

1. Your packers on Monday arrived at 3:50 pm (50 minutes late) and left at 5:20. That's 1½ hours @ \$132, which totals \$198. To claim that the supplies brought and used were of the value of \$266 is laughable; and the men chose NOT to use all the cartons I had supplied; nor did they use my butchers paper or my bubble wrap.
2. When the movers arrived on Tuesday – 35 minutes late - I took them both out to my balcony and pointed at a small air purifying machine with a remote control handset for a split system resting on its top. I said, in words of one syllable: “Do. Not. Pack. Those. Two. Things. They. Are. From. *This*. Place”. They were still packed and brought here. I was obliged to take them back to my previous property manager, in Windsor, by taxi.
3. I have found, upon starting the unpacking, that there are cartons severely dented, and that indicates (a) how carelessly they were packed, and (b) how carelessly they were handled.
  - 3a. The cartons containing small and smallish items had them simply dumped in and loosely crumpled sheets of butchers paper added to the top.
  - 3b. Many cartons when brought into my new place were stacked upside-down.
4. They have put 6 full-sized tea-chest cartons in stacks of 3. This means I cannot access them until there is someone to help me get down the top one of each.
5. A carton clearly labelled “BATHROOM” was put as far away from the bathroom as is possible and behind many others between it and the bathroom.
6. I have TWO ONLY pot-plants. One is in a normal-size pot, an ‘orchid cactus’ growing new leaves up and down its two stems; and the other is a miniature indoor green plant in a fancy pot. The movers managed to badly damage both; and I doubt the orchid cactus will re-grow new growth where its leaves have been stripped.
7. I have a handful (literally) of kitchen items, having given everything away; but your packers and your movers have combined to crack the cut-glass bowl I use for fruit. It will break, shortly: the crack is multi-directional.
8. While I was away, your movers chose my small filing cabinet as a door-stop. They LAID IT ON ITS SIDE. You will understand that everything inside it is now in one horrible mess and will take me a long time to sort out. I should probably not be surprised at this, as one of the men was about to use my Canon printer as a doorstep, earlier. Happily, I saw that.
9. All these points pale into insignificance in the light of the fact that you, the boss, made no attempt at all – in spite of my asking you twice by email and once by phone to do it – to make contact with the Building Management company in this building. You have claimed that you could not find a phone-number for them in the emails; and the reason is that I provided you with their email address, which is how they instructed me to have you contact them so that they could provide **written** details of where the truck should go and what the men should then do.

10. You told me on the phone that you were 'too busy to respond to me' when in my last email I had asked you DIRECTLY "Have you contacted Stellar and are their instructions clear?" I do not find that acceptable. Telling me I sent too many emails means only that your responses were frustratingly brief or absent. I was your client: you owed me your concentration.
11. The result of your ignoring what I asked you to do was chaotic, of course. Your movers were not in a position – or, possibly, able - to discuss clearly with the Building Management people who they were and what they were there for. Time slipped by ..
12. The next thing that I knew was their arriving around the corner from the wrong direction; and upon being asked how this was, informed me casually that the Management people were no good, that there was no place for the truck (which was BOOKED, as you know) and that they had had to park on the street, a good way away. I had then to find Management myself and ask what was going on, by which time a fire hydrant upstairs in building 35, 31's 'sister' building, had burst, and water was cascading down through no. 35's lifts. Management was more than a little distracted and could only say that the truck should park in front of my building. I did indeed find the spot empty, but had to spend the next ten minutes screaming furiously at people trying to reverse over me into it then giving up when they saw how enraged I was. During all this I was phoning your men - by this time up in my unit with a load – and saying would one of them get the truck quickly and bring it around? This was *eventually* done, and positioning it to the optimum took a lot more time.
13. Then I had to return the air purifier and the remote controller to my previous property manager in Windsor by taxi so that there would be no problem about my bond's being returned to the Dept of HH and F.
14. Later, when I was taken back to Essendon to pay the end of lease cleaners, I had a phone-call from one of your men telling that the other one had managed to lock them out of my unit by putting the keys down on the table then leaving the unit and letting the door shut. I HAVE NEVER IN ALL MY MOVES – and these number **10** since the death of my beloved husband – HAD A REMOVALIST DO SOMETHING SO ABSOLUTELY UNPROFESSIONAL. No activity could continue: all they could do was go back down in the lift and sit in the truck.
15. They had somehow managed to reach the Building Manager who had told them that Management does not hold a master key. We seemed to be in an impossible situation; but I, choking with rage, told them to find a locksmith and have him unlock the door. I then called you and related all this; and one way or another it was eventually done. I had been most sceptical of the "no master key" story; but it is true. Management refuses to have access to everyone's units because of complaints of theft, damage, etc. The time wasted on this appalling mistake had me grinding my teeth.

16. I was attempting to speed up the final work, upon my return, by moving things that were brought in so as to free up space for others. At one point I asked one of the men “Are there more boxes coming?” because upon his answer would depend what I did next. He said there were not and I closed off some space by shifting a couple of things. Two minutes later he appeared in the doorway with three boxes on a trolley; and five minutes after that the other did the same. When I said to him “You just told me you had no more boxes so I moved these things!”, he replied “No more in truck”. I do not think it racist to say that the provision of your staff who must interact with your customers should be restricted to those who have a more complete understanding of English.
17. I believe I have made a case of an **extremely** unsatisfactory day’s work by your movers; and while I previously praised the packers, it turned out that their work was less than I have previously experienced. I acknowledge that you told me the packers might not be top class in their work; but to chuck a whole collection of bathroom items into a box and drop of sheet of butchers paper on top – the whole filling only  $\frac{3}{4}$  of the carton and thus begging to be thrown about during moving – would seem to indicate never having packed before. But both men told me they’d done ‘a lot’ of packing ..
18. To take the contents of a small, 1-bedroom unit wherein there were no kitchen supplies or items, in a building with a lift and the truck parked outside the front door, and transport them from Essendon to South Yarra then uplift them to another building with a ‘reserved lift’ should have taken no more than 4½ hours. I accept only partial blame for having not specifically drawn their attention to the European laundry with its small washing-machine and larger dryer, as these items are clearly included in the list of my possessions sent to you at the outset. They should have known there to be these machines that needed moving.
19. However, on account of this, I state that I will pay 5 hours - the maximum I am prepared to pay for yesterday’s “work”. You have already been paid over-generously for the packing; after the sheer hell of yesterday I will not make that mistake again.
20. If you refuse to accept a payment of \$660, you may do what you like. Try taking me to the Small Claims court. Sue me, if you like. You will find that 79-y-o age pensioners who have no assets at all are difficult to extract money from when they dispute as vehemently as do I that you and your workmen have carried out duties to satisfy the requirements of **professional removers**.