Areas Served:** All of central and eastern Ontario: Northumberland, Quinte, Frontenac and Thousand Islands regions

**Warehouse:** Concrete block, fire & burglar alarm, DND-certified, heated, palletized, ground-level loading, fenced yard

## Leader Moving & Storage Inc.

5225 Fallingbrook Drive  
Mississauga, ON L5V 1N7  
Tel: 905-814-4522 / Fax: 905-542-0184  
Email: [leadpack@rogers.com](mailto:leadpack@rogers.com)  
Ajay Bhalla, President

**Services:** Household moving worldwide, long-distance & cross-border, packing, moving of exhibits & high-value products, relocation services

**Areas Served:** Worldwide, Canada, USA

**Other Association Memberships:** HHGFAA

## Lindsay Movers & Storage Inc.

15 Pigeon Lake Road  
RR 6  
Lindsay, ON K9V 4R6  
Tel: 705-324-5431 / Fax: 705-324-3338  
Toll-free: 1-800-651-2943  
Website: [www.lindsaymovers.com](http://www.lindsaymovers.com)  
Email: [ron@lindsaymovers.com](mailto:ron@lindsaymovers.com)  
Ron Fanning, President

**Services:** HHG local & long-distance, overseas, complete packing & crating services, heated storage

**Areas Served:** Lindsay, Peterborough, the Kawarthas, Minden, Haliburton Highlands

**Warehouse:** 8,000 square feet, steel, palletized, heated, alarmed, Canada Customs-bonded, DND-certified. 6,500 square feet, block, heated

## Mackie Moving Systems

933 Bloor Street West  
Oshawa, ON L1J 5Y7  
Tel: 905-728-2400 / Fax: 905-728-8821  
Toll-free: 1-800-565-4646  
Website: [www.mackiegroup.com](http://www.mackiegroup.com)  
Email: [mackied@mackiegroup.com](mailto:mackied@mackiegroup.com)  
Dean Mackie, Vice-President

**Services:** Household goods, High-value products, Office & Commercial moving, International relocations, car-hauling, general freight, specialized logistics, public scale

**Areas Served:** Oshawa, Toronto, Mississauga, Ontario, Canada, USA, international

**Warehouse:** Precast concrete, palletized, sprinkler system, pest control, 24-hour security, bonded, 125,000 sq ft in Oshawa and 84,000 sq ft in Mississauga

**Other Association Memberships:** HHGFAA, OTA, CERC, AMCHAM

## McFalls Moving & Storage Ltd.

465 Third Street  
London, ON N5V 2C1  
Tel: 519-453-3950 / Fax: 519-451-2215  
Toll-free: 1-800-265-9258  
Website: [www.mcfallsmoving.com](http://www.mcfallsmoving.com)  
Email: [worryfreemoves@mcfallsmoving.com](mailto:worryfreemoves@mcfallsmoving.com)  
Melissa Clifford, General Manager

**Services:** Local, long-distance & overseas moving, crating, freight, mini-storage

**Areas Served:** Southwestern Ontario

**Warehouse:** Concrete block & steel, heated, security system, DND-certified, palletized, bonded

## McWilliams Moving & Storage

712 The Kingsway  
PO Box 353  
Peterborough, ON K9J 6Z3  
Tel: 705-743-4597 / Fax: 705-743-6871  
Toll-free: 1-800-461-6464  
Website: [www.mcwilliamsmoving.com](http://www.mcwilliamsmoving.com)  
Email: [mms@mcwilliamsmoving.com](mailto:mms@mcwilliamsmoving.com)  
Dan McWilliams, President

**Services:** Local, long-distance & overseas moving & storage, office & commercial moving, file & record retention

**Areas Served:** Canada & USA

**Warehouse:** Palletized, sprinkler, fire-detection system

Visit [www.mover.net](http://www.mover.net)  
for up-to-date listings.

# Canadian Movers/Entreprises canadiennes de déménagement

## **Middup Moving & Storage Ltd.**

60 Esna Park Drive, Unit 10  
Markham, ON L3R 1E1  
Tel: 905-475-8330 / Fax: 905-475-6432  
Website: www.middupmoving.com  
Email: mail@middupmoving.com  
Rick Wood, President

**Services:** Full moving & storage, crating & packing, office moving, commercial installations, overseas moving

**Areas Served:** Greater Toronto Area within 100-mile radius

**Warehouse:** Cinder block, full security & fire protection; 50% household palletized, 50% racked for commercial

## **Mike the Mover Limited**

62 Dawson Road  
Guelph, ON N1H 1A8  
Tel: 519-822-0298 / Fax: 519-824-4591  
Monty Caradonna, Co-Owner

**Services:** Storage, packing, crating  
**Areas Served:** Anywhere in Canada, USA or overseas

**Warehouse:** Storage, short- or long-term

## **Mike's Moving & Storage (Chatham) Ltd.**

420 Colborne Street, RR 4  
Chatham, ON N7M 5J4  
Tel: 519-354-8430 / Fax: 519-351-0975  
Email: mikesmoving@bellnet.ca  
Mike Gambeta, Owner

**Services:** Local & long-distance HHG moving & storage, packing, tailgate service, piano moving, commercial & office moving, office-system moving & reconfiguration, moving-containers rental

**Areas Served:** All Ontario

**Warehouse:** Brick-block, fire protection, burglar alarm, heated, dock-level loading, palletized, racking, two locations

## **Mister Mover**

1787 Lasalle Blvd  
Sudbury, ON P3A 4S8  
Tel: 705-566-2072 / Fax: 705-566-2082  
Email: jankeen@vianet.ca  
Jan Keen, Director

**Services:** Established 1968. HHG, commercial, local & long distance moving, crating, storage, packing services & materials, office systems & furniture installations. Norcat certification.

**Areas Served:** Ontario

**Warehouse:** Concrete/steel construction, heated, palletized; mini-storage facility – concrete/steel

## **Mountain Moving & Storage Ltd.**

8011 Highway 89 West, Upper Unit  
Alliston, ON L9R 1V1  
Tel: 705-435-9706 / Fax: 705-435-0541  
Toll-free: 1-800-737-9912  
Website: www.mountainmoving.ca  
Email: mark@mountainmoving.ca  
Mark Callegari, President/Owner

**Services:** Local & long-distance HHG moving & storage, office & commercial moving; packing materials, packing/unpacking service, cleaning service; containerized shipping, overseas shipping, auto transportation

**Areas Served:** Central & southern Ontario, Canada

**Warehouse:** Concrete block, 2-hour fire-rated walls, self-storage units, office on site; Stayner location (7593 County Road 91, Stayner, Ont.) serves Georgian triangle

## **Mountaineer Movers Limited – Great Canadian Van Lines**

487 Grays Road, Hamilton, ON L8E 2Z5  
Tel: 905-561-8880 / Fax: 905-561-0606  
Toll-free: 1-800-263-4561  
Website: www.mountaineer.on.ca  
Email: wmk@mountaineer.on.ca

Wendy C. Mans-Keddie, Vice President

**Services:** Local & long-distance moving & storage, packing

**Areas Served:** Canada & USA

**Warehouse:** Concrete block, steel frame, burglar alarm, heated, palletized, dock-level loading

## **Movetrans International**

208 Hedge Rd., RR 2, Sutton W., ON L0E 1R0  
Tel: 905-722-7555 / Fax: 905-722-7556  
Toll-free: 1-888-668-3488

Website: www.movetrans.com

Email: info@movetrans.com

Bart Ollen, Director of Operations

**Services:** Overseas HHG moving & storage, packing, crating, forwarding (overseas)

**Areas Served:** Canada & worldwide

**Warehouse:** Fully bonded, temperature-controlled, burglar alarm, dock-level loading, sprinklered, steel frame, palletized

## **Niagara Moving & Storage Inc.**

7825 Dorchester Road S., Niagara Falls, ON  
Tel: 905-354-3183 / Fax: 905-354-6544  
Toll-free: 1-866-461-0786

Email: wayne@niagamoving.com

Robert (Bob) Stacey, President

**Services:** Ontario-licensed, packing, crating, transportation, storage, local & long-distance moving, commercial & office moving

**Areas Served:** Complete Niagara region, Ontario, Canada & USA

**Warehouse:** Finished concrete block, separated storage units, temperature-controlled

**Other Association Memberships:** Chamber of Commerce – Niagara Falls

## **Parkway Van Lines**

1199 Newmarket Street, Ottawa, ON K1B 3V1  
Tel: 613-744-4781 / Fax: 613-744-8988  
Toll-free: 1-800-337-6228

Website: www.parkwayvanlines.com

Email: bshields@parkwayvanlines.com

Betty Shields, Vice President

**Services:** Local & long-distance HHG moving & storage, government moving, office moving, commercial distribution & home delivery

**Areas Served:** Ontario, Quebec, Canada, USA

**Warehouse:** Racked & palletized, bonded, rated Government A-1

## **Peterborough Movers & Storage Inc.**

Box 21001, 1840 Lansdowne Street West  
Peterborough, ON K9J 8M7  
Tel: 705-743-7241 / Fax: 705-743-0143  
Toll-free: 1-800-363-1641

Website: www.peterboroughmovers.com

Email: info@peterboroughmovers.com

Joby Lake, General Manager

**Services:** Local, long-distance & international HHG moving & storage; full-service packing & crating; special commodities LTL & FTL services

**Areas Served:** Peterborough/Lakefield/ Bancroft, Port Hope/Cobourg, Millbrook/ Newcastle

## **Phillips Moving & Storage**

2525 Steeles Avenue West  
Toronto, ON M3J 2P1  
Tel: 416-661-2797 / Fax: 416-661-0013  
Toll-free: 1-877-543-6683

Website: www.phillipsmovers.com

Email: donstaddon@phillipsmoving.com

Don Staddon, Principal

**Services:** Local, long-distance, cross-border, overseas, HHG moving & storage, packing, crating, office & commercial moving

**Areas Served:** International, Canada, USA, Ontario & Toronto

**Warehouse:** Brick construction, heated, palletized, sprinklered, full security monitoring, two dock levels, one drive-in level

## **Premiere Van Lines**

43 McBrine Place  
Kitchener, ON N2R 1H5  
Tel: 519-895-1100 / Fax: 519-895-1105 (admin)

Toll-free: 519-767-1636 (from Guelph)

Website: www.premierevanlines.com

Email: mwarnick@premierevanlines.com

Michael Warnick, President and Franchise Owner

**Services:** Local, long-distance, overseas household goods & commercial moving & storage

**Areas Served:** Canada, USA & international

**Warehouse:** Cement block, heated, air-conditioned, sprinklered, infrared motion alarm, palletized

## **Premiere Van Lines Inc.**

1760 Bonhill Road  
Mississauga, ON L5T 1C8  
Tel: 905-820-MOVE (6683) / Fax: 905-565-5558

Toll-free: 1-866-981-MOVE (6683)

Website: www.premierevanlines.com

Email: fmartin@premierevanlines.com

Frank Martin, Executive Vice President

**Other Association Memberships:** HHGFAA, OMA, CARP, CAUBO

## **Rawlinson Moving & Storage Ltd.**

5635 McAdam Road  
Mississauga, ON L4Z 1N9  
Tel: 905-568-9131 / Fax: 905-568-9140  
Toll-free: 1-800-684-6660

Website: www.rawlinsonmoving.com

Email: email@rawlinsonmoving.com

Bob Tuckett, President

**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating

**Areas Served:** Ontario, Toronto, Mississauga, Canada & USA

**Warehouse:** Concrete block (A-1 fire rating), steel frame, fire & burglar alarms, sprinklered, DND-certified, temperature-controlled, palletized, dock-level loading (two locations Mississauga & Oakville)

## **Robson Cartage 2000 Inc.**

580 Quebec Street  
London, ON N5W 3Z2  
Tel: 519-433-6683 / Fax: 519-433-8611

Email: robsoncartage@robsoncartage.com

Tom Robson, President

**Services:** HHG moving & storage, packing & crating, office & commercial moving, commercial warehousing & distribution, home delivery

**Areas Served:** All of Ontario

**Warehouse:** Concrete block & steel, monitored fire & burglar alarm, heated, racked & palletized, dock-level loading

# Canadian Movers/Entreprises canadiennes de déménagement

## Rockbrune Brothers Limited

725 Finley Avenue  
Ajax, ON L1S 3T1  
Tel: 905-683-4321 / Fax: 905-683-3972  
Toll-free: 1-800-561-4139  
Website: [www.rockbrune.on.ca](http://www.rockbrune.on.ca)  
Email: [move@rockbrune.on.ca](mailto:move@rockbrune.on.ca)  
William Rockbrune, President  
**Services:** HHG moving & storage, local & long-distance, overseas, packing, crating, commercial and office moving; special commodities

**Areas Served:** Worldwide, Canada, USA, Toronto, Barrie, Chatham, all of Durham region

**Warehouse:** 10,000 sq. ft. palletized, steel construction, burglar alarms, dock-level loading, heated, DND-certified and bonded mini-storage

## St. John's Transfer (1978) Ltd.

950 Boundary Road  
Cornwall, ON K6H 5R5  
Tel: 613-933-1492 / Fax: 613-936-6865  
Email: [stjohns@datacom.ca](mailto:stjohns@datacom.ca)  
Donald Deebank, President  
**Services:** Local & long-distance HHG moving & storage, packing & crating, commercial & office moving

**Areas Served:** Cornwall area (50 mile radius)

**Warehouse:** Concrete block, burglar alarm, DND-certified, heated, palletized, dock-level loading, mini storage

## Taylor Moving & Storage Ltd.

1200 Plains Road East  
Burlington, ON L7S 1W6  
Tel: 905-632-8010 / Fax: 905-632-8130  
Toll-free: 1-800-263-9143  
Website: [www.ataylormoving.com](http://www.ataylormoving.com)  
Email: [csrvturl@ataylormoving.com](mailto:csrvturl@ataylormoving.com)  
Rick Taylor, Vice President  
**Services:** Local, national, international, worldwide moving, packing & storage  
**Areas Served:** Worldwide  
**Warehouse:** Cement block & brick, metal siding, 26-foot clear, heated, air-conditioned, DND-approved, palletized, vault storage, bonded, sprinklered, fire & burglar alarm

## Taylor Moving & Storage Ltd.

5330 Bradco Boulevard  
Mississauga, ON L4W 1G7  
Tel: 905-624-3220 / Fax: 905-624-8331  
Toll-free: 1-888-624-3220  
Website: [www.ataylormoving.com](http://www.ataylormoving.com)  
Email: [rick@ataylormoving.com](mailto:rick@ataylormoving.com)  
Rick Taylor, Vice President  
**Services:** Local, national, international, worldwide moving, packing & storage  
**Areas Served:** Worldwide  
**Warehouse:** Steel & brick, metal siding, 26-foot clear, heated, air-conditioned, DND-approved, palletized, vault storage, bonded, sprinklered, fire & burglar alarm

## Tender Touch Moving

1480 Jane Street, Unit B  
Toronto, ON M9N 2R1  
Tel: 416-654-4994 / Fax: 416-654-4993  
Toll-free: 1-877-836-3378  
Website: [www.tendertouchmoving.com](http://www.tendertouchmoving.com)  
Email: [tender@tendertouchmoving.com](mailto:tender@tendertouchmoving.com)  
Jason Morin, Manager  
**Services:** Local, long-distance & overseas moving, packing & crating, household & office moving

**Areas Served:** Local within Greater Toronto Area, long-haul to most destinations in Canada, USA, and to most countries overseas

**Warehouse:** Block & steel, 24-hour burglar

**Other Association Memberships:** BBB

## Thrifty Moving & Storage Ltd.

1764 Woodward Drive  
Ottawa, ON K2C 0P8  
Tel: 613-723-6040 / Fax: 613-723-6027  
Toll-free: 1-877-218-1162  
Website: [www.thrifty-moving.com](http://www.thrifty-moving.com)  
Email: [info@thrifty-moving.com](mailto:info@thrifty-moving.com)  
George Jungmeister, President  
**Services:** Local and long distance HHG moving, storage and packing; residential and commercial relocations; workers are bonded and have security clearance

**Areas Served:** Ottawa region, Ontario and Quebec; Canada

**Warehouse:** Cement-block construction, temperature-controlled, mostly individual containers with locks, limited open space available; warehouse has sprinklers, alarm and 24-hour video surveillance, dock-level and ground-level loading

## Tippet-Richardson Limited

1050 Brydges Street  
London, ON N5W 2B4  
Tel: 519-455-0132 / Fax: 519-453-8160  
Toll-free: 1-800-392-5385  
Website: [www.tippet-richardson.com](http://www.tippet-richardson.com)  
Email: [daver@tippet-richardson.com](mailto:daver@tippet-richardson.com)  
Dave Rowe, Branch Manager  
**Services:** Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records  
**Areas Served:** All of Canada  
**Warehouse:** One building, all sprinklered, alarm security

## Tippet-Richardson Limited

1209 Algoma Road  
Ottawa, ON K1B 5B9  
Tel: 613-741-3015 / Fax: 613-741-9720  
Toll-free: 877-854-7245  
Website: [www.tippet-richardson.com](http://www.tippet-richardson.com)  
Email: [gords@tippet-richardson.com](mailto:gords@tippet-richardson.com)  
Gord Smith, General Manager  
**Services:** Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records  
**Areas Served:** Ottawa-Carleton region, Hull, Ontario, all of Canada  
**Warehouse:** One building, all sprinklered, alarm security

## Tippet-Richardson Limited

25 Metropolitan Road, Toronto, ON M1R 2T5  
Tel: 416-291-1200 / Fax: 416-291-2601  
Toll-free: 1-800-268-6753  
Website: [www.tippet-richardson.com](http://www.tippet-richardson.com)  
Email: [johnnovak@tippet-richardson.com](mailto:johnnovak@tippet-richardson.com)  
John Novak, Chief Executive Officer  
**Services:** Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records

**Areas Served:** All of Canada

**Warehouse:** Four buildings, all sprinklered, alarm security protection

## Toronto Service Center Inc. (TSC)

28 Dohme Avenue, Toronto, ON M4B 3M4  
Tel: 416-566-8515 / Fax: 416-759-8000  
Toll-free: 1-866-566-8515  
Website: [www.moving-storage.net](http://www.moving-storage.net)  
Email: [tsc@moving-storage.net](mailto:tsc@moving-storage.net)  
Manouchehr Jamali, President  
**Services:** Packing, wrapping, moving within Ontario area, storage

**Areas Served:** Ontario

**Warehouse:** Brand new storage, around 30,000 sq ft, heated & climate-controlled, 24 hrs surveillance cameras, alarm-protected, insured, indoor truck level loading area

## Total-Relocation Moving & Storage

25 Groff Place, Unit 2, Kitchener, ON N2E 2L6  
Tel: 519-748-5403 / Fax: 519-748-5611  
Toll-free: 1-800-265-6401  
Website: [www.total-relocation.com](http://www.total-relocation.com)  
Email: [info@total-relocation.com](mailto:info@total-relocation.com)  
Ron Smith, President  
**Services:** Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records  
**Areas Served:** All of Canada  
**Warehouse:** One building, all sprinklered, alarm security

## TR Overseas Moving Inc.

106 Ridgetop Road, Toronto, ON M1P 2J9  
Tel: 416-292-4555 / Fax: 416-292-4593  
Toll-free: 1-800-718-7664  
Website: [www.tippet-richardson.com](http://www.tippet-richardson.com)  
Email: [patd@tippet-richardson.com](mailto:patd@tippet-richardson.com)  
Pat Daley, General Manager  
**Services:** International HHG moving & storage, packing and crating.  
**Areas Served:** All of Canada  
**Warehouse:** Canada Customs Bonded, brick, sprinklered, alarmed  
**Other Association Memberships:** FIDI, OMNI, HHGFAA, BAR

## Traditional Moving & Storage

830 Athabasca St., Thunder Bay, ON P7C 3E6  
Tel: 807-623-3535 / Fax: 807-623-3140  
Toll-free: 1-800-665-9240  
Email: [tbaymove@tbaytel.net](mailto:tbaymove@tbaytel.net)  
Al McDougal, Manager  
**Services:** HHG moving services, including local, long-distance, international, overseas, storage, professional packing/crating; also office/company relocations, electronics/high-value products, commercial moving services including freight throughout North America  
**Areas Served:** Northwest Ontario  
**Warehouse:** 15,000 square feet, government-approved, sprinklered, ADT, vault, climate-controlled

Visit [www.mover.net](http://www.mover.net)  
for up-to-date listings.



# Canadian Movers/Entreprises canadiennes de déménagement

## Walker's/Capital Group of Moving & Storage Companies

56 Railway Street  
Kingston, ON K7L 5J8  
Tel: 613-544-9574 / Fax: 613-544-6296  
Toll-free: 1-800-267-3170  
Website: www.pleasemoveme.com  
Email: kingston@pleasemoveme.com  
Glenn E. Warner, General Manager

**Services:** Local, long-distance & international HHG moving & storage, cartage, packing & crating, records storage, commercial warehousing & distribution, bonded warehouse

**Areas Served:** Worldwide, Ontario, Canada  
**Warehouse:** Steel frame, metal siding, fire alarm, sprinklered, burglar alarm, federal government-certified, heated, palletized, dock grade-level loading, fenced compound

## Wayne's Moving, Storage & Delivery

375 Second Avenue West  
PO Box 984  
Simcoe, ON N3Y 5B3  
Tel: 519-426-6000 / Fax: 519-426-4667  
Website: www.waynesmoving.ca  
Email: waynesmoving@kwic.com  
Mary J. Donnell, General Manager

**Services:** Packing & unpacking, as well as selling of packing supplies. Local & long-distance moving in Canada

**Areas Served:** Simcoe, Ontario & Quebec  
**Warehouse:** 375 Second Avenue, Simcoe: mini-storage facility for household goods; monthly rental

## Wescon Movers Group

130 Riviera Drive, #3  
Markham, ON L3R 5M1  
Tel: 905-944-0707 / Fax: 905-415-1784  
Email: ken@wesconmovers.com  
Ken Conley, President

**Services:** Long-distance moving, storage, OA & DA services, overseas wrap & delivery

**Areas Served:** Greater Toronto Area, Ontario, Canada & USA

**Warehouse:** Brick, heated, sprinkler, fire & burglar alarm, ground & dock-level loading, palletized, U.S.-Military approved

## Wills Transfer Limited

146 Highway 15  
Smiths Falls, ON K7A 4T2  
Tel: 613-283-0225 / Fax: 613-283-9805  
Toll-free: 1-800-267-7937  
Website: www.willstransfer.com  
Email: info@willstransfer.com  
Terry Wills, President

**Services:** Local, long-distance & overseas moving, residential & commercial warehousing, transporting of general freight throughout Canada & USA; Canada Customs-bonded carrier; 53-foot air ride equipment

**Areas Served:** Eastern Ontario

**Warehouse:** Concrete block, fire & burglar alarms

## Wilson's Relocation

480 Finchdene Square  
Toronto, ON M1X 1C2  
Tel: 416-293-0776 / Fax: 416-292-7764  
Toll-free: 1-800-565-4888  
Website: www.abbeywoodmoving.com  
Email: randy@abbeywoodmoving.com  
Randy Wilson, President

**Services:** Local, long-distance & overseas relocations, packing, crating, storage, fine-art services division

**Areas Served:** Worldwide, Canada, Toronto, Scarborough

**Warehouse:** Concrete block & brick, fully palletized, alarmed, heated

## Windsor Truck & Storage

201, 211 Shepherd Street East  
Windsor, ON N8X 1K6  
Tel: 519-254-5111 / Fax: 519-254-8011  
Toll-free: 1-800-265-4865  
Website: www.tippet-richardson.com  
Email: fredbaldwin@tippet-richardson.com  
Fred Baldwin, General Manager

**Services:** Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records

**Areas Served:** All of Canada

**Warehouse:** One building, all sprinklered, alarm security

## MANITOBA

### THOMPSON

Miller the Mover Ltd.

### WINNIPEG

Canada Moving  
Portage Cartage & Storage Ltd.  
Quick Transfer Ltd.  
Tuxedo Moving and Storage  
Winnipeg Moving & Storage

### Canada Moving

47 Gomez Street  
Winnipeg, MB R3B 0G4  
Tel: 204-632-8787 / Fax: 204-943-4721  
Toll-free: 1-800-268-2881  
Website: www.canadamoving.com  
Email: jtokarchuk@canadamoving.com  
John Tokarchuk, Director of Sales

**Services:** Local, long-distance & overseas HHG moving & storage, packing, custom crating, office moving, commercial cartage, wholesale distribution, electronics & high-value-products handling, 24-hour truck repairs & truck wash at 100 Higgins Avenue, Winnipeg (204-947-0889)

**Areas Served:** All of Canada, USA

**Warehouse:** Concrete, palletized, temperature-controlled, security-monitored, fenced compound, sprinklered, dock-level loading, DND-certified, special equipment for handling electronics

## Miller the Mover Ltd.

84 Berens Road, Thompson, MB R8N 1X2  
Tel: 204-778-6988 / Fax: 204-778-8075  
Email: millerthemover@mts.net  
Lyle Miller, President

**Services:** Local & long-distance moving, HHG storage, record storage, truck rentals

**Areas Served:** Northern Manitoba including Thompson, Flin Flon, The Pas, Lynn Lake, Leaf Rapids, Gillam, Churchill, Grand Rapids, Norway House, Cross Lake, Split Lake

**Warehouse:** Metal clad, steel structure

## Portage Cartage & Storage Ltd.

170 Eagle Drive, Winnipeg, MB R2R 1V5  
Tel: 204-633-8059 / Fax: 204-694-3261  
Toll-free: 1-800-665-9233  
Website: www.portagecartage.ca  
Email: jim\_trann@portagecartage.ca  
Jim Trann, General Manager

**Services:** Local, provincial, interprovincial & international moving services, including storage, packing, crating, etc.; specializing in worldwide moving, storage, assembly & testing, & servicing of electronics & high-value products; worldwide hauling of special products & non-hazardous freight commodities; one of Winnipeg's largest off-site record-storage companies, providing all related services: retention, retrievals, confidential destruction

**Areas Served:** Winnipeg, Manitoba, Canada, northwestern Ontario

**Warehouse:** (1) Metal Butler Building (170 Eagle Drive – 30,500 sq ft), 24-foot clearance, monitored alarm, sprinklered, secure compound, camera surveillance, heated; (2) Concrete pre-cast (959A Keewatin – 49,300 sq ft), 24-foot clearance, monitored alarm, sprinklered, secure compound, camera surveillance, heated

**Areas Served:** Winnipeg, Manitoba, Canada, northwestern Ontario

## Quick Transfer Ltd.

1680 Sargent Avenue, Winnipeg, MB R3H 0C2  
Tel: 204-786-6011 / Fax: 204-783-9882  
Toll-free: 1-800-230-6701  
Website: www.quicktransferltd.com  
Email: info@quicktransfer.mb.ca  
Doris Kannwischer, Executive Assistant

**Services:** Local, long-distance, overseas, HHG moving & storage, packing, custom crating, specialized freight

**Areas Served:** All Manitoba, Northwestern Ontario

**Warehouse:** Concrete & brick, 12,000 square feet, palletized, heated, fenced & alarm-controlled; government-approved

## Tuxedo Moving and Storage

330 Elgin Avenue, Winnipeg, MB R3A 0K6  
Tel: 204-943-2020 / Fax: 204-956-0907  
Toll-free: 1-866-668-3688  
Website: www.tuxedomovingandstorage.com  
Email: easyaccess@shaw.ca  
Grant McDowell, President

**Services:** Local, long-distance and overseas moving, storage, packing & crating

**Areas Served:** Manitoba

**Warehouse:** 19,000-square-foot building of brick and concrete with 350 individual lockers of varied sizes, climate controlled, heated, sprinklered, five cargo doors with drive-in loading

# Canadian Movers/Entreprises canadiennes de déménagement

## Winnipeg Moving & Storage

400 Oak Point Highway  
Winnipeg, MB R2R 1V1  
Tel: 204-925-6683 / Fax: 204-694-1837  
Toll-free: 1-877-974-6683  
Website: [www.winnipegmoving.com](http://www.winnipegmoving.com)  
Email: [mevans@winnipegmoving.com](mailto:mevans@winnipegmoving.com)  
Mike Evans, General Manager

**Services:** Household goods moving services, including local, long-distance, international, overseas, storage, professional packing/crating; also office/company relocations, electronics/high-value products, commercial moving services including freight throughout North America

**Areas Served:** All of Manitoba

**Warehouse:** 40,000 square feet, precast concrete slab, bonded, government-approved, sprinklered, ADT, vault, climate-controlled

## SASKATCHEWAN

### REGINA

Milne's Moving & Storage Ltd.

### SASKATOON

Country Wide Moving  
Ray's Moving & Storage Co. Ltd.

#### Country Wide Moving

802 – 47th Street East  
Saskatoon, SK S7K 0X4  
Tel: 306-934-3335 / Fax: 306-931-4008  
Toll-free: 1-800-289-9734  
Email: [countrywide@sasktel.net](mailto:countrywide@sasktel.net)  
Cam Carswell, President

**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating, special products, office moves, origin & destination services

**Areas Served:** Saskatoon & surrounding urban areas

**Warehouse:** Steel frame, government-approved, heated, palletized, dock-level loading, fork lift

#### Milne's Moving & Storage Ltd.

1301 Osler Street  
Regina, SK S4R 1W6  
Tel: 306-525-3508 / Fax: 306-565-3299  
Website: [www.milnesmoving.ca](http://www.milnesmoving.ca)  
Email: [milnes@milnesmoving.ca](mailto:milnes@milnesmoving.ca)  
Rob Milne, President

**Services:** Local, long-distance, international, HHG & HVP moving & storage, packing & crating, computer equipment, four hydraulic tailgate trucks for HVP pickups & deliveries, office moving, truck rentals, blue-bin rentals

**Areas Served:** Regina, southern Saskatchewan, Canada

**Warehouse:** Concrete-block construction, monitored alarm system & cameras, heated palletized & self-storage units, dock-level & drop-frame loading, two electric forklifts

## Ray's Moving & Storage Co. Ltd.

611 – 47th Street East  
Saskatoon, SK S7K 5G5  
Tel: 306-933-1122 / Fax: 306-933-3208  
Toll-free: 1-800-667-3928  
Email: [raysinternational@sasktel.net](mailto:raysinternational@sasktel.net)  
Richard Diehl, Operations Manager

**Services:** Local & long-distance moving, boxes & packing supplies, packing service, crating service, overseas HHG moving

**Areas Served:** Saskatoon, Regina, Prince Albert, Moose Jaw, Saskatchewan, Canada, USA

**Warehouse:** Metal, palletized, heated, government-approved

## ALBERTA

### CALGARY

Lo-Cost Mini Storage  
St. George Moving & Storage  
TR Westcan Inc./Tippet-Richardson Limited

### EDMONTON

Highland Moving & Storage Ltd.  
Majestic Moving Services  
MATCO Transportation Systems Ltd.  
Provincial Moving & Storage  
Western Moving & Storage

### FORT MCMURRAY

Northern Plains Moving & Transport Ltd.

### WESTLOCK

Westlock Movers

### WHITECOURT

Whitecourt Moving & Storage

#### Highland Moving & Storage Ltd.

15305 – 128 Avenue NW  
Edmonton, AB T5V 1A5  
Tel: 780-453-6777 / Fax: 780-454-8484  
Toll-free: 1-800-267-9958  
Website: [www.highlandmoving.com](http://www.highlandmoving.com)  
Email: [don@highlandmoving.com](mailto:don@highlandmoving.com)  
Don Kachur, President

**Services:** Local, long distance, overseas, HHG moving & storage, packing & crating, commercial & office moving

**Areas Served:** Worldwide

**Warehouse:** 51850 sq ft, concrete block, sprinklered, alarmed

#### Lo-Cost Mini Storage

6423 Burbank Road S.E.  
Calgary, AB T2H 2E1  
Tel: 403-255-8599 / Fax: 403-255-8929  
Toll-free: 1-888-919-6683  
Email: [amands1@telusplanet.net](mailto:amands1@telusplanet.net)  
Scott Hickling, President

**Services:** Storage & mini storage, cross-dock freight, U-Haul depot & consulting services

**Areas Served:** Calgary & Southern Alberta

**Warehouse:** Concrete block, two-level mini storage lockers, heated, four truck-level & one ground-level docks, palletized style, alarmed & fire-protected

## Majestic Moving Services

11530 – 163 Street  
Edmonton, AB T5M 3T3  
Tel: 780-483-5289 / Fax: 780-481-9854  
Website: [www.majesticmoving.ca](http://www.majesticmoving.ca)  
Email: [info@majesticmoving.ca](mailto:info@majesticmoving.ca)  
Paul Sullivan

**Services:** Local/long-distance moving, short- and long-term storage, packing and crating, import/export relocations

**Areas Served:** Edmonton and Northern Alberta

**Warehouse:** 14,000 square feet, heated, sprinklered, federal government-approved, palletized, dock-level loading, concrete block, 24-hour security system

## MATCO Transportation Systems Ltd.

18151 – 107th Avenue  
Edmonton, AB T5S 1K4  
Tel: 780-484-8800 / Fax: 780-489-8017  
Toll-free: 1-800-661-3618  
Website: [www.matco.ca](http://www.matco.ca)  
Email: [Ian.Kirk@Matco.ca](mailto:Ian.Kirk@Matco.ca)  
Ian Kirk, President

**Services:** Commercial, electronic (high-value products), LTL freight to Yukon & NWT, local, long-distance & overseas HHG moving & storage

**Areas Served:** Alberta, Yukon & Northwest Territories

**Warehouse:** Concrete block, palletized, heated, DND-certified, weigh scale on premises

## Northern Plains Moving & Transport Ltd.

140 MacKay Crescent  
Fort McMurray, AB T9H 4W8  
Tel: 780-790-1336 / Fax: 780-790-1211  
Toll-free: 1-877-790-1336  
Email: [npm@altech.ab.ca](mailto:npm@altech.ab.ca)  
Gloria Varney, President

**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating, commercial moving, one-day service within Alberta

**Areas Served:** Fort McMurray, Alberta, Canada

**Warehouse:** Brick, alarm protection, DND, heated, palletized

## Provincial Moving & Storage

9908 – 65 Avenue  
Edmonton, AB T6E 0K9  
Tel: 780-469-6233 / Fax: 780-702-1728  
Toll Free: 1-800-378-6329  
Email: [gsaran01@telus.net](mailto:gsaran01@telus.net)  
Website: [www.provincialmoving.com](http://www.provincialmoving.com)  
Gary Saran, Owner

**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating

**Areas Served:** Edmonton, Alberta, Canada & International

**Warehouse:** Concrete block & brick, steel frame, fire & burglar alarms, sprinklered, heated, inside unit storage, ground-level loading, 17,000 square feet

Visit [www.mover.net](http://www.mover.net)  
for up-to-date listings.

# Canadian Movers/Entreprises canadiennes de déménagement

## St. George Moving & Storage

6030 – 3rd Street S.E.  
Calgary, AB T2H 1K2  
Tel: 403-252-9200 / Fax: 403-252-0948  
Toll-free: 1-866-252-1080  
Website: [www.stgeorgemoving.com](http://www.stgeorgemoving.com)  
Email: [calgary@stgeorgemoving.com](mailto:calgary@stgeorgemoving.com)  
Mary O'Sullivan, Manager

**Services:** Local, long-distance & overseas  
HHG moving & storage, packing & crating,  
commercial & office moving. Transportation &  
distribution of high value goods.

**Areas Served:** Alberta, British Columbia,  
Canada, USA, Overseas

**Warehouse:** Concrete block, fire & burglar  
alarms, DND certified, heated, palletized,  
dock-level loading

**Other Association Memberships:** BBB, CERC,  
HHGFAA

## TR Westcan Inc./Tippet-Richardson Limited

2905 – 37th Avenue N.E.  
Calgary, AB T1Y 5Z9  
Tel: 403-299-9700 / Fax: 403-299-9750  
Toll-free: 1-800-842-4788  
Website: [www.tippet-richardson.com](http://www.tippet-richardson.com)  
Email: [trcalgary@tippet-richardson.com](mailto:trcalgary@tippet-richardson.com)  
Brenda Naylor, President

**Services:** Local, long-distance & overseas  
HHG moving & storage, office & commercial  
moving, business records

**Areas Served:** All of Canada

**Warehouse:** One building, all sprinklered, alarm  
security, bonded

## Western Moving & Storage

11516 – 163 Street  
Edmonton, AB T5M 3T3  
Tel: 780-454-6683 x 202 / Fax: 780-487-8548  
Toll-free: 1-800-468-6520  
Website: [www.westernmoving.com](http://www.westernmoving.com)  
Email: [tedl@westernmoving.com](mailto:tedl@westernmoving.com)  
Ted LeLacheur, President and CEO

**Services:** Moving & storage

**Areas Served:** Edmonton & Northern Alberta

**Warehouse:** Concrete block, sprinklered,  
heated, 24-hour security monitored

## Westlock Movers

9735 – 99th Street  
Westlock, AB T7P 1Y5  
Tel: 780-349-4573  
Website: [www.westlockmovers.com](http://www.westlockmovers.com)  
Email: [wmovers@telus.net](mailto:wmovers@telus.net)  
Dion Lefebvre, President and General Manager

**Services:** Full packing, moving, cleaning  
services, local & long-distance moving  
in Western Canada and the Northwest  
Territories

**Areas Served:** Western Canada, Northwest  
Territories

**Warehouse:** Concrete construction, mini-  
storage capacity, fire hydrant in front of  
building

**Other Association Memberships:** BBB

## Whitecourt Moving & Storage

PO Box 359  
3905 – 35th Street  
Whitecourt, AB T7S 1N5  
Tel: 780-778-5094 / Fax: 780-778-6615  
Toll-free: 1-800-272-5663  
Website: [www.whitecourtmoving.com](http://www.whitecourtmoving.com)  
Email: [harold@whitecourtmoving.com](mailto:harold@whitecourtmoving.com)  
Harold Smitheman, President

**Services:** Packing, crating, local, long-distance  
& international moving, storage, hot-shot  
service, flat-deck service, tractor service

**Areas Served:** Alberta, BC, Saskatchewan,  
Manitoba, Ontario

**Warehouse:** Aluminum construction, alarmed,  
heat sensors, smoke detectors, government-  
approved, heated, palletized, drive-in doors,  
large fenced yard

## BRITISH COLUMBIA

### CAMPBELL RIVER

Bekins Moving and Storage (Canada) Ltd.

### COMOX

Comox Moving & Storage

### DELTA

Great Canadian Van Lines Ltd.  
Highland Van & Storage Ltd.

### KELOWNA

Kelowna Movers Ltd.  
St. George Moving & Storage

### NORTH VANCOUVER

Ferguson Moving & Storage Ltd.

### PRINCE GEORGE

Bekins Moving and Storage (Canada) Ltd.

### RICHMOND

Bandstra Moving Systems Ltd.  
Bekins Moving and Storage (Canada) Ltd.

### SAANICHTON

Bekins Moving and Storage (Canada) Ltd.

### VANCOUVER

St. George Moving & Storage  
TR Westcan Inc./Tippet-Richardson Ltd.  
Williams Transportation & Logistics Group  
of Companies

### VERNON

Specialty Movers Ltd.

### VICTORIA

A To B Moving Ltd.  
Dowell's Moving & Storage Limited  
Greaves Moving & Storage Ltd.  
MacCosham Inc.

## A To B Moving Ltd.

878 Viewfield Road, Victoria, BC V9A 4V1  
Tel: 250-414-6683 / Fax: 250-414-0178  
Website: [www.atobmoving.com](http://www.atobmoving.com)  
Email: [atobmove@islandnet.com](mailto:atobmove@islandnet.com)  
Gerry Ganczar, President

**Services:** Local & long-distance HHG and  
office moving; packing, unpacking, packing  
materials; auto relocation

**Areas Served:** Vancouver Island, BC, Canada,  
USA, overseas

**Warehouse:** Concrete/cinder block, gated,  
camera surveillance, monitored security  
system, sprinkler system

## Bandstra Moving Systems Ltd.

135-9920 River Drive, Richmond, BC V6X 3S3  
Tel: 604-273-5111 / Fax: 604-273-8534  
Toll-free: 1-800-410-5111  
Website: [www.bandstra.com](http://www.bandstra.com)  
Email: [john@bandstra.com](mailto:john@bandstra.com)  
John Bandstra, President

**Services:** Local, long-distance & overseas  
moving, packing & crating, storage

**Areas Served:** Greater Vancouver area

**Warehouse:** Concrete/steel construction,  
alarmed, sprinklered, dock-level loading,  
palletized, bonded, DND-certified

**Other Association Memberships:** HHGFAA

## Bekins Moving and Storage (Canada) Ltd.

1600 – 14th Ave., Campbell River, BC V9W 5B6  
Tel: 250-286-6218 / Fax: 250-286-3878  
Website: [www.bekins-moving.com](http://www.bekins-moving.com)  
Jim Gibson, General Manager

**Services:** Local, domestic & international full-  
service moving & storage, United Van Lines  
container depot

**Areas Served:** Northern Vancouver Island &  
Powell River

**Warehouse:** Palletized three high, concrete  
building, heated, burglar alarm monitored 24  
hours, government-approved, dock- & grade-  
level loading

## Bekins Moving and Storage (Canada) Ltd.

551 – 1st Avenue, Prince George, BC V2L 2Y2  
Tel: 250-563-0371 / Fax: 250-563-6514  
Website: [www.bekins-moving.com](http://www.bekins-moving.com)  
Joan Coates, Manager

**Services:** Local, domestic & international full-  
service moving & storage

**Areas Served:** Northern British Columbia

**Warehouse:** Palletized, concrete building,  
heated, government-approved

## Bekins Moving and Storage (Canada) Ltd.

14251 Burrows Road, Richmond, BC V6V 1K9  
Tel: 604-270-1120 / Fax: 604-276-9819  
Toll-free: 1-800-4BEKINS  
Website: [www.bekins.ca](http://www.bekins.ca)

Email: [larryr@bekins.ca](mailto:larryr@bekins.ca)  
Larry Rosenberg, President

**Services:** Local, domestic & international full-  
service moving & storage, custom crating  
shop, retail delivery division, warehousing &  
distribution, United Van Lines container depot

**Areas Served:** All of British Columbia,  
Vancouver

**Warehouse:** Palletized three high, concrete  
building, sprinklered, heated, burglar &  
fire alarms monitored 24 hours, Customs-  
bonded, government-approved, fenced,  
dock- & grade-level loading

# Canadian Movers/Entreprises canadiennes de déménagement

## **Bekins Moving and Storage (Canada) Ltd.**

6598 Bryn Road  
Saanichton, BC V8M 1X6  
Tel: 250-544-2245 / Fax: 250-544-2037  
Website: [www.bekins.com](http://www.bekins.com)  
Email: [skipp@bekins.ca](mailto:skipp@bekins.ca)  
Skip Charlton, Manager

**Services:** Local, domestic & international full-service moving & storage, custom crating shop, retail delivery division, United Van Lines container depot

**Areas Served:** Southern Vancouver Island & Gulf Islands

**Warehouse:** Palletized three high, concrete building, heated, burglar alarm monitored 24 hours, government-approved, fenced compound

## **Comox Moving & Storage**

1724 Ryan Road East  
Comox, BC V0R 2K0  
Tel: 250-339-2281 / Fax: 250-339-2212  
Website: [www.comoxmoving.com](http://www.comoxmoving.com)  
Email: [mail@comoxmoving.com](mailto:mail@comoxmoving.com)  
Bill Di Castri, President

**Services:** Customs-bonded HHG & sufferance, registered international mover, freezer & cooler storage, power tailgate, etc.

**Areas Served:** Comox, Vancouver Island, British Columbia

**Warehouse:** Heated, cement block, fully containerized three high, DND-certified

## **Dowell's Moving & Storage Limited**

630 Esquimalt Road  
Victoria, BC V9A 3L4  
Tel: 250-361-9866 / Fax: 250-361-9766  
Email: [dowellmoving@bigfoot.com](mailto:dowellmoving@bigfoot.com)  
Gary McIntosh, General Manager

**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating

**Areas Served:** Victoria area (120 km radius), Vancouver

**Warehouse:** U.S.-government-bonded warehouse facility

## **Ferguson Moving & Storage Ltd.**

1584 Columbia Street  
North Vancouver, BC V7J 1A4  
Tel: 604-922-2212 / Fax: 604-987-0269  
Toll-free: 1-866-488-2212

Website: [www.fergusonmoving.com](http://www.fergusonmoving.com)  
Email: [lorne@fergusonmoving.com](mailto:lorne@fergusonmoving.com)  
Lorne MacInnes, Vice President

**Services:** Local, long-distance & overseas HHG moving & mini-storage, portable container storage, packing & crating

**Areas Served:** British Columbia & Alberta

**Warehouse:** Mini storage facility: concrete block/steel, inside wood walls, fully alarmed, sprinklered, heated, 145 lockers on two floors. Container warehouse: concrete block, fully alarmed, sprinklered, heated, grade-level loading

## **Great Canadian Van Lines Ltd.**

Head Office – Canada  
#203, 669 Ridley Place  
Delta, BC V3M 6Y9  
Tel: 604-540-6683 / Fax: 604-540-6640  
Toll-free: 1-800-665-0055  
Website: [www.greatcanadianvanlines.com](http://www.greatcanadianvanlines.com)  
Email: [gcvl@telus.net](mailto:gcvl@telus.net)

Rick Valliant, Vice President  
**Services:** Local, long-distance & overseas moving & storage, packing services & supplies

**Areas Served:** Canada, eastern & western seaboard of the USA, Europe, Asia, Australia & New Zealand

**Warehouse:** Concrete block, fire & burglar alarm, sprinklered, heated, palletized, dock-level loading

## **Greaves Moving & Storage Ltd.**

785 Lampson Street  
Victoria, BC V9A 6A9  
Tel: 250-388-7808 / Fax: 250-381-2124  
Website: [www.greavesmoving.com](http://www.greavesmoving.com)  
Email: [greaves@shaw.ca](mailto:greaves@shaw.ca)

Richard Greaves, President  
**Services:** All moving services

**Areas Served:** Vancouver Island

**Warehouse:** Steel & block

## **Highland Van & Storage Ltd.**

8238 Swenson Way  
Delta, BC V4G 1J6  
Tel: 604-581-2300 / Fax: 604-581-2325  
Toll-free: 1-800-491-1666  
Website: [www.highland-worldwide.com](http://www.highland-worldwide.com)  
Email: [info@highland-worldwide.com](mailto:info@highland-worldwide.com)  
Alan Wiancko, Vice President

**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating

**Areas Served:** Vancouver & Fraser Valley

**Warehouse:** Cement tilt-up construction, sprinklered, DND-certified, heated, palletized

## **Kelowna Movers Ltd.**

395 Adams Road  
Kelowna, BC V1X 7R5  
Tel: 250-765-1125 / Fax: 250-765-1772  
Toll-free: 1-866-765-1125  
Email: [kelownamvrs@silksilk.net](mailto:kelownamvrs@silksilk.net)

Ken Taylor, Secretary Treasurer/Manager

**Services:** Complete O/A & D/A, storage (inside heated or non-heated self-storage units), including boats, RVs & automobiles

**Areas Served:** Okanagan Valley including Penticton, Kelowna, Vernon & surrounding area, BC, across Canada and to and from USA

**Warehouse:** Block, sprinklers, 24-hour on-site security, electronic surveillance, DND approved

## **MacCosham Inc.**

4261 Glanford Avenue  
Victoria, BC V8Z 4B9  
Tel: 250-881-7802 / Fax: 250-479-1254  
Toll-free: 1-866-444-2483  
Website: [www.maccosham.com](http://www.maccosham.com)  
Email: [ibaker@maccosham.com](mailto:ibaker@maccosham.com)

Ian Baker, General Manager

**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating, Sears terminal, Coremark operation

**Areas Served:** Vancouver Island

**Warehouse:** Sprinklered, fenced, alarmed, with surveillance system; storage area is palletized & heated

## **Specialty Movers Ltd.**

8610 Highland Road, Vernon, BC V1B 3S2  
Tel: 250-542-3351 / Fax: 250-542-9627  
Toll-free: 1-877-642-3351

Email: [specmv7@telus.net](mailto:specmv7@telus.net)

Tom Harris, General Manager

**Services:** Local, long-distance, overseas HHG moving & storage, packing, crating, special products, forklift

**Areas Served:** Okanagan Valley & northern British Columbia, east & west Kootenays

**Warehouse:** Cement block, alarm protection, heated, palletized

## **St. George Moving & Storage**

26 Fawcett Road  
Coquitlam (Vancouver), BC V3K 6X9  
Tel: 604-520-1900 / Fax: 604-520-7689  
Toll-free: 1-877-520-1903

Website: [www.stgeorgemoving.com](http://www.stgeorgemoving.com)  
Email: [vancouver@stgeorgemoving.com](mailto:vancouver@stgeorgemoving.com)  
Nels Guloien, Manager

**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating, commercial & office moving. Transportation & distribution of high value goods.

**Areas Served:** British Columbia, Alberta, Canada, USA, Overseas

**Warehouse:** Concrete block, fire & burglar alarms, DND certified, heated, palletized, dock-level loading

## **St. George Moving & Storage**

1505 Hardy Street, Kelowna, BC V1Y 7W9  
Tel: 250-860-2392 / Fax: 250-860-2021  
Toll-free: 1-800-561-8580  
Email: [kelowna@stgeorgemoving.com](mailto:kelowna@stgeorgemoving.com)  
Terry Kimble, Manager

**Services:** Local, long-distance & overseas HHG moving & storage, packing & crating, commercial & office moving. Transportation & distribution of high value goods.

**Areas Served:** British Columbia, Alberta, Canada, USA, Overseas

**Warehouse:** Concrete block, fire & burglar alarms, DND certified, heated, palletized, dock-level loading

## **TR Westcan Inc./Tippet-Richardson Ltd.**

8240 Manitoba Street, Vancouver, BC V5X 3A2  
Tel: 604-324-5015 / Fax: 604-324-2047  
Toll-free: 1-800-771-5015

Website: [www.tippet-richardson.com](http://www.tippet-richardson.com)  
Email: [brendan@tippet-richardson.com](mailto:brendan@tippet-richardson.com)  
Brenda Naylor, President

**Services:** Local, long-distance & overseas HHG moving & storage, office & commercial moving, business records

**Areas Served:** All of Canada

**Warehouse:** Bonded, sprinklered, burglar alarm, heated

## **Williams Transportation & Logistics Group of Companies**

2401 United Boulevard, Vancouver, BC V3K 5Y3  
Tel: 604-941-9411 / Fax: 604-942-3508  
Toll-free: 1-877-410-9411

Website: [www.williamsmoving.com](http://www.williamsmoving.com)  
Email: [gthomsen@thewmgroup.com](mailto:gthomsen@thewmgroup.com)  
Glenn Thomsen, COO/General Manager

**Services:** Local and long-distance moving, storage, packing & crating of household goods. High value goods transportation. Air-ride and heated service available.

**Areas Served:** British Columbia, Alberta, Canada, USA

**Warehouse:** 300,000 sq ft at 13 BC & Alberta locations. Heated, alarmed and government approved

# International Movers/Entreprises internationales de déménagement

## CANADA

### Crown Relocations

1375 Artisans Court  
Burlington, ON L7L 5Y2  
Tel: 905-332-4332 / Fax: 905-827-7846  
Toll-free: 1-800-663-4960  
Website: www.crownrelo.com  
Email: toronto@crowrelo.com  
Tony Valentine, Country Manager

**Services:** *International, long-distance and local moving; specialized crating for fragile items; short- and long-term storage; in-transit and in-store protection; full range of relocation services*

**Areas Served:** *international, Canada, with offices in Burlington, ON, Calgary, AB and Montreal, QC*

**Warehouse:** *Brick-block construction, security patrolled and alarm monitored; Canada Customs bonded; ISO9001:2000*

### Hoyt's International

210 Joseph Zatzman Drive  
Dartmouth, NS B3B 1P4  
Tel: 902-468-5855 / Fax: 902-435-2704  
Toll-free: 1-800-565-4698  
Website: www.hoytsinternational.com  
Email: lhoyt@hoytsinternational.com  
Leonard Hoyt, President

**Services:** *International packing and household removals company providing packing, shipping, clearing, forwarding, warehousing and insurance services*

**Areas Served:** *Nova Scotia, New Brunswick and Newfoundland; worldwide coverage*

**Warehouse:** *Sprinklered, heated, palletized*

**Other Association Memberships:** *FIDI, COMA*

## FRANCE

### NEER Service France

2, rue Désiré-Lemoine  
Aubervilliers, 93300  
Tel: 33-1-48-354700 / Fax: 33-1-48-354701  
Toll-free: 33-0800-00-NEER (in France only)  
Website: www.neerservice.fr  
Email: cedricz@neerservice.fr  
Paulin Zibi, General Manager

**Services:** *All services related to the international & national moving & storage industry*

**Areas Served:** *France, Europe*

**Warehouse:** *Concrete block, fire & burglar alarm, security cameras*

**Other Association Memberships:** *HHGFAA, LACMA, BAR, AMSA, PAIMA, CPPC, ERC, FIDI*

Visit [www.mover.net](http://www.mover.net)  
for up-to-date listings.

## INDIA

### Clintus Network Limited

Khasra No.332, Chattarpur  
New Delhi, 110030  
Tel: 0091-11-26803874 or 26803876 or  
26803879 / Fax: 0091-11-26802616 or  
26802631 or 26185268  
Website: www.clintusindia.com  
Email: clintus@del2.vsnl.net.in

Arvind Joshi, Chairman and CEO

**Services:** *Local, long-distance (domestic) & overseas (international) moves (specializing in household goods), complete packing, crating, liftvan containerization, storage & logistics*

**Areas Served:** *All over India; also has a worldwide associate network*

**Warehouse:** *Brick & mortar, air conditioning & dehumidification, 24-hour security, fire-fighting equipment (heating is not required), palletization, different loading levels*

**Other Association Memberships:** *FIDI/ FAIM-ISO, PAIMA, BAR, HHGFAA, AMSA, LACMA, ERC, ISO9001:2000, ISO 14001*

### P.M. Packers & Movers (Pvt.) Ltd.

B-64, Lajpat Nagar-II  
New Delhi, 110024  
Tel: 91-11-51721929, 30946611, 30946612 /  
Fax: 91-11-51727360, 26807932, 26135849  
Website: www.packersindia.com  
Email: rajeev@packersindia.com  
Rajeev Bhargava, Managing Director

**Services:** *Packing & moving of personal & household goods to & from India on door-to-door delivery basis, warehousing & customs clearance; the largest network of our own offices in India*

**Areas Served:** *India including Bhutan, Nepal, New Delhi, Kolkata, Chennai, Bangalore, Mumbai, Hyderabad, Nasik*

**Warehouse:** *On the outskirts of Delhi, 6 km from airport & 10 km from ICD; structure is completely concrete, with fire-fighting arrangement & 24-hour security, car ramp. (Additional tel: 91-11-26316138/26310255, fax: 91-11-26135849)*

**Other Association Memberships:** *AMSA, HHGFAA, PAIMA, ERC, INDIA VAN*

### Packways India

4-C, Laxmi Industrial Estate  
New Link Road  
Andheri (West), Mumbai 400 053  
Tel: 91-22-26361368 / Fax: 91-22-26313174  
Website: www.packways-india.com  
Email: packways@vsnl.net  
Rajesh Ohri, Partner

**Services:** *Packing, crating, storage, shipping, clearing & forwarding of HHG on door-to-door basis for local, long-distance & overseas*

**Areas Served:** *India*

**Warehouse:** *Concrete structure, fire-fighting equipment, fully insured, pest-controlled, 24-hour security*

**Other Association Memberships:** *AMSA, HHGFAA*

## IRAN

### Simorgh Pack Transportation Co., Ltd.

**International Packers & Movers**  
98 Mousavi Street, Ferdowsi Square  
PO Box 15815-1186  
Tehran, Tehran 15816  
Tel: 0098-21-8846758 / Fax: 0098-21-8848844  
Email: simorgh@jamejam.net

Rouben Gharakhani, Chairman

**Services:** *Complete origin & destination service, packing & crating, international insurance & freight forwarding, local & long-distance HHG moving, commercial & office moving, long- & short-term storage*

**Areas Served:** *Iran*

**Warehouse:** *Air conditioning, alarm protection, dock-level loading*

## JAMAICA

### JLB International Limited

191 Hagley Park Road  
Kingston 11  
Tel: 876-937-1623 / Fax: 876-937-2026  
Website: www.jlbshipping.com  
Email: beverlyj@jlbshipping.com

Beverly Johnson-Green, Managing Director

**Services:** *International freight forwarding, NVOCC offering consolidation & deconsolidation service, packing & crating, warehousing; removal specialist, local & long distance; marine insurance agent, in-house customs brokerage*

**Areas Served:** *Kingston & Montego Bay, Jamaica*

**Warehouse:** *14,000 square feet, slab roof, concrete structure; 24-hour security and response alarm system*

**Other Association Memberships:** *FIATA, AMSA, HHGFAA*

## NORTHERN IRELAND

### McGimpsey Brothers (Removals) Limited

International Relocation Centre  
Greenway Enterprise Park  
Bangor, County Down BT23 7SU  
Tel: 44-28-9145 6222 / Fax: 44-28-9145 6999  
Website: www.mcgimpseys.com  
Email: removals@mcgimpseys.com  
Campbell McGimpsey, Director

**Services:** *Worldwide removals, storage, shipping*

**Areas Served:** *Ireland*

**Warehouse:** *State-of-the-art, fully containerized warehouse with CCTV, fire & security alarms*

**Other Association Memberships:** *FIDI, BAR, BAOR, HHGFAA, AMSA*



# International Movers/Entreprises internationales de déménagement

## PAKISTAN

### Transpack Packing & Freight Forwarding Co.

32 West Half, Blue Area, Sohrah Plaza  
Jinnah Avenue  
Islamabad, 44000  
Tel: 92-51-2875105  
Fax: 92-51-2277127

Website: www.transpack.com.pk  
Email: transpk@isb.comsats.net.pk  
Shahida Nasir, President and CEO

**Services:** Domestic & international packing & moving, storage, commercial & office moving, drilling-rig movement, transportation, Customs clearance, project handling, exhibition-goods handling

**Areas Served:** Pakistan

**Warehouse:** Concrete block, fire alarms, equipped with fire extinguishers & hoses, guarded & fenced, equipped with climate-control devices

**Other Association Memberships:** OMNI, FIDI, HHGFAA, IATA, BAR, AMSA, LACMA, FIATA, PFFIC, ICC&I

## UNITED KINGDOM

### Devereux Developments Ltd.

Daimler Drive  
Cowpen Lane Industrial Estates  
Billingham, Cleveland TS23 4JD  
Tel: 44-1642-565182  
Fax: 44-1642-566664

Website: www.kwdevereux.co.uk  
Email: mike.devereux@kdevereux.co.uk  
Mike Devereux, Partner

**Services:** International moving & storage services

**Areas Served:** United Kingdom

**Warehouse:** 20,000-square-foot storage in fire-safe steel 250-cubic-foot storage containers

**Other Association Memberships:** BAR, FIDI, PMA, AMSA

### Simpsons Removals and Storage Ltd.

Blue Hawk House, A1/A2  
Manor Way Business Park  
Manor Way, Swanscombe  
Dartford, Kent DA10 0PP  
Tel: 44-01322 386969  
Fax: 44-01322 383467

Website: www.simpsons-uk.com  
Email: worldwide@simpsons-uk.com  
Peter Turner, International Manager

**Services:** Full origin & destination services to & from any point in the U.K. & mainland Europe, own Customs-bonded warehouse offering fully supervised devanning services, with baggage & removal deliveries throughout mainland Europe; also offering transshipment services worldwide; own groupage consolidations, full-container & airfreight services from U.K.; onsite case makers, car & mobile shippers; long- & short-term storage

**Areas Served:** Serving whole of United Kingdom, weekly road services to/from all major European centres

**Warehouse:** Fully alarmed & secured furniture/household goods warehouse, built within last five years, steel & brick construction, integrated loading bays, 45,000 sq feet, over 1,500 storage cases, plus 100 40-foot iso steel containers, Customs-bonded

**Other Association Memberships:** HHGFAA, National Guild of Removers and Storers, Road Haulage Association, Register of Approved Removers and Storers

### Sterling Corporate Relocation Ltd.

Hallmark House, Rowdell Road  
Northolt, Middlesex UB5 6AG  
Tel: 44-020-8841-7000 / Fax: 44-020-8841-3500  
Website: www.sterlingrelocation.com  
Email: mail@sterlingrelocation.com  
Mike Sarll, General Manager

**Services:** International moving & storage, home search, furniture rental, school search, educational consultancy, cultural training, & immigration consultancy

**Areas Served:** United Kingdom & Europe, worldwide

**Warehouse:** 100,000-square-foot facility, sophisticated security-pass system, colour CCTV security surveillance, infrared alarm system, 24-hour monitoring; capacity to hold 700 fire-resistant 20-foot steel containers & over 2,000 storage containers, drive-in stacking system for 400 liftvans, mezzanine racking for specialized storage of such items as sofas, carpets & ladders

**Other Association Memberships:** FIDI, BAR, HHGFAA, LACMA, OMNI, AMSA

### Branches:

Sterling International Movers SA  
116 Avenue Aristide Briand  
93153 Le Blanc-Mesnil Cedex  
France  
Tel: 33 01 49 39 4700  
Fax: 33 01 49 39 4717  
E-mail: moving@sterling-intl.fr

## UNITED ARAB EMIRATES

### CSS Homeward Bound

PO Box 27802  
Dubai  
Tel: 971 4 3245111  
Fax: 971 4 3244988  
Website: www.cssdubai.com

Email: suku@cssdubai.com  
Suku Sudhakaran, Manager – Transport

**Services:** Personal-effects management – local & international packing & removals; ocean freight management – NVOCC operations; airfreight management; land transport management – local & international; project management; supply chain management – warehousing, logistics & distribution

**Areas Served:** Dubai, United Arab Emirates

**Warehouse:** Total area of 200,000 square feet; 80,000 square feet covered with racking to store up to 7,000-CBM cargo; 12 dock-level loading areas with state-of-the-art sprinkler system & alarm to protect from fire

**Other Association Memberships:** HHGFAA

## USA

### Arpin Moving Systems

99 James P. Murphy Highway  
West Warwick Industrial Park  
West Warwick, RI 02893  
Tel: 800-561-3320 x 360 / Fax: 401-828-3730  
Toll-free: 1-800-561-3320  
Website: www.arpin.com

Email: tstephens@arpin.com  
Tom Stephens, Vice President

**Services:** Cross-border moves (to/from USA & Canada), long-distance moves (within Canada & USA), overseas, logistics, brokerage & third-party services

**Areas Served:** Canada & USA

**Warehouse:** Steel & concrete, palletized, sprinklered, burglar alarm, heated, dock-level & drive-in loading

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# Suppliers/Fournisseurs

## 24 Hours Find-a-Rental

333 King Street East, Toronto, ON M5A 3X5  
Tel: 416-350-6255 / Fax: 416-350-6523  
Website: www.findarental.24hrs.ca  
Email: goran.koprivica@tor.sunpub.com  
Goran Koprivica

**Services:** Complete guide to the Greater Toronto Area's rental service, location and lifestyle; a weekly rental-listings magazine for landlords and tenants, with an emphasis on movers and services

**Areas Served:** Greater Toronto Area (Newcastle to the east, Burlington to the west, Newmarket to the north)

## AE Worldwide

190 Franklin Turnpike, Suite 1  
Mahwah, NJ 07430  
Tel: 201-529-1515 / Fax: 201-529-8143  
Toll-free: 1-800-631-7174  
Toll-free fax: 1-800-848-7805  
Website: www.aeworldwide.us  
Email: aeinfo@aeworldwide.us  
Todd Graham, President

**Services:** Third-party services; appliances, crating, clocks, pool tables, grandfather clocks, swing sets, etc. serviced at origin and destination

**Areas Served:** USA and Canada

**Other Association Memberships:** AMSA, ERC, HHGFAA, numerous state associations throughout the USA

## Butler & Baird Lumber Ltd.

5 Scanlon Court  
Aurora, ON L4G 7B2  
Tel: 905-727-3074 / Fax: 905-841-6895  
Website: www.butlerandbaird.com  
Email: peter@butlerandbaird.com  
Pete Brooks, Sales

**Services:** Provider of plywood storage boxes & export crates

**Areas Served:** Greater Toronto Area

## Chris Steer Insurance Brokers Ltd.

8 King Street East, Suite 1000  
Toronto, ON M5C 1B5  
Tel: 416-366-1141 / Fax: 416-366-4656  
Website: www.chrissteer.com  
Email: susan@chrissteer.com  
Chris Steer, President

## Dale & Morrow Insurance Limited

6 George Street South  
Brampton, ON L6Y 1P3  
Tel: 905-451-1933 / Fax: 905-451-4411  
Toll-free: 1-877-229-7272  
Website: www.daleandmorrow.com  
Email: insurance@daleandmorrow.com  
Tom Bunker, Insurance Broker

**Services:** Your one stop choice for all of your insurance needs. We specialize in providing movers and related industries with their commercial insurance, employee health and dental plans and individual disability, critical illness and life insurance for owners and employees.

**Areas Served:** Ontario

## Dixie Road Weigh Scale

5758 Dixie Road  
Mississauga, ON L4W 1E7  
Tel: 905-670-5886 / Fax: 905-670-9694  
Dave McKnight

**Services:** 80 foot scale – open 24 hours from Sunday noon to Friday midnight and Saturday 7:00am to 5:00pm

**Areas Served:** Toronto, Mississauga, GTA, Ontario

## Dollies & Boxes Unlimited

40 Continental Place  
Scarborough, ON M1R 2T4  
Tel: 416-293-6293 / Fax: 416-293-7545  
Toll-free: 1-888-398-9888  
Website: www.dollies-boxes.com  
Email: louise@dollies-boxes.com  
Louise Cameron, President

**Services:** Rental & sales of moving equipment (dollies, computer carts, utility boxes, panel carts, walkboards, plastic boxes, & many more items), sale of cardboard boxes

**Areas Served:** Canada

## Farrell Enterprises Limited

66 Bartor Road  
Weston, ON M9M 2G5  
Tel: 416-745-2711 / Fax: 416-740-2261  
Toll-free: 1-800-268-0908  
Website: www.farrellmovingsupplies.com  
Email: farrellent@aol.com  
Elliott Eisen, President

**Services:** Full range of all moving supplies & equipment: boxes, pads, dollies, straps, tape, overseas wrap, etc.; equipment rentals (Art Saunders, General Manager)

**Areas Served:** Canada

## L. Hansen's Forwarding

30 Dynamic Drive  
Scarborough, ON M1V 2W2  
Tel: 416-293-9135 / Fax: 416-293-1604  
Toll-free: 1-888-420-8888  
Website: www.lhf.com  
Email: mgallagher@lhf.com  
Mark Gallagher, National Sales Manager

**Services:** The vehicle relocation specialist, utilizing CP Rail and our own trucking fleet for local, provincial, cross-Canada and cross-border assistance. Up-to-date tracking, door-to-door service, full line of communication. In January 2005, introducing long-term and short-term indoor vehicle storage.

**Areas Served:** Canada, USA

## Household Movers Services

PO Box 763  
Ridgewood, NJ 07451  
Tel: 201-444-1735 / Fax: 201-444-2244  
Toll-free: 1-800-526-0887  
Toll-free fax: 1-800-555-4675  
Website: www.hmsusa.com  
Email: marke@hmsusa.com  
Mark Eschbacher, President

**Services:** Complete third-party specialized services, including appliances, custom crating, fitness equipment, clocks, schranks, etc.

**Areas Served:** Canada & USA

**Other Association Memberships:** AMSA, HHGFAA, ERC, NCMA, all USA state associations

## K.I.D. Trailer & Equipment

1090 South Service Road East, Unit A  
Oakville, ON L6J 2X8  
Tel: 905-842-2942 / Fax: 905-338-5600  
Toll-free: 1-800-265-6291  
Website: www.kidtrailer.ca  
Email: kidtrailer@on.aibn.com  
Mike Dwhyte, General Manager

**Services:** Trailer sales, featuring Kentucky custom-built moving vans, Fontaine platforms & dry vans; FUSO medium duty truck sales; heavy-duty parts & service all for trailers & trucks

**Areas Served:** Ontario & all of Canada  
**Other Association Memberships:** OTA

## Mover's Equipment & Supplies Ltd.

6176 Atlantic Drive  
Mississauga, ON L5T 1W2  
Tel: 905-670-4488 / Fax: 905-670-2748  
Toll-free: 1-800-668-3773  
Toll-free fax: 1-866-670-2748  
Website: www.movers3.com  
Email: john@movers3.com  
John Ward, President

**Services:** Movers equipment: boxes, pads, straps, ramps, handtrucks, tape, stretch film, dollies, screen carts, decking beams, complete van & warehouse equipment, all packaging supplies

**Areas Served:** All of North America

**Other Association Memberships:** AMSA, HHGFAA, GSA approved

## Norampac Vaughan Division

655 Creditstone Road  
Vaughan, ON L4K 5P9  
Tel: 1-800-403-4848 / Fax: 1-800-403-4874  
Website: www.norampac.com  
Email: kelly@yourmovingdepot.ca  
Kelly O'Hara-Curtis, Van Line Sales Agent

**Services:** Complete inventory of Van Line Moving Boxes and related sundry items. Customized cartons available. A Canadian manufacturer with great products and great prices!

**Areas Served:** Greater Toronto Area, but delivery available across Canada

## Ogilvy & Ogilvy Insurance Brokers

55 York Street, Suite 200  
Toronto, ON M5J 1R7  
Tel: 416-777-2722 / Fax: 416-777-2716  
Toll-free: 1-877-364-4589  
Website: www.ogilvy.ca  
Email: dogilvy@ogilvy.ca  
David Ogilvy, Vice President

**Services:** Insurance brokers specializing in the moving industry for over 20 years

**Areas Served:** Canada coast to coast

## ProMiles Canada Inc.

28 Church Street North  
Ajax, ON L1T 2W5  
Tel: 905-427-4251 / Fax: 905-619-1785  
Toll Free: 1-888-736-4537  
Email: markb@promilescanada.com  
Website: www.promilescanada.com  
Mark Bowie, President

**Services:** Supplier of software for transportation: mileage guide, fuel-tax reporting, fuel-purchase optimization, street mapping (Canada & USA). Desktop, network and online versions

**Areas Served:** North America

## Searail

420 E. Audley Blvd.  
Delta, BC V3M 5S4  
Tel: 604-521-1016 / Fax: 604-522-1504  
Toll-free: 1-800-282-9892  
Website: www.searail.ca  
Email: derekp@searail.ca  
Derek Patterson, President

**Services:** Rail & truck transportation in Canada, USA & Europe; uses CNR railcars that are totally enclosed; door-to-door service in most locations

**Areas Served:** Canada, USA & Europe

## Branch:

551 Creditstone Road, PO Box 79002  
Concord, ON L4K 1Y7  
Tel: 905-660-0412 / Fax: 905-660-6651

# Suppliers/ Fournisseurs

**Southern Auto Transport Services, Inc.**  
1335 – 10th Street, Suite E, Palmetto, FL 34221  
Tel: 941-722-3326 x 104 / Fax: 941-729-5087  
Website: www.southernautotransport.com  
Email: allenm@southernautotransport.com  
Allen J. Morrell, Vice President  
**Services:** Auto transportation to & from Canada & USA, door-to-door service  
**Areas Served:** Canada & USA

**Two Men and a Truck Canada**  
100 – 245 Yorkland Blvd., Suite 100, Toronto, ON M2J 4W9  
Tel: 416-204-0070 / Fax: 416-490-1456  
Toll-free: 1-86MOVING4U  
Website: www.twomenandatruck.ca  
Email: john.prittie@twomenandatruck.ca  
John Prittie, President

**Services:** TWO MEN AND A TRUCK Canada, Master Franchisee for TWO MEN AND A TRUCK International, Inc. We are the world's largest local moving franchise specializing in both residential and commercial moving. Our franchisees offer a full range of moving and packing related services including the sale of boxes and packing supplies. We do not offer storage at this time. Franchises are available in all Metropolitan markets across Canada.

**Areas Served:** Canada

**Other Association Memberships:** Canadian Franchise Association

**Victory Packaging**  
6938 Kinne Street, East Syracuse, NY 13057  
Tel: 315-463-1888 / Fax: 315-463-1747  
Toll-free: 1-800-422-1214  
Website: www.victorypackaging.com  
Email: momalley@victorypackaging.com  
Mike O'Malley, General Manager

**Services:** All types of packaging material & van equipment for the moving & storage industry: boxes, tape, newsprint, bubblewrap, paper pads, stretch film, van pads, cargo straps, dollies, ramps

**Areas Served:** Eastern Ontario, Quebec & Maritimes

**Branches:**  
1870 Bonhill Road  
Toronto, ON  
Tel: 905-670-9520  
Fax: 905-670-9519

2152 TransCanada Highway  
Dorval, QC  
Tel: 514-683-0711  
Fax: 514-683-1470

105, 6303 – 30th Street S.E.  
Calgary, AB  
Tel: 403-279-6296  
Fax: 403-279-8547

73 Paquin Road  
Winnipeg, MB  
Tel: 204-661-8000  
Fax: 204-661-6550

**Your Moving Depot (Norampac)**

555 Wentworth Street East  
Unit 3  
Oshawa, ON L1H 3V8  
Tel: 905-438-1906  
Fax: 905-438-1915

Website: www.yourmovingdepot.ca  
Email: kelly@yourmovingdepot.ca  
Kelly O'Hara-Curtis, Van Line Sales Agent

**Services:** Complete inventory of van-line moving boxes and related sundry items; customized cartons available; a Canadian manufacturer with great products and great prices! Your Moving Depot also sells van equipment, generic moving documents, uniforms and customized corporate apparel and promotional items.

**Areas Served:** Greater Toronto Area, with delivery available across Canada

# Van Lines/ Lignes de Transport

**Allied Van Lines Canada**  
5407 Eglinton Ave. West, Suite 202  
Etobicoke, ON M9C 5K6  
Tel: 416-283-6899 / Fax: 416-283-3960  
Website: http://canada.allied.com  
Email: johnr@alliedcanada.com  
John Rausch, Director, Agency Development

**Mayflower Canada**  
7229 Pacific Circle  
Mississauga, ON L5T 1S9  
Tel: 905-565-2185 / Fax: 905-565-2187  
Toll-free: 1-866-557-5150  
Email: info@mayflower.ca  
Anne Martin, President

**North American Van Lines Canada**  
5407 Eglinton Ave. W., Suite 202  
Etobicoke, ON M9C 5K6  
Tel: 905-484-2162  
Website: www.navl.ca  
Email: kdevereux1@cogeco.ca  
Kevin Devereux, Director, Agency Development

**United Van Lines (Canada) Ltd.**  
7229 Pacific Circle  
Mississauga, ON L5T 1S9  
Tel: 905-564-6400 / Fax: 905-564-7944  
Toll-free: 1-800-668-5544  
Website: www.uvl.com  
Email: info@uvl.ca  
Anne Martin, President

## Associations

**American Moving and Storage Association (AMSA)**  
1611 Duke Street, Alexandria, VA 22314-3482  
Tel: 703-683-7410 / Fax: 703-683-7527  
Website: www.moving.org  
Email: info@moving.org  
Joe Harrison, President

**British Association of Removers (BAR)**  
62 Exchange Road  
Watford, Hertfordshire WD18 0TG  
Tel: 44 01923 699480 / Fax: 44 01923 699481  
Website: www.removers.org.uk  
Email: info@bar.co.uk  
Robert Syers, General Secretary

**Canadian Association of Movers (CAM)**  
2085 Hurontario Street, Suite 525  
Mississauga, ON L5A 4G1  
Tel: 905-848-6579 / Fax: 905-848-8499  
Website: www.mover.net  
Email: admin@mover.net  
John Levi, President

**Canadian Employee Relocation Council (CERC)**  
20 Eglinton Avenue West  
Box 2033, Suite 1104  
Toronto, ON M4R 1K8  
Tel: 416-489-2555 / Fax: 416-489-2850  
Website: www.cerc.ca  
Email: info@cerc.ca  
Stephen Cryne, Executive Vice President

**Household Goods Forwarders Association of America, Inc. (HHGFAA)**  
5904 Richmond Hwy, Suite 404  
Alexandria, VA 22303  
Tel: 703-317-9950 / Fax: 703-317-9960  
Website: www.hhgfaa.org  
Email: info@hhgfaa.org  
Terry Head, President

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# **UNITED STATES**



# MOVING IN CANADA

# CANADIAN VAN LINES LTD.

## Featured Agents



**Brown's Moving & Storage**  
2376 Highway 92  
PO Box 3026  
Elmvale (Wasaga Beach), ON L0L 1P0  
Tel: 705-322-5982 / Fax: 705-322-5984  
Toll-free: 1-877-687-1480  
Email: brownsmoving@georgian.net  
Website: www.brownsmoving.com



**Great Canadian Van Lines Ltd.**  
Head Office – Canada  
#203, 669 Ridley Place  
Delta, BC V3M 6Y9  
Tel: 604-540-6683 / Fax: 604-540-6640  
Toll-free: 1-800-665-0055  
Email: gcvl@telus.net  
Website: www.greatcanadianvanlines.com



**Mountaineer Movers Limited**  
487 Grays Road  
Hamilton, ON L8E 2Z5  
Tel: 905-561-8880 / Fax: 905-561-0606  
Toll-free: 1-800-263-4561  
Email: wmk@mountaineer.on.ca  
Website: www.mountaineer.on.ca



**Provincial Moving**  
9908 – 65 Avenue  
Edmonton, AB T6E 0K9  
Tel: 780-469-6233 / Fax: 780-702-1728  
Toll Free: 1-800-378-6329  
Email: gsaran01@telus.net  
Website: www.provincialmoving.com



**Tender Touch Moving**  
1480 Jane Street, Unit B  
Toronto, ON M9N 2R1  
Tel: 416-654-4994 / Fax: 416-654-4993  
Toll-free: 1-877-836-3378  
Email: tender@tendertouchmoving.com  
Website: www.tendertouchmoving.com



**Thrifty Moving & Storage Ltd.**  
1764 Woodward Drive  
Ottawa, ON K2C 0P8  
Tel: 613-723-6040 / Fax: 613-723-6027  
Toll-free: 1-877-218-1162  
Email: info@thrifty-moving.com  
Website: www.thrifty-moving.com



## WORLDWIDE MOVING



BC Mainland



Canadian Association  
of Movers



AMERICAN MOVING AND  
STORAGE ASSOCIATION



# OVERSEAS





## MISSION STATEMENT

The purpose of the Canadian Association of Movers is to further the interests of owner-managed moving and storage companies by providing its members with leadership, motivation, research, education, programs of mutual benefit, consultation and technical advice. Programs and services of the Association are designed to enhance the profitability of members' businesses, ensure public safety, and help the buying public access credible, professional moving services.



## NOTRE MISSION

La raison d'être de l'association Canadienne des Déménageurs est de servir les intérêts des compagnies indépendantes de déménagement et d'entreposage en offrant à ses membres direction, motivation, recherche, éducation, programmes de bénéfice mutuels, consultation et conseils techniques. Les programmes et services de l'Association sont conçus pour améliorer le profit des affaires de nos membres, assurer la sécurité publique, et aider la clientèle à avoir un accès crédible et professionnel aux services de déménagement.

