

**Website: [www.reloku.com](http://www.reloku.com)**

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## Page: So... what's with the name "Relōku"?

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So... what's with the name "Relōku"?

What Relōku means, and what if you spelled it one of the following ways...?? Reloku, Relloku, Relokku, Relokou, Reloqu, Relok, Reloquu, Relokuu, Relokoo, Relokyu, Reloq, Rellok, Rellokuu, Rellokou, Reloky, Relouk, reelowkoo, reloqu

10 Sep 2024

Curious about our name? Relōku is more than just a catchy title; it embodies our mission to help you relocate with efficiency and precision.

Let's explore the origin of the name, how to pronounce it, and have a little fun with the common misspellings that often pop up!

### The Meaning Behind Relōku

The name Relōku is a play on the phrase "relocate you," designed to evoke a Scandinavian or Japanese feel - cultures renowned for their efficiency and precision, qualities we strive to embody in our services.

One unique aspect of our name is the macron over the "o" (Relōku). This little line indicates a long vowel sound, but we also love how it resembles a wheel with a platform—perfectly symbolizing our commitment to moving you forward!

### Correct Spelling and Pronunciation

- Correct Spelling: Relōku- Pronunciation: re-LOH-koo

Now that we've established the basics, let's take a lighthearted look at some common misspellings of Relōku. Each variation has its own charm, even if they aren't quite right!

### Common Misspellings of Relōku

1. **\*\*Reloku\*\*** (without the macron) - The classic version! We bet you didn't know that the macron is easily found by holding down the o key, and selecting from the options!
2. **\*\*Relloku\*\*** - Adding an extra "l" gives it a bit of a twist. Relloku could be the name of a friendly neighborhood coffee joint...
3. **\*\*Reelowkoo\*\*** - Ok I mean this is literally the phonetic spelling, Well done!
4. **\*\*Relokou\*\*** - The "ou" ending makes it sound a bit French. “Bonjour, Relokou! Ready to relocate you with style!”
5. **\*\*Reloqu\*\*** - A minimalist take that drops the last vowel. Reloqu sounds like a mysterious gadget from a sci-fi movie?
6. **\*\*Relok\*\*** - Short and sweet! This version could be a catchy name for a new energy drink: “Get your Relok boost for a productive day!”
7. **\*\*Reloquu\*\*** - The extra "u" adds a playful twist. Reloquu might just be the name of a quirky character in a pantomime. Who's behind Youu??
8. **\*\*Relokuu\*\*** - With two "u's," this spelling sounds like a new Ibiza nightclub...
9. **\*\*Relokoo\*\*** - This variation replaces the "u" with "oo," giving it a playful sound. Relokoo makes most sense if you only hear the name....
10. **\*\*Relokyu\*\*** - The "y" adds a modern touch, making it sound like a trendy new social media platform. “Join Relokyu to share your relocation stories!”
11. **\*\*Reloq\*\*** - A minimalist approach that omits the final vowel. Reloq could be a new brand of eco-friendly packing materials!
12. **\*\*Rellok\*\*** - This spelling replaces the "u" with an "e," which could be the name of a fictional character who always gets things done!
13. **\*\*Rellokuu\*\*** - A combination of extra letters that gives it a whimsical feel. Rellokuu sounds like a

magical place where all your moving dreams come true!

14. **\*\*Rellokou\*\*** - This variation adds an "ou," giving it an exotic flair. Rellokou could be a hidden gem of a travel destination!

15. **\*\*Reeloku\*\***

- Perhaps the most obvious as the 2 E's mimic the pronunciation....

Of course there is also Roku, but thats a well know streaming service...!

We hope you appreciate the thought and meaning behind the Relōku name. Whether you're typing Relōku into a search engine or sharing it with friends, remember that we're here to help you relocate with the efficiency and precision that our name represents. Thank you for being part of our journey!

Edit: Now we are hearing even more misspellings.... some of these are REALLY obscure!

Reloku, Relloku, Relokku, Relokou, Reloqu, Relok, Reloquu, Relokuu, Relokoo, Relokyu, Reloq, Rellok, Rellokku, Rellokou, Reloky, Relouk, Reelowkoo, Reloque, Rilowku, Rolokoo, Roloku, Reelowkue...

Maybe we should run a poll on which is the best misspelling!

Answering the question "Can I use Uber for moving in London?", plus useful alternatives for 'Uber For Moving' services in London

27 Feb 2024

Comparing the costs of London van hire and 'man with a van' services in London.

04 Nov 2024

Get a van with helpful driver to your door, when you want, for as long as you need.

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**Page: Man with Van London | Home Moving, Commercial Removals | UK**

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**Move Smarter**

From single items to full removals - Relōku delivers reliable, trusted movers with AI-enhanced technology.

Live availability, instant booking and precision arrival times with efficiency-optimised dynamic routing.

No outsourced movers - our checked and trained teams in branded vans ensure reliability and security.

Industry unique 'exact use' quoting and pricing, no pre-payments, and full service guarantees.

Input addresses and estimate load/unload times - we carry to any room, on any floor, at no extra cost.

Choose van size and help required from real-time options, for either on-demand or pre-booked moves.

Get instant confirmation, live tracking, free travel in the van and exact-use charging after completion.

We don't require a precise list of your removal load - you won't know exact amounts until you're packed, plus weights & dimensions are hard to measure - just select a suitable van for your moving requirements.

Check guidelines below - if unsure please opt for the next van size up.

15-25 boxes/bags + 2-3 small furniture

30-45 boxes/bags + 3-5 large furniture

40-55 boxes/bags + 4-6 large furniture

(Tail-lift available)

40-50 boxes/bags + 4-6 large/tall furniture

Developed over 7 years by our team of industry experts, Relōku's unique removals tech shows live 'man with van' availability, real-time moving and delivery quotes, instant booking confirmation and full tracking for precision van arrival times. It monitors your entire removal, only charging for the exact time and distance your

move needed. Meaning no 2 hour van rental minimums, no vague arrival times, no uncertain charges, no hidden extras.

Super helpful, reliable and friendly. We have used this company 3 times and they are a pleasure to deal with and easy to book, plus cheaper than most options in London.

Wow! – a removal service with actual....SERVICE! I don't usually write reviews but you certainly earned it on my move. I'd be happy to recommend you to anyone that needs moving.

The driver and loader who moved my stuff were friendly, professional and everything was done quickly and carefully... when I move again, I'm definitely going with this company!

Removals and large item courier delivery is not just moving boxes. This is your home and your life's possessions. You don't want just anyone handling your personal goods, in your private space. Removals requires care and professionalism, so our removals are not outsourced to 'man with a van' subcontractors. Relōku's removals and delivery teams are like your own trusted personal porters - carefully selected, trained and insured movers in well equipped, fully branded removals vans.

It may seem idealistic, but the best technology should invisibly help humanity prosper... so regardless of how smart our tech is, it's all in service of our clients and teams. Removals is an important and useful service, so if we don't deliver that, then even the best tech in the world is useless. Our moving teams are carefully chosen, trained and encouraged to be the most friendly, helpful, conscientious movers they can. They are well paid and incentivised by career progression opportunities to help achieve personal and professional goals. We truly believe that happy moving teams, supported by innovative optimising tech, helps to give you the best removal service experience possible and revolutionise a notoriously fragmented industry.

Relōku is your go-to destination for the most valuable advices and insights on making your move a seamless success. Trust us to keep you informed and provide you with expert tips to ensure every aspect of your relocation is as stress-free as possible.

What services does Relōku provide?

How does it work?

What should I use the service for?

What hours do you operate?

Why shouldn't I just use a courier?

Why shouldn't I just use a taxi?

What is your 'pool' option?

How do you say the name, and what's with the little line?

[See all Frequently Asked Questions](#)

Get a van with helpful driver to your door, when you want, for as long as you need.

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**Page: Contact Us - Relōku**

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Contact us

Get in touch with us for any inquiries, feedback, or assistance – we're here to help!

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## Page: Anyvan review - how does Relōku compare?

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Anyvan review - how does Relōku compare?

Anyvan is a platform to find London movers, but let's review how Relōku's moving services stack up!

20 Sep 2024

When it comes to London moving services, efficiency, reliability, and affordability are key, especially for light, smaller urban moves. There are a number of platforms designed to make moving more accessible, and among the most well-known is AnyVan. While AnyVan offers a solid service for moving anything anywhere (as the Anyvan website states!), there's a new name in the London moving landscape that is quickly gaining a reputation for being a viable alternative to Anyvan for many reasons: Relōku.

In this post, we'll review how Relōku compares to AnyVan and weigh up which might be the better choice for your next London move.

### 1. Specialised Moving Expertise

AnyVan are a huge company, with many registered independent van drivers, although it's unclear if Anyvan have any vans themselves, or if any vans in their fleet are specifically branded with Anyvan colours and logos. The actual Anyvan website platform offers moving services across a wide variety of transport, from car delivery to eBay or store collections to house moves - it caters to a very broad market, which is great if you need lots of options as they literally have any van type available - but such broad services may not be what you need for an urban home/office removal, or self storage run, stock movement and other more urban specific use-cases.

Relōku on the other hand, is laser-focused on urban home and office relocations. This means that the movers at Relōku are specifically trained to handle every aspect of moving home or office, ensuring fast and easy booking, live tracking and people specifically trained how to pack, load, transport, and unload your possessions with care and precision.

While AnyVan are great for many different use cases, sometime you need a specialist - and by specialising in London office and home moves, Relōku has optimised every step of the moving process, making it more seamless, transparent, reliable and stress-free for customers.

## 2. Transparent Pricing

One of the common themes in AnyVan reviews is its variable pricing model. Anyvan's platform offers fixed prices and then connects users with a variety of movers, but users report that costs can vary on moving day based on demand, location, and even timing. This can sometimes lead to unexpected charges that weren't initially clear from the initial Anyvan quote. Reviews often say that Anyvan's subcontracted movers charged extra, either without Anyvan knowing, or outside of Anyvan's pricing stipulations. Of course, while this is not Anyvan's fault directly, it evidently can lead to confusion.

Relōku offers unique 'exact use' pricing for its services, ensuring that you know exactly what you're paying from the start. With no hidden fees or last-minute surprises, you can budget your move confidently. Relōku's transparent pricing model is designed to put customers at ease, focusing on simplicity and fairness, unlike the fluctuating rates or surprising extras that users say can come when booking a move with AnyVan (or more accurately, Anyvan's moving partners), like added charges for stairs, mileage or extra items that were not initially entered on the Anyvan platform.

## 3. Personalised Customer Support

Moving can be a stressful experience, and having access to reliable customer support is crucial. While AnyVan offers chat support through its platform, it's reported in reviews that Anyvan's customer service experience can vary, largely because Anyvan acts as a middleman between the customer and the independent moving companies on the Anyvan platform.

Relōku, on the other hand, offers a dedicated support team that works directly with its customers. Reloku offers a personalised approach. If you need help, a move coordinator manages the details of your relocation, ensuring nothing is overlooked. This high-touch service ensures that any questions or concerns you have are addressed immediately, helping you feel in control every step of the way.

#### 4. Efficiency and Speed

When you're in a rush to move, timing is everything. One downside of AnyVan is that scheduling can sometimes be cumbersome, especially when trying to match your timeline with an available mover. With AnyVan, you are often dependent on the schedules of independent transporters, which may lead to delays or limited availability.

A recurring comment on Anyvan reviews is that removal teams were late, or did not communicate delays to customers. Again, while this is not directly Anyvan's fault (or even Anyvan's responsibility, as the Anyvan website clearly states that Anyvan act as an intermediary), it can still cause stress - particularly if you are moving home or office as schedules tend to be much tighter than if you are just expecting a delivery.

Relōku is built around efficiency. The platform is designed to work on your schedule, offering faster booking times and more flexible scheduling options compared to AnyVan. This makes it an ideal choice for those with tight moving deadlines or anyone who values punctuality and precision. Relōku's emphasis on efficiency ensures that your move happens exactly when you need it to, without unnecessary waiting or rescheduling.

## 5. Comprehensive Insurance and Safety Measures

While both AnyVan and Relōku offer insurance for your belongings during the move, Relōku takes extra steps to ensure that your items are fully protected. The company's strict safety protocols with their own trained and vetted teams ensure that your possessions are loaded securely, transported with care, and delivered in the same condition they left in, which is more difficult for Anyvan as they outsource the work and therefore have less direct control over subcontractors actions.

Relōku also offers optional comprehensive insurance option upgrades, giving customers greater peace of mind. In the rare event that something does go wrong, you can rest assured that you are fully covered, without the hassle of chasing third-party contractors for claims—as can be the case with the AnyVan platform for moving.

## 6. Tech-Driven Simplicity

Both AnyVan and Relōku offer easy-to-use platforms, but Relōku goes a step further by focusing on a user-friendly interface designed specifically for home relocations. The Relōku app and website are intuitive, allowing you to book a move in just a few clicks, track your movers in real-time, and manage every aspect of your move from your mobile device.

Some Anyvan user reviews report that not all Anyvan jobs seem to have tracking, and this appears to be a cause for user concern especially when Anyvan's subcontracted removal teams are running late and can't be contacted, and Anyvan themselves have been unable to assist with an accurate ETA. Conversely every one of Relōku's vans has full live tracking and offers real-time accurate ETA's as standard.

Relōku also provides automated reminders and updates throughout to help you stay organised and informed,

making the entire process stress-free. While AnyVan does provide digital booking options, Relōku's tech-driven approach is built around making the city moving experience as smooth as possible.

## 7. Reliability and Trust

When you book a move with AnyVan, you're essentially hiring an independent transporter which reviews suggest can sometimes lead to inconsistent experiences. The quality of service can vary depending on which contractor you end up with - for example, user reviews for AnyVan often mention variability in service quality, punctuality, and professionalism across movers. Of course, with a company as big as Anyvan this is to be expected, and is not the fault of the Anyvan moving platform.

However, by being smaller and more specialised, Relōku takes full responsibility for your move by using its own vetted and trained teams of movers, alongside a dedicated office team, all trained to meet Relōku's high standards of service to ensure a consistent, reliable, and professional experience. With Relōku, you know you're getting a trusted team that's been handpicked and trained for the job, rather than any man with a van who is looking to earn extra money on the side.

So in summary, while AnyVan offers a great and convenient solution for those needing any broad van transportation services, Relōku might be a better choice in the realm of home removals and office relocations. From personalised customer service and transparent pricing to reliability and specialised expertise, Relōku is designed to make your London removal as smooth, safe, and efficient as possible.

If you're planning a home move and want a service that prioritises your needs, delivers excellent customer care, and provides a stress-free experience from start to finish, Relōku is a highly recommended alternative to AnyVan. Let Relōku take the burden off your shoulders and handle your next move with the care and personal attention it deserves!

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## Page: FAQ - Relōku

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### Frequently Asked Questions

Most questions are answered here

What services does Relōku provide?

How does it work?

What should I use the service for?

How do you say the name, and what's with the little line?

What hours do you operate?

Why shouldn't I just use a courier?

Why shouldn't I just use a taxi?

What is your 'pool' option?

How is payment taken, and do I have to pay in advance?

Do you add VAT on afterwards?

I understand that I only pay for the time I use, but what's the hourly rate I'm charged at?

Do you charge extra for going up stairs?

Are government fees like Congestion and ULEZ charges included?

Will the quote be the actual price I pay?

I've found cheaper quote, will you beat it?

I want a fixed price, can you do that?

Doesn't 'exact-use' pricing encourage drivers to extend jobs as long as possible?

Can I get a day rate?

Why is it more expensive than a taxi or courier?

Why don't you require a full list of what I'm moving?

Can I travel with the vehicle?

Will you do a site visit?

Do you help with packing?

Do you offer storage?

Do you offer boxes and packing materials?

How far will you travel? Can I move to another city or town?

Who sorts out parking?

Will you dump or recycle items?

Will you move pianos?

Will you dismantle and reassemble items?

Can you un-plumb my washing machine or dishwasher?

Can you get large items out of windows, or remove door frames?

Can the driver just drive the van if I don't need any help with my stuff?

Must I hire the driver, can I just hire the van and I'll drive?

Will the driver help with all the lifting and carrying?

How much extra help can I book?

How do I know if I need extra helpers?

Will you take items upstairs, or to any room? Will that cost more?

Do I even need to be there?

Will you supply just the help without a van if I need things moved within my property?

Can I bring my pet with me in the van?

What if I need more loading or unloading time than I booked?

What if the van is too small?

How well packed must everything be - are bin bags ok?

How can I be sure you are definitely coming?



Do I pay for the van to travel to my pickup, or back to a depot afterward drop off?

What happens if you are late?

Are your drivers background checked?

Are your drivers trained?

Will my driver speak English?

Can I request a particular gendered/identifying driver or team?

What is your stance regarding diversity?

I want to give my driver a tip, is that okay?

Do your vans carry blankets, straps, trollies and tools?

Are all your vans branded?

Are there van height restrictions for car parks or loading bays?

Is everything fully insured, including me and my stuff?

What Do Your Insurances Cover?

Are There Insurance Exceptions?

When Would I Need To Sign A Damage Waiver?

What if something happens to my items, how do I claim?

Are my goods insured if I'm carrying them?

Will the driver show me how to lift?

What if I don't want insurance, can I get a discount?

Can I get a higher amount of insurance cover?

What if I need to change something on my booking?

What if I need to cancel my booking?

Will you spam me or sell my details?

I have a question not answered here, how can I contact you?

Get a van with helpful driver to your door, when you want, for as long as you need.

**Website: [www.reloku.com](http://www.reloku.com)**

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## **Page: Relōku | Van Sizes**

Plus load / unload estimations, passenger seats and other requirements.

We only charge the time, distance and help you actually use during your move, measured by our unique real-time tracking tech.

You're not committed to the exact load-times you book, but try to be accurate for scheduling and your cost expectations.

Be aware that flights of stairs, difficult angles, lengths of hallways, distance from door to van, waiting for lifts, etc. take longer.

Drivers help lift and carry your items to any room on any floor at no extra cost. Use extra porters for items which you're not comfortable lifting with your driver – or if you want us to take care of it all for you!

The Porter icon at the top of van selection page lets you choose more help.

You can travel with us free – the Chair icon shows available passenger seats for each van. Most vans have 3 seats (driver plus 2). Select a van with the amount you need and confirm on the booking page.

We don't need an exact itinerary of your load – you won't know exact amounts until you're packed, plus weights and dimensions are hard to measure – but please try to select a suitable sized van for your load.

We'll always try to complete your move (even doing multiple runs if required, and time allows) but if unsure then please opt for the next size up. It will almost certainly save time and money in the end!

15-25 boxes/bags + 2-3 small furniture

Examples are Mercedes Vito, Ford Transit, or Renault Trafic which fit around 25 assorted boxes/bags OR 10-15 boxes/bags + 2-3 small furniture items (bedside table, box fridge, armchair). 3 seats total (driver +2 passengers). Loading area dimensions:

30-45 boxes/bags + 3-5 large furniture

The classic courier-type van, eg. Mercedes Sprinter, Ford Transit LWB or Renault Master which fit around 30-45 assorted boxes & bags + 3-5 large furniture items (sofa, mattress, fridge, wardrobe). 3 seats total (driver +2 passengers). Loading area dimensions:

40-55 boxes/bags + 4-6 large furniture

The biggest courier-type van, eg. Mercedes Sprinter XL, Ford Transit Jumbo or Iveco Daily which fit around 40-55 assorted boxes & bags + 4-6 large furniture items (sofa, mattress, fridge, wardrobe). 3 seats total (driver +2 passengers). Loading area dimensions:

40-50 boxes/bags + 4-6 large/tall furniture

Square rear box vehicles with a higher roof and often a tail-lift which fit around 40-50 assorted boxes/ bags + 4-6 taller furniture items (sofa, double mattress, fridge, wardrobe). 3 seats total (driver +2 passengers).

Loading area dimensions:

Get a van with helpful driver to your door, when you want, for as long as you need.

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## **Page: Testimonials - Relōku**

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### **Client Reviews & Testimonials**

In addition to serving private individuals, including numerous musicians, actors, and other high-profile clients who value our discretion, we also provide transportation services to corporate and public sector organizations.

Some of our notable corporate and public sector clients include the office of Lady Margaret Thatcher, the BBC, The NHS, Transport for London, The Royal Society, The National Theatre, The Barbican, Cambridge College, St Martins College, Kings College London, HSBC Bank, Barclays Bank, Berenberg Bank, Costain, Waitrose, Sainsburys, KFH Estate Agent Group, Southwark Music Services, councils including Hackney, Hounslow, Westminster, Camden and Lambeth, Osbournes Solicitors, Universal Music, Warner Music, Shiseido Cosmetics, and fashion houses including Jaeger, Oasis and Alexander McQueen. Our work has even been featured on Channel 4's 'Location, Location, Location.'

Reviews and testimonials are everything for a service business. Unfortunately some platforms reviews can be bought, so we recommend always checking Google for any London removal service, as they are harder to 'game'. Reviews below are all from genuine clients, verified and published by Google.

Get a van with helpful driver to your door, when you want, for as long as you need.

## Page: Customer Terms & Conditions Of Use - Relōku

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### Customer Terms & Conditions Of Use

We want our T&C's to be clear and transparent, not written in 'legalese' nor deliberately confusing or obscure. This is in a spirit of goodwill and openness because, although legally binding, our intention is to provide a useful service while creating an environment of fair and reasonable behaviour for everyone involved.

Issues can occasionally arise during any type of work - but especially when it involves traffic, lifting heavy objects and the stress of moving. We pledge to always try to deal with these with professionalism, understanding and consideration, and request the same from drivers and customers.

Relōku has created technology and staffing systems allowing customers requiring removal or delivery services immediate access and connection to vetted, trained, insured, fully accountable porters and drivers. We offer industry-leading technology systems, processes and support throughout work performed, including customer care before and after the job.

The safety of everyone involved during a removal or delivery move is paramount. Trust is vital when anyone enters your property and handles personal items, so every driver and porter goes through robust and rigorous systems of vetting which include official validation of ID such as passport and driving license, photo verification of both identity and home address, plus extensive background checks which include government watch lists for any history of money laundering, links to terrorist or extremist groups, violent crime and so on. For payment transaction protection we use industry-leading payment provider Stripe. We don't store any card details ourselves either during the move or after payment has been completed.

All drivers and porters undergo vetting, training and testing before work is allocated to them. Our bespoke technology tracks and monitors everything that happens during your move and calculates the exact times, distances and costs involved. It also includes 'fail safes' to ensure a driver arrives with you at the time you book while offering you a live view of your driver's progress as they approach and until the move's

completion.

We use and store data in full compliance with legal regulations. We may use temporary phone numbers between drivers and customers which are destroyed and recycled afterwards so neither party has direct access to the other's personal number. No personal details are stored on the driver apps after work completion and our servers are among the safest available (Amazon AWS) meaning your data is encrypted and secure. Please see our full Privacy Policy for details.

We hold multiple commercial insurances including Goods In Transit, Public Liability and Hire & Reward, and have created in-app systems for uploading photographs of items before, during and after moves. The claims process is through the driver app so we have real-time notifications and records of any issues, and will always mediate to ensure resolution. You will have immediate access to the office should you need it, and we record calls for validation and security.

We offer full mediation between client and driver in the event of any dispute until the issue is resolved.

Please try to be as accurate as possible when getting a quote. Estimate load times thoughtfully - consider parking availability, walk distances, stairs, property access and include all addresses. The app will measure all times and distances to calculate the exact price at the end, so the more accurate your estimations, the closer it will be to your exact price. Any applicable extras such as parking costs and local taxes (congestion charge, ULEZ charge, tolls, council tip disposal fees etc.) will also be added, so please be aware if you require these. VAT is not added as an addition to your final cost.

While we don't need exact weights and dimensions of your load nor charge extra for stairs, please disclose as much relevant information about the move as possible such as special parking instructions, any stairs or tight spaces to be negotiated, items that need dismantling and so on.

Check the photos, size charts and advice boxes and try to select the correct van size best suited to the job. If in doubt, choose a larger vehicle.

If you have booked a smaller van than required your driver will always try to complete the work and do extra runs if their schedule allows, but in extreme cases we might swap vans if the driver's later schedule is

compromised, and you will incur callout fees for the first driver who attended.

Obviously, we can't take anything illegal or dangerous and may refuse or charge extra for anything extremely dirty that would make the van (or driver) unpresentable for later jobs. We reserve the right to refuse to take any removal load we feel is unsuitable or has not been accurately specified before collection which may affect the removal service of later scheduled clients, and you may still be charged a callout fee.

Please ensure we have adequate access to all properties such as correct keys, adequate vehicle height allowances, access passes if required etc. and check for temporary road closures or restrictions that may coincide with your booking day such as the London Marathon, street markets, protest marches and so on, as you may still incur callout charges even if we are unable to complete the work.

Ensuring adequate parking and paying charges are the responsibility of the customer. We always try to park legally but very occasionally cannot - your driver will tell you that a penalty charge is likely either by warden or CCTV, and request a waiver stating that if a penalty charge is subsequently incurred during the removal you agree that it will be added to the job cost. We usually don't need official parking dispensations unless it's a full-day job - even then sometimes paying a PCN can be cheaper or more efficient than applying for a council dispensation.

Please amend your booking in your account as soon as you become aware of them to ensure the correct size van is sent and to update your expected price.

There is no charge for amending a booking more than 24 hours from the booked start time.

Changes made between 12 and 24 hours from the booked start time incur 10% of the booking charges reallocation fee

Changes made between 6 and 12 hours from the booked start time incur 20% of the booking charges reallocation fee

If you need to alter the start time of a booking less than 6 hours before it is due to begin or if there is a no-show this will incur a fee of 50% of the booking charges.

For minor adjustments within these times, please contact our support team directly to avoid automatic charges.



If the driver is already on their way to you then unfortunately the date or time cannot be altered, although you can still request additional stops or extra load time. These amendments are still subject to the standard T&Cs of changes, amendments, cancellations and 'no shows' and the extra time/distance required will be measured and charged in-app.

If you cancel your booking more than 24 hours prior to your booked pick-up time there is no charge.

Cancellations made between 12 and 24 hours before the pick-up time will be charged a cancellation fee of 10% of the booked job.

Cancellations made between 6 and 12 hours before the pick-up time will be charged a cancellation fee of 20% of the booked job.

Cancellations made less than 6 hours before the pick-up time will be charged a cancellation fee of 50% of the booked job.

If a driver arrives but the booking is immediately cancelled, or unable to proceed due to unforeseen problems outside of the driver's control (such as incomplete or incorrect address/phone number provided, access not possible, property purchase didn't complete, lost keys, item too big for van, etc.) you will be charged a cancellation fee of 50% of the booked job to compensate the drivers losses for attending (callout fee), and you will need to rebook through the system if the move is still required at another time.

If you (or any nominated person) are not present or contactable when the driver arrives they will take a time-stamped photo of the address and wait for half of the booked 'on load' time, while continuing to attempt contact. If no one can be reached after this period they will take another time-stamped photo of the property, screenshot their call record then leave the premises, and you will be charged 50% of the total quoted job fee.

If you (or any nominated person) are not present or contactable at any secondary address during your booking they will follow the same protocol before returning the goods to the pickup address, and you will be charged in full for the work performed to that point.

Further, if we have no option but to take the items to a storage unit you will be liable for all associated costs plus possible administration charges. If we still cannot contact you after 4 weeks the items may be donated to charity, sold, or otherwise disposed of and further charges may apply.

Drivers have strict protocols in place for contacting customers in the event of overrunning bookings or traffic issues which would cause delays to their bookings. They will discuss the options available and can release the job for reallocation if needed.

Our system also has safeguarding measures that automatically trigger if an allocated driver will be late, allowing for reallocation to another driver who can reach you on time. You will be contacted with available options, and provided with live driver tracking offering real-time updates of their progress to you.

On the rare occasion where we are unable to find a suitable alternative to arrive on time, we will offer options according to how late the driver might arrive. This will be discussed with you in the unlikely event of it occurring.

Any single item must not weigh more than 40kg PER PERSON lifting it, in line with Health & Safety and insurance stipulations. If you have a very heavy item for removal please ensure you have enough people to carry it - we reserve the right to refuse transit if potentially dangerous or harmful to the item, our staff or the customer. For items like full-size pianos we recommend using a specialist mover.

To enable continuous improvement of our service we have optional feedback systems in place for drivers and customers after every job. This is offered in good faith and dependant on unbiased and objective opinion, and as such it should not be used as leverage to obtain additional unpaid services from a driver. Likewise, any reports of a driver trying to coerce or influence a customer review in any way will be treated seriously.

Negative reviews from either side will be investigated, and we reserve the right to withhold publication of any review that is found to be untrue, unfounded or without basis, including any deemed deliberately malicious, obscene, offensive or personal in ways such as racist, sexist, homophobic, or otherwise prejudiced.

If you have issues please contact us first before leaving reviews so we can attempt to resolve it - obviously, we can only help with issues we are made aware of.

We will always try to assist in every way we can, however in situations where services requested are outside of standard practices you will be asked to sign a waiver which indemnifies liability in the event of any accident, issue or injury either during or after the move.

Such situations might include the removal of doors from their frame, lifting items through windows or over fences, any rope lifting or lowering, anything involving electricity or water, moving specialist items such as pianos, dismantling or reassembly of goods intended for 'single build' use such as flat pack or Ikea style furniture items and so on.

Any waiver is only related specifically to the relevant request or item, and all other protections and insurances remain in place.

If you are unhappy during a removal service please contact us immediately and we will look into suitable alternatives. It must be directly related to driver negligence, rudeness, non-communication or anything that reasonably constitutes 'bad service' during removal.

Accidents can sometimes occur - if anything is broken by a driver while under their care we will arrange repair, replacement or an insurance claim, however this alone does not constitute grounds for dissatisfaction unless related to the above. We want you to experience a stress-free, trustworthy removal service and the guarantee is for your protection, but we cannot accept false, frivolous, vexatious or malicious claims.

Please contact us directly in writing if you have any dispute or issue you wish to discuss after a job is complete. We will gather all relevant details from all parties involved and endeavour to mediate a resolution.

In the unlikely event that varied methods are not sufficient, we can arrange a professional and legally binding third party mediation partner. Any associated costs will be the responsibility of the disputing parties and we will consider their decision final while continuing to assist in the upholding of that decision until fully resolved.

We use the card payment processor Stripe, one of the world's

largest and most trusted payment gateways. You must enter your

details to complete a booking although full payment will not be taken until the job is complete. The card details are fully encrypted and safe, and we do not store any card details ourselves.

It is your responsibility to ensure that you have sufficient capacity in your account to cover the payment when the booking takes place. If card payment fails at the end of a job, you can call the office to try other cards. If this also fails the driver must be paid using cash and will take you to an ATM or bank if required. The driver reserves the right to withhold the release of goods (in lien) until this is completed.

If they must leave without settlement we will add a £35 admin fee and follow up you with for payment or make further attempts to charge your card. If this is not resolved within 48 hours we will add a further £35 charge to notify relevant legal, credit and 'blacklist' agencies, and then pass the debt on to a 3rd party collection agency that may add their own fees or charges and interest and pursue the collection of outstanding debt without further recourse to us. At this point, we are also absolved of any liability or responsibility for any actions, claims, losses or ramifications of any kind incurred by the relationship between the debtor and the debt collection agency.

If payment is completed after the job but later disputed with your card issuer we will add the £35 admin fee which we are charged by the bank for any dispute, plus a further £35 admin charge to gather relevant evidence and present our case. We will also follow up you with for either withdrawal of the chargeback or alternative payment of the full updated amount.

If the dispute is not withdrawn or is upheld by your card issuer we will add a further £35 admin charge to notify relevant legal, credit and 'blacklist' agencies, and then pass the debt on to a 3rd party collection agency that may add their own fees, charges and interest and pursue the collection of outstanding debt without further recourse to us. At this point, we are also absolved of any liability or responsibility for any actions, claims, losses or ramifications of any kind incurred by the relationship between the debtor and the debt collection

agency.

Our removal vans are all comprehensively insured for Hire and Reward, with up to £10,000 Goods In Transit and £1,000,000 Public Liability insurance. Customers have the option for various levels of liability and protection, including waiving insurance coverage in certain situations.

Insurances are valid for items under our care and for the duration of the move where we are responsible directly for them unless waived when booking or during the move using a specific item waiver form. Claims made after the job is completed, signed off and paid for cannot be supported as damage liability cannot be verified once the driver no longer has possession of the goods.

No goods or liability insurance is applicable or claimable where a customer has made a specific disclaimer/waiver exception during a job, such as an event where a customer has requested a Service Exception. Insurance of any kind cannot be retrospectively added after any incident.

Insurance companies will only validate claims when an item has been adequately packed for protection, so always ensure delicate items are well protected as we only carry blankets for basic protection in transit.

We recommend bubble wrap for mirrors and computer monitors, and ideally pack TVs and other screens in their original boxes.

Please ensure dishwashers, washing machines, refrigerators, freezers etc. are empty and dry to avoid spillage in the van which may be liable for a cleaning charge.

Goods damaged by the customer during a move are not covered by our insurance although they would likely be covered by your Home & Contents insurance.

Our insurance is in place to protect you from damage caused by us, while directly under our care, for the duration of your move.

In the unlikely event of item damage, it must be reported and verified immediately with the removal driver who will take photos and log the claim. We cannot accept responsibility for any alleged damage after any job is complete and payment has been made as liability cannot be verified at this point.

If liability is agreed we will assess the damage and seek various quotes for replacement or repair, and liaise

with you to decide the best course of action. For speed and economy, less expensive items may simply be replaced, repaired or compensated for directly rather than going through an insurance claim process.

In line with the terms of our underwriters, the first £250 (excess charge) of any removal claim is the customer's responsibility and will be required in advance to initiate the claim process with our insurance company.

If quotes for repair or replacement have not been provided within 28 days of us requesting them from you, the claim will automatically close and become void.

Where liability is contested (such as where a customer and driver are both carrying something which gets damaged and fault is disputed) we will seek to obtain an agreement in good faith and without prejudice. This may involve each party accepting partial liability and neither being held solely responsible for subsequent resolutions.

Insurance companies must be sure that alleged damage was not already in place before the move, and also that our team was directly responsible for it. As such we cannot accept claims of alleged damage to electronic goods such as TVs, computers or other screens without clear evidence of corresponding external damage directly caused by us and/or evidence of it having worked immediately prior to the move. Please ask your driver to take photos before/after if you are concerned about specific items.

Any driver disputed claims of damage to walls, floors, doors or communal areas require prior evidence that the alleged damage was not pre-existing and that it was directly caused by the driver or team (such as CCTV recordings or before/after images).

During a claim or investigation, customer failure to respond within 28 days to a request, query or offer made by us will result in the claim being voided and closed.

We want your move to be a stress-free, straightforward, pleasant experience. As such we have rigorous staff

vetting, training and conduct protocols and anticipate their behaviour to be helpful, friendly and professional at all times. We request the same from customers and reserve the right to remove or replace a driver from a job or terminate it entirely if a driver is assaulted, abused or subject to racism, sexism, homophobia, bigotry or any other form of offensive behaviour.

Porters and drivers will pace their work at a speed that is safe, efficient and sustainable throughout the day. They can take a 5-minute rest after every 90 minutes of loading work but shouldn't be socially on phones, stopping to chat, resting, smoking or otherwise extending the job longer than is required.

Conversely, they shouldn't be rushing to get it finished in order to get to their next appointment which might compromise the safety of your goods. Please discuss with them or us if you feel they are working slowly or rushing the move in a hazardous manner.

Potential disagreements should be resolved by contacting the office, and any instance of physical altercation from either party will be treated as a criminal matter and require police involvement.

These are working vehicles so while some dust, dirt or untidiness is inevitable there may be unusual circumstances where the van must be cleaned before attending the next job as a result of your move. These might include spills of incorrectly bagged waste, pet soiling during transit, travel sickness incidents, very dirty garden furniture or building materials, oil or paint spills and so on.

Should an accident of this type occur during your move, a £40 fee will be added to your final cost so the driver can go straight to a car wash after your job is completed.

You will receive notifications before, during and after the job as required to facilitate collection, work completion and provide receipts etc. We may contact you afterwards to offer the opportunity to provide feedback or benefit from promotions, which you can opt out of at any time. We will not share your details with any 3rd party or agency in line with our Privacy Policy.

We will always try to complete any work under typical conditions but reserve the right to withdraw from

providing our removal service in extenuating circumstances where anyone is threatened, abused or potentially in danger, or is being requested to do something dangerous, illegal, unreasonable or otherwise outside of our normal service. You may still be charged a call-out fee for driver attendance and/or for any work performed to that point.

Customers must be at least 18 years old to place a booking. You may not use the site for fraudulent, malicious or unlawful purposes. You must not transmit corrupted data, viruses, 'trojan horses' or anything else that can cause damage to our site, servers, brand, trademarks, copyrights, patents, systems or intellectual property. You must not copy, duplicate, resell or claim as your own any part of the site or anything deemed to be part of our brand, IP or TM. We reserve the right to investigate any incident of a suspected breach of these terms and will take any legal action deemed appropriate.

These terms may be changed, amended or updated at any point. Any alterations will supersede previous iterations, so please be sure you are fully conversant with the latest version whenever you visit the site or use the service.

Get a van with helpful driver to your door, when you want, for as long as you need.



**Page: Free London Removals With Relōku?!**

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Free London Removals With Relōku?!

Relōku discount codes, cheaper London moves, and free credits!

04 Sep 2024

Yep, we're giving away £10 just for signing up - the credit will be immediately available in your account, and won't expire - you can use it anytime, whether it's a single large item you need delivered, or a full move. We'll have a van and helpful team at your door, when you want, for as long as you need.

You'll also find a unique code in your 'Rewards' tab - use it yourself or share with friends - they'll get 10% off their first booking, and you'll get an extra £10 for each referred booking.

(Unlimited too, get enough and you can move entirely free!)

Just use the 'sign up' button on the top right of screen or [click here](#).

Please note, we ask for your birth date so it's an easy code for you to remember when signing jobs off, but if you prefer not to give your real one just use anything you'll remember easily - ie. 01/01/2000.

We look forward to moving you soon!

[Click here](#) for quotes, info and more.

Paul, Mark and the team.

Comparing the costs of London van hire and 'man with a van' services in London.

04 Nov 2024

Comparing Moving Van Sizes With Dimensions, Payloads And Descriptions Of Removals Vans

07 Jun 2024

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**Page: Service Areas - Relōku**

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List of our location pages

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## Page: How Much Do London Removals Cost?

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How Much Do London Removals Cost?

Comparing The Market For London Removal Prices - From Full Service Moves To Man And Van, How Much Does Moving In London Cost?

13 Nov 2024

How much does moving in London cost? Comparing removal costs can be a daunting task, especially when it comes to finding the right balance between quality service and affordable prices. In this comprehensive guide, we'll break down the various moving options available in London, from premium full-service movers to budget-friendly alternatives. Whether you're moving a studio flat or a large family home, this price comparison summary will help you make an informed decision.

### Full-Service London Movers

At the top end of the market, full-service moving companies offer a complete relocation package, handling everything from packing to unpacking at your new home. Best known brands include Cadogan Tate (recommended), Pickfords, and Britannia.

Services typically include:

Estimated costs:

These prices can vary based on the specific services required and the distance of the move.

### Mid-Range London Moving Companies

Mid-range movers offer a good balance between service quality and affordability. They typically provide essential moving services with optional add-ons. They tend to be local to a specific area, or possibly

franchises. Better known companies in London include Aussie Removals and Anthony Ward Thomas.

Services often include:

Estimated costs:

#### London Man and Van Services

Man and van services are a popular choice for smaller moves or those on a tight budget. These services usually involve one or two movers with a van.

Services typically include:

Estimated costs:

#### Budget Moving Options: Gumtree and Online Marketplaces

For those looking for the most economical option, individuals offering moving services on platforms like Gumtree or price comparison sites. These offer no-frills budget services, with basic service and support.

Services usually limited to:

Estimated costs:

Note: While these options can be cost-effective, they often come with risks such as lack of insurance, unreliability, and potential damage to belongings.

#### Factors Affecting Moving Costs in London

Several factors can influence the final price of your move:

#### How Relōku Compares

At Relōku, we pride ourselves on offering competitive rates without compromising on service quality. Our transparent pricing model and modern tech ensures you get the best value for your money, with options to suit various budgets and moving needs from on-demand residential flat moves to single item delivery and office

moves or events transport.

Our services include:

To get an accurate quote for your London move, use our easy online booking system or contact our friendly team today.

When comparing moving service prices in London, it's essential to consider not just the price but also the level of service, reliability, and insurance coverage. While budget options might seem attractive, the potential risks and hidden costs could outweigh the initial savings. Mid-range services like Relōku offer a sweet spot of affordability, reliability, and quality service. Remember to always get multiple quotes, read reviews, and ask about any additional fees before making your final decision. Happy moving!

Anyvan is a platform to find London movers, but let's review how Relōku's moving services stack up!

20 Sep 2024

Comparing Ikea delivery options, and looking at Ikea delivery service alternatives for same day pick up and delivery.

15 Oct 2024

Get a van with helpful driver to your door, when you want, for as long as you need.

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## Page: IKEA Delivery - free, same day and alternative options

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IKEA Delivery - free, same day and alternative options

Comparing Ikea delivery options, and looking at Ikea delivery service alternatives for same day pick up and delivery.

15 Oct 2024

So, you've fallen in love with that sleek IKEA sofa or that perfect Billy bookcase. Now comes the tricky part - getting it home. While IKEA offers several delivery options which we will explore, we will also look at how Relōku can provide an even better IKEA delivery alternative. So, let's get into why Relōku might be your new go-to for IKEA furniture delivery.

### Ikea's Online Delivery Options

IKEA's standard online delivery options include parcel delivery, IKEA van delivery, and Click and Collect. They've also introduced an IKEA Express Delivery service for next-day delivery on orders placed before 2 p.m. Here's the details...

1- For those small but essential purchases, IKEA parcel delivery is a great choice. It's free for orders over £60, or just £5 for smaller orders. This service is perfect for those throw pillows, picture frames, or kitchen gadgets you can't resist while you're browsing Ikea online.

2 - But what if you're eyeing that IKEA sofa or wardrobe? That's where IKEA truck delivery comes in handy. Starting from £25, this service ensures your larger furniture items make it safely to your doorstep. It's the ideal



solution for bulky IKEA furniture delivery.

3 - For the impatient decorators among us, IKEA now offers an Express Delivery service. Place your order before 2 p.m., and you could have your items the very next day. It's perfect for those last-minute IKEA delivery needs when you just can't wait to complete your space. If you're looking to save on IKEA delivery costs, consider the Click and Collect option. It's free if you collect from an IKEA store, or from just £2 at local pick-up points. This IKEA delivery alternative is great for those who don't mind a short trip to grab their purchases.

But what if you're shopping in-store and need a same day, on-demand Ikea delivery service?

Well, here's where Relōku shines as an IKEA delivery alternative:

1. **Precision Scheduling:** While standard IKEA delivery times aim for within 14 days, Relōku offers specific time slots. No more waiting around all day for your IKEA furniture delivery - you choose when it arrives, even on-demand as you shop in-store!
2. **Real-Time Tracking:** IKEA provides basic tracking for parcel deliveries, but Relōku takes IKEA delivery tracking up a notch with detailed, real-time updates. You'll know exactly where your IKEA furniture is at all times, and you can even travel in the van with our delivery team.
3. **Assembly Assistance:** IKEA's delivery service doesn't include assembly. With Relōku, the delivery team can help with basic IKEA furniture assembly, saving you time and potential frustration.
4. **Customised Solutions:** Have a tricky staircase or a tiny elevator? Relōku specializes in handling unique IKEA delivery situations that IKEA's standard service might not accommodate - any room on any floor.
5. **Eco-Friendly Delivery:** Relōku has optimised tech for last-mile IKEA pickups and deliveries in urban areas, which even aligns with IKEA's own sustainability goals.

6. Superior Communication: While IKEA has improved its delivery communication, Relōku offers personalised real-time updates and direct contact with your delivery team.
7. Flexibility: Need to change your IKEA delivery date or address? Relōku makes this process smoother and more accommodating than IKEA's more rigid system with an instant online booking management system.
8. Local Expertise: Reloku's team of local drivers can potentially avoid IKEA delivery delays which have affected IKEA's delivery times in the past.
9. Two-person teams: Relōku can provide two-person teams for your Ikea collection and delivery, so you don't have to lift that heavy Ikea furniture!

Remember, IKEA delivery times can vary depending on your location and order size. But with Relōku, you get more control and a more personalized IKEA delivery experience. So next time you're browsing IKEA's website or wandering through their maze-like stores, consider Relōku for your same-day IKEA delivery. It's not just about getting your IKEA purchases from point A to B - it's about providing a seamless, stress-free experience from checkout to assembly.

So, happy IKEA shopping... book online and we'll be there by the time you're finished eating those delicious IKEA meatballs!

Comparing the costs of London van hire and 'man with a van' services in London.

04 Nov 2024

What Size Moving Van Do I Need? Relōku's new AI mini-tool will help calculate van size and loading time required for your removal!

13 Nov 2024

Get a van with helpful driver to your door, when you want, for as long as you need.

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## Page: Anyvan Alternatives: 10 Options for Your Next Move

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Anyvan Alternatives: 10 Options for Your Next Move

Exploring alternatives to AnyVan moving services: 10 alternatives to Anyvan

28 Oct 2024

Searching for Anyvan alternatives to handle your upcoming move or delivery? While Anyvan is a popular choice offering many great moving and delivery options, exploring alternatives to Anyvan is always a good idea, and might even lead to better service or value. Here we explore 10 Anyvan alternatives and discover why Relōku stands out as the top alternative choice to AnyVan for urban moves and deliveries.

1- ShiplyShiply is an online marketplace connecting customers with transport providers. As an Anyvan alternative, it offers a wide range of services from furniture delivery to vehicle transport. Users post their job, and transport companies bid for the work. While this can lead to competitive pricing, it lacks the consistency and direct control that some other Anyvan alternatives provide. Shiply's reverse auction bidding system can be time-consuming, and service quality may vary between providers.

2- Removals.co.ukThis Anyvan alternative offers a network of removal companies across the UK. Customers can get quotes from multiple providers, which is convenient for comparison shopping. However, Removals.co.uk doesn't provide real-time booking or tracking features that modern Anyvan alternatives like Relōku offer. The lack of a unified platform means service quality can vary significantly between providers, and you may need to manage multiple communications channels.

3- Compare My MoveAnother comparison site for removal services, Compare My Move is an Anyvan

alternative that helps you find local movers. While it's useful for getting multiple quotes, it doesn't offer a seamless, tech-driven experience that some Anyvan alternatives provide. You'll still need to coordinate directly with the chosen company, which can be time-consuming and potentially confusing.

4- MovingaOperating in several European countries, Movinga is an Anyvan alternative that offers moving services for homes and businesses. However, its coverage in the UK is more limited compared to some other Anyvan alternatives, and it doesn't focus specifically on urban efficiency and precision scheduling. Movinga's service can be less tailored to specific urban moving challenges that companies like Relōku specialize in.

5- BuzzmoveBuzzmove is an Anyvan alternative that provides an online comparison for movers. While it offers a range of options, it lacks innovative technology and exact-use pricing models that more advanced Anyvan alternatives feature. Buzzmove acts more as an intermediary, rather than providing end-to-end service management, which can lead to a less integrated moving experience.

6- TaskRabbitWhile not specifically a moving service, TaskRabbit is sometimes used as an Anyvan alternative for small moves or deliveries. However, it isn't specialized in removals and can't offer the same level of expertise, equipment, or insurance as dedicated moving services. The quality of service can be inconsistent as TaskRabbit uses independent contractors, making it a less reliable Anyvan alternative for comprehensive moving needs.

7- GumtreeAs an Anyvan alternative, Gumtree allows you to find local movers and man-with-van services. However, it doesn't provide security, insurance, or tech-enabled service that modern Anyvan alternatives offer. There's no vetting process or service guarantee, making it a riskier option compared to more professional approaches. The lack of standardised service can lead to unpredictable experiences.

8- Lugg /DollyLugg and Dolly are app-based moving service agregators and Anyvan alternatives that offers on-demand help for moving items. While convenient for small jobs, its coverage is limited compared to both Anyvan themselves and other Anyvan alternatives - in fact they are currently only available in the US (although we will discover a UK-based company offering a similar Anyvan alternative service!). They also doesn't offer the same level of service customisation as some competitors, making it less suitable for complex or large-scale moves.

9- ShiftOffering on-demand delivery services, Shift is an Anyvan alternative that can handle various types of items. However, it doesn't specialise in removals like some other Anyvan alternatives, and appears increasingly focussed on parcel delivery with their recent purchase of Yodel. Plus, Shift's pricing model can also be less transparent than some Anyvan alternatives, potentially leading to unexpected costs.

10- RelōkuRelōku stands out as a superior Anyvan alternative, offering tech-powered urban removals and deliveries on demand and pre-boooked using unique technology with their own in-house trained removal teams and fully branded vans. With live availability, instant booking, precision arrival times, and industry-first 'exact use' pricing, Relōku provides a faster, safer, and fairer moving experience. Its focus on urban moves, customer care and tech advancement sets it apart from many other Anyvan alternatives.

After reviewing all these options, it's clear that Relōku emerges as the best Anyvan alternative. Here's why:

While there are several Anyvan alternatives available, we believe Relōku stands out as the superior choice for urban moves and deliveries. By combining cutting-edge technology with reliable, professional service, Relōku offers a moving experience that's faster, safer, and fairer than other Anyvan alternatives. Whether you're

moving a single item or an entire household, Relōku's innovative approach to removals makes it the clear winner among Anyvan alternatives.

Ready to experience the Relōku difference? Check their real-time availability and get an instant quote for your next move - plus use the code ALT10 for an instant 10% discount off any move to see why Relōku is the Anyvan alternative you've been searching for!

Comparing Ikea delivery options, and looking at Ikea delivery service alternatives for same day pick up and delivery.

15 Oct 2024

Answering the question “Can I use Uber for moving in London?”, plus useful alternatives for 'Uber For Moving' services in London

27 Feb 2024

Get a van with helpful driver to your door, when you want, for as long as you need.

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**Page: Relōku | Home**

**Premium Man & Van Removals**

From single items to full removals - get a van with helpful driver, to your door, when you want.

Instant One-Click quotes and booking - vans available on-demand, 24/7.

Helpful, insured drivers in branded vans for your security - no subcontractors.

Unbeatable pricing with no hidden fees or charges.

Absolutely amazing experience throughout, plus a brilliant idea and innovation for the industry - Eliot Sheaf

Really polite and helpful van driver/removal guy and great online service. Easy from start to finish - John  
Adrian

Best man and van service I've ever used. Very easy to book. Super friendly, professional and helpful driver -  
Cambell King

Drivers help load & unload. Select van size/extra porters on next page. You can travel free with driver.

Congestion zone/parking/tolls are extra.

Help me estimate

Get a van with helpful driver to your door, when you want, for as long as you need.

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## **Page: Health And Safety - Relōku**

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### **Health And Safety**

Relōku has policies for Health & Safety at work, and encourages co-operation of all employees, partners and associates to uphold the highest standards of customer and personal care, and to comply with relevant statutory requirements and officially approved codes of practice.

We operate in a relatively low risk industry, however injuries and illnesses can happen in any environment so we aim to reduce any incidents to an absolute minimum.

Work must always be carried out safely and efficiently in accordance with our procedures to protect you, the customer, the public and everyones belongings.

Relōku will be responsible for defining H&S policies and protocols to all persons under their responsibility by:

All employees, partners and associates should also consider their own H&S and that of other employees and members of the public. Please always be sure to:

If you have any queries or suggestions that you would like to put forward, please notify us through the app or by emailing [email protected].

Relōku respects the obligations placed upon it by the various Acts of Parliament covering health and safety.

We train staff and associates in our protocols for behavioural standards, Health and Safety, customer care, and - with particular attention - the safe handling and transportation of goods. The Company requires its Chief Executive to ensure that the following policy is implemented and to report annually on its effectiveness.

This policy has been prepared and published under the requirements of Health & Safety at Work legislation. The purpose of the policy is to establish general standards for health and safety at work and to distribute responsibility for their achievement to all managers, supervisors, and other employees through the normal line management processes.



The Chief Executive has overall responsibility for the implementation of the Company's policy. In particular he is responsible for ensuring that the policy is widely communicated and that its effectiveness is monitored.

These managers are wholly accountable to the Chief Executive for the implementation and monitoring of the policy within the area of their specified responsibility.

The Safety Officer is a nominated manager responsible for co-ordinating effective health and safety policies and controls across the organisation.

The Safety Officer is responsible for:

Relōku believes that consideration of the health, safety and welfare of staff, partners and customers is an integral part of the management process. The provision of the Health and Safety at Work etc Act, associated Codes of Practice and other relevant Directives will be adopted as required standards within the Company. Responsibility for health and safety matters shall be explicitly stated in management job descriptions.

The Company requires managers to approach health and safety in a systematic way, by identifying hazards and problems, planning improvements, taking executive action and monitoring results so that the majority of health and safety needs will be met as part of day-to-day management.

For major additional expenditure, cases of need will be submitted by Directors to the Chief Executive.

If unpredictable health and safety issues arise during the year, the Chief Executive must assess the degree of risk, in deciding the necessary resources and actions to commit to addressing these issues.

It is the policy of Relōku to require departmental managers to produce appropriate departmental health and safety policies or guidelines. These should embody the minimum standards for health and safety for the department and the work organised within it.

It shall be the responsibility of the manager to bring to the attention of all members of his or her staff, the

provisions of the guidelines, and to consult with appropriate Health and Safety Representatives about the updating of these guidelines. Suggested model contents of a guideline are:

It is the policy of Relōku to require a thorough examination of health and safety performance against established standards in each department periodically. The technique to be adopted for such examinations will be the 'Safety Audit'. The Audit requires review of:

The information obtained by the Audit will be used to form the basis of the plan for the department for the following period.

The responsibility for ensuring that audit activity is carried out as part of this policy rests with the Chief Executive and will be carried out by the Safety Officer. Although the Audit remains a management responsibility, managers are required as part of this policy to seek the involvement of the appropriate Health and Safety Representative in the conduct of the Audit.

It is the management's responsibility to ensure that any deficiencies highlighted in the Audit are dealt with as speedily as possible.

In addition to carrying out Safety Audits, it is the responsibility of the department manager to have regularly checked all portable equipment, including electrical appliances, in their area, and to ensure that all problems are immediately dealt with.

Managers have a continual responsibility for the elimination of hazards in order to maintain a safe working environment and will also be expected to carry out regular risk assessments in line with the Health and Safety

Executive Guidelines; that is follow the 5 steps:

Relōku will support Safety Representatives in carrying out their role and give all reasonable assistance. Safety Representatives will be encouraged to discuss specific health and safety issues with the relevant Head of Department. They may also formally report hazardous or unsafe circumstances to the Head of Department and will be formally notified of the remedial action taken or be given a reason why the action cannot be taken.

Health and Safety training shall be incorporated within regular training programmes, as part of the development of a systematic training plan. Health and Safety training needs will, therefore, be identified and planned for in the same manner as other training needs.

Four areas of need shall be given special priority:

The Company will operate systems for recording, analysis and presentation of information about accidents, hazard situations and untoward occurrences. Advice on systems will be provided by the Safety Officer, in conjunction, where appropriate with specialist advisory bodies for example local Environmental Health Departments, and the responsibility for the operation of these systems rests with managers and supervisors at all levels. Information obtained from the analysis of accident statistics must be acted upon and, where necessary, bids for additional expenditure made to the Chief Executive.

The responsibility for meeting the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR) to the Health and Safety Executive, shall rest with the Chief Executive as delegated to the Safety Officer.

Certain bodies and the individual members of those bodies, have always had a Health and Safety role, most notably, the Health & Safety executive, or local Environmental Health Departments. If further specialist advice is required, this may be obtained by Managers from expert individuals or bodies outside the Company.

It is the policy of the Company to obtain independent Occupational Health advice when required. Such services can include counselling on health and associated matters, investigation of hazards and accidents, environment studies, health interviews and employment medicals.

It is the policy of the Company to make provision for First Aid and the training of 'First Aiders' in accordance with the First Aid Regulations (1982). The Safety Officer is responsible for ensuring the Regulations are implemented and for identifying training needs.

The Chief Executive is responsible for ensuring that the staff receive adequate fire training, and that nominated fire officers are designated in Relōku premises. The Chief Executive delegates these responsibilities to the Directors.

In addition the Company will nominate a Fire Officer (this may be the Safety Officer or someone external to the Company) who will:

Procedures for the, condemnation and disposal of equipment are determined by the Chief Executive. Managers introducing new equipment should have such equipment checked initially by the Safety Officer.

Those Managers who have responsibility for food acquisition, storage, processing and serving, and staff induction and hygiene training, are responsible for ensuring that these functions are undertaken to the necessary legal standards. Any suspected outbreak of food poisoning or other unexplained and possibly food related incidents must be reported to the Safety Officer.

Relōku has extensive material available to drivers and porters detailing safe lifting, carrying and loading protocols. Managers are responsible for informing office staff of safe lifting techniques. The Safety Officer will identify specific training needs and ensure training in lifting and handling is provided to staff who require it.

Relōku policy is that there will be no smoking in it's buildings.

The overall aim is to reduce smoking and so save life, reduce risk of fire, prevent unnecessary illness and chronic disability. The

rules relating to smoking on Company premises are available from Head Office. These rules also extend to e-cigarettes / vaping.

The Control of Substances Hazardous to Health Regulations (COSHH) require the Company to identify those substances which are in use and which are hazardous to health (as legally defined) and to assess the risk of those substances. The Company must also provide and use controls to prevent exposure to substances hazardous to health; maintain controls by monitoring exposure, or by health surveillance of employees; and provide information, instruction and training for employees on all these matters. The Safety Officer is responsible for implementing these Regulations.

All new computer installations must adhere to the British Standard Specifications and comply with the Health and Safety (Display Screen Equipment) Regulations 1992. All new employees operating such equipment are expected to read the Health and Safety Executive guidance entitled 'Working with Display Screen Equipment'. New employees who regularly use VDUs will be required to undergo sight screening.

Relōku is committed to the principles of the Working Time Regulations. No member of staff is expected to work more than 48 hours per week (including overtime) unless there are exceptional circumstances. Similarly all other requirements of the regulations e.g. in relation to breaks, night workers etc. will be complied with.

The Health and Safety at Work Act requires each employee 'to take reasonable care for the Health and Safety of himself and of other persons who may be affected by their acts and omissions' and

co-operate with management to enable management to carry out their responsibilities under the Act. Employees have equal responsibility with the Company for Health and Safety at Work.

The refusal of any employee to meet their obligations will be regarded as a matter to be dealt with under the Disciplinary Procedure. In normal circumstances counselling of the employee should be sufficient. With a continuing problem, or where an employee leaves themselves or other employees open to risk or injury, it may be necessary to implement the formal stages of the Disciplinary Procedure.

Persons working in Relōku premises who are employed by other organisations are expected to follow Company Health and Safety Policies with regard to the safety of Company employees, their own personal safety (and that of other parties such as the general public if appropriate) and their method of work. This responsibility will be included in contracts or working arrangements.

The Company wishes to ensure that as far as is reasonably practicable, the Health, Safety and Welfare of visitors to Company establishments will be of the highest standard.

Any member of staff who notices persons acting in a way which would endanger other staff, should normally inform their Head of Department. If the danger is immediate, common sense must be used to give warning, call for assistance or give aid as necessary. It is equally important not to over-react to a situation.

The Company wishes to ensure that as far as is reasonably practicable, the Health, Safety and Welfare of Contractors working in the Company's establishments will be of the highest standards.

In addition, Contractors and their employees have an obligation so far as is reasonably practicable to ensure all equipment, materials and premises under their control are safe and without risks to health.

Contractors must also observe the Company's Fire Safety Procedures. These obligations will be drawn to the attention of the Contractors in the contract document issued to them. In addition a Company Manager will be identified in the contract as having authority to stop the work of Contractors who are placing themselves, other staff, or visitors at risk. Any member of staff who judges there is a risk where contractors are working, should inform their Manager immediately.

In tendering, Contractors will be asked to confirm they have a written Health, Safety and Welfare Policy. The Company's Manager letting the Contract will be responsible for monitoring the Health and Safety performance of the Contractor and the Contractor's performance will be a factor in deciding whether or not to invite the Contractor to tender again.

Some infections such as some strains of influenza, SARs or the coronavirus are highly infectious viral illnesses that have the capacity to spread rapidly. When a new viral strain emerges, one of the following situations may occur:

Such an illness will spread rapidly because people will not have any natural resistance to it. It is difficult to predict the scale, severity and impact of a serious epidemic or pandemic, but research suggests that in the case of a pandemic, it could affect the entire country and that up to half the population could develop the illness.

There could also be more than one wave of the illness.

During a serious viral epidemic or pandemic, the Company's overall aim will be to encourage our staff to carry on as normal if they are well, while taking additional precautions to protect them from exposure to infection and to lessen the risk of spread to others.

In terms of business continuity, this means that we will seek to sustain our core business and services as far as is practicable and therefore we will continue to operate largely within the existing framework of company policies and procedures. However, the company recognises that during such times some additional provisions will be required to support staff.

During a recognised viral epidemic or pandemic, Relōku will implement the following provisions:

**Communications:**

During the period of a serious epidemic or pandemic regular guidance and sources of information and support will be made available via line managers / supervisors, noticeboards, the company's Intranet and website. Staff should monitor these sources closely to stay up to date with what is happening within the workplace and what action is being taken to ensure the company meets its obligations to staff, customers and other stakeholders.

The most significant symptoms of a viral illness generally are the sudden onset of: fever, cough or shortness of breath; other symptoms may include: headache, tiredness, chills, aching muscles, sore throat, runny nose, sneezing, loss of appetite. Specific viral infections may produce a different range of symptoms; the Company will ensure that the symptoms of the current illness are clearly identified to staff.

If they develop symptoms whilst not at work, they should adhere to the following advice:

As part of the reporting procedures, the line manager will seek the permission of the employee to inform their colleagues that they are suffering from the illness. This is not compulsory but allowing colleagues to know about it will allow them to look out for early symptoms in themselves, and also allow any who may be at-risk in some way (e.g. pregnant) to seek medical advice.

**Staff Who Have Difficulty Attending Work (where they don't have symptoms)**



Staff should continue to attend work during an epidemic / pandemic unless there is a clear health and safety risk, or local or national 'lockdowns' are in place. Their employment contract will oblige them to carry out their normal duties and refusal to do so may put them in breach of their contract. However the company is aware that certain situations can occur:

a) Public transport is shut down

Where an employee has difficulty getting to work because of a failure in the public transport system due to the epidemic / pandemic, then they will be encouraged to seek other methods of getting to work. Some staff may work from home during this period or vary their start and end times, or take annual or unpaid leave. Employees will not be paid if they fail to attend work and should discuss the options with their line manager as soon as possible.

b) The employee reports that a member of their household has been diagnosed with the illness but that they themselves are OK and would be willing to attend work

The company recognises it has a duty of care to others in the workforce and the individual will be advised to remain at home until the ill relative is no longer infectious, however the company might wish to discuss the possibility of the employee working from home if possible. Under these circumstances the employee will receive their full pay as if they had been working normally.

c) The employee reports that their child or other dependant has the illness and they are unable to arrange care

at short-notice:

Under these circumstances the company recognises that the employee has a statutory right to a reasonable period of unpaid time off to care for these dependants. This is limited to sufficient time off to deal with the immediate issue and to sort-out short-term caring arrangements; the individual should discuss their situation with their line manager. The company will, in these circumstances, allow a reasonable amount of unpaid time off to be taken. However if the sick individual is a member of the employees household then the provisions of b) above would apply.

d) The employee asks not to attend work because of fear of contracting illness:

The employee is contractually bound to attend work, and not doing so in these circumstances may be dealt with through the company disciplinary procedures. However if the company is convinced that the individual has psychological or physical reasons whereby they should not attend, then it may decide to agree to a period of annual / unpaid leave, or working from home arrangements with the employee concerned.

e) The employee has school-age children and the school is closed due to the epidemic / pandemic:

The provisions of c) above would apply

#### Working Flexibly

The impact of any epidemic / pandemic will normally mean an increased workload due to a reduction in the actual staff available for work. It will therefore be essential that we maximise the capacity of our available workforce by asking staff to work more flexibly and /or differently. Therefore the company reserves the right to ask staff to undertake one or more of the following options:

The use of these flexible work practices will vary depending on the seriousness of the staff shortages and the needs of the business at that time. Staff will be paid based on the additional hours and responsibilities they undertake.

#### Post Epidemic / Pandemic Considerations

After the first wave of such an illness the company acknowledges that staff will need time to completely recover their full fitness and performance levels. Managers will ensure that staff who had been asked to work extended hours, or were denied their planned leave are given annual leave where at all possible. However, the possibility of subsequent waves has to be kept in mind and the company will discuss with staff the lessons learnt from the current epidemic / pandemic and continue with the preparations required to cope with subsequent waves.

Get a van with helpful driver to your door, when you want, for as long as you need.

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## Page: Uber For Moving - “Can I Use Uber To Move In London?”

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Uber For Moving - “Can I Use Uber To Move In London?”

Answering the question “Can I use Uber for moving in London?”, plus useful alternatives for 'Uber For Moving' services in London

27 Feb 2024

‘Can I use Uber XL to move boxes or furniture?’ is a very common question in UK cities like London, and the answer is surprising - mostly because of some interesting technology that's developed around solving the problems of moving in urban areas that you might not know about...

But first, can you actually use Uber XL to move boxes or furniture in London?

Well, in short - yes, you could potentially use Uber to move stuff around London, but you must consider these points...

So while it's technically possible to use Uber or Uber XL to move stuff in London, in truth you are better off using an on-demand 'man with van' type removal company like Relōku, which has vehicles more appropriate for moving and trained, insured and vetted teams using cutting edge technological advances to offer on-demand ‘Uber For Removals’ type services - this way, you know your items will fit and your driver will help to lift and carry, plus you will also be properly insured. Plus if you use the code UBERBLOG10, you can get 10% off your moving cost.

Does 'Uber for Moving' exist as a service?

The rising demand for 'micro-moves' in cities like London due to increasing urbanisation - alongside the expectations built by Uber for 'everything on-demand' - has created an interesting phenomenon in the urban removals industry, causing an increase in companies and platforms offering urban light removals and on-demand 'man and van' services with 'Uber for moving' type technology to move boxes, bags or furniture like a bed, fridge or sofa around London. However, the gig-economy has a downside for both users and workers, which we will examine later...

### Understanding the 'Uber for Moving' Phenomenon

The concept of 'Uber for moving' mirrors the popular ride-hailing service's model, applying it to the realm of relocation. It usually encompasses a network of local helpers and drivers who assist in small-scale moves, allowing users to access on-demand moving services conveniently through smartphone apps, the most advanced of which offer tech-based real-time instant quotes and booking, live availability and driver tracking, with exact-use job measurement and in-app payment afterward, similar to the Uber concept but for moving instead of taxi - this means you can now move boxes and bags or furniture like beds, sofas, mattresses as easily as calling an Uber.

### The Rise of Micro-Moves

One of the key driving forces behind the surge of Uber for moving services is the demand for micro-moves. Traditional moving companies often prioritise larger jobs, leaving a underserved market for individuals requiring assistance with smaller relocations. These apps bridge that gap by connecting users with individuals who own trucks or cargo vans, enabling efficient moves of studio apartments or single items like furniture pieces across town.

### Benefits of 'Uber for Moving' Services

1. Convenience: These removal services offer unparalleled convenience, allowing users to schedule moves at

their preferred time and location without the hassle of navigating rental processes or relying on acquaintances.

2. Cost-Effectiveness: Compared to conventional moving options, 'Uber for moving' services often present a more budget-friendly alternative. The pricing structure, typically based on hourly rates, provides transparency and affordability.

3. Flexibility: Users have the flexibility to choose the level of assistance required, whether it's a single-item move or the complete relocation of a small household. This flexibility caters to diverse moving needs.

4. Accessibility: With these apps accessible via smartphones, the process of finding reliable assistance for moving becomes readily available at the touch of a button, simplifying an otherwise arduous task.

5. Speed: Users can get instant prices and see real-time availability.

#### The Landscape of Competition

##### - Established Moving Companies:

While traditional moving companies dominate larger-scale relocations, they tend to overlook micro-moves due to their focus on profitability through bigger jobs.

##### - Van Rental Giants:

Companies like Sixt or Enterprise van hire face competition from 'Uber for moving' services, challenging their market share by offering hassle-free, cost-effective solutions.

##### - Emerging Platforms:

Newer players in the market such as Relōku specialise in small-scale moves across various cities, present promising competition to the established movers and offering a service very much like Uber for moving boxes and furniture.

#### Analysing the Market Potential

The growth trajectory of 'Uber for moving' services has attracted significant investment interest from venture capitalists. The market analysis reveals a substantial number of households engaging in relocation annually, with a considerable percentage constituting micro-moves. This market segment holds immense potential for

growth and innovation.

### Overcoming Challenges: Cautionary Tales and Exclusions

The success of Uber for moving services hinges on maintaining credibility and adhering to regulatory requirements. Instances of failed ventures and poorly reviewed companies serve as cautionary tales, emphasising the importance of due diligence, insurance coverage, and compliance with regulations before engaging with such services.

Many 'Uber for moving' platforms unfortunately receive negative reviews around reliability issues, due to outsourcing the work to owner-driver 'man and van' removal subcontractors.

On deeper examination, it's revealed that over 50% of gig-workers earn less than minimum wage and are largely unregulated and unchecked, so while these Uber for moving gig-worker platforms might look attractive at first, users commonly face issues of reliability, hidden costs, poor timekeeping, bad service, damage to goods and even personal danger.

According to reviews, many 'man with a van for hire' gig workers prioritise higher-paying work, which means customers can be left waiting, stranded or even abandoned if a better offer comes from another platform, with some companies even having BBC Watchdog reports made about them.

However, the best and most technologically advanced of these such as Relōku have focussed on building their own in-house teams of movers alongside pioneering technology systems, to ensure quality control, reliability and consistency throughout the removal service.

### The Future of 'Uber for Moving' Services

Despite the nascent stage of these services, the potential for market disruption and expansion remains promising. Collaborations with retail giants for furniture deliveries, innovative partnerships for storage, and enhanced service offerings are poised to elevate the capabilities of 'Uber for moving' platforms.

#### Final Thoughts: Embracing the Evolution of 'Uber To Move' Types Of London Relocation Services

While using Uber XL to move is not really practical, the emergence of 'Uber for moving' services signals a paradigm shift in how individuals approach relocation, emphasising accessibility, cost-effectiveness, and convenience. While challenges and cautionary tales exist, the future seems promising, with these platforms poised to reshape the moving industry landscape, especially with the emergence of AI integration.

We will continue to monitor and explore the evolution of 'Uber for moving' services in London and around the UK, and keep you informed about the latest trends, innovations, and opportunities in this dynamic sector.

Comparing The Market For London Removal Prices - From Full Service Moves To Man And Van, How Much Does Moving In London Cost?

13 Nov 2024

Relōku discount codes, cheaper London moves, and free credits!

04 Sep 2024

Get a van with helpful driver to your door, when you want, for as long as you need.

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## Page: Van Sizes - Relōku

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Van size details

Plus load / unload estimations, passenger seats and other requirements.

We only charge the time, distance and help you actually use during your move, measured by our unique real-time tracking tech.

You're not committed to the exact load-times you book, but try to be accurate for scheduling and your cost expectations.

Be aware that flights of stairs, difficult angles, lengths of hallways, distance from door to van, waiting for lifts, etc. take longer.

Drivers help lift and carry your items to any room on any floor at no extra cost. Use extra porters for items which you're not comfortable lifting with your driver – or if you want us to take care of it all for you!

The Porter icon at the top of van selection page lets you choose more help.

You can travel with us free – the Chair icon shows available

passenger seats for each van. Most vans have 3 seats (driver plus 2). Select a van with the amount you need and confirm on the booking page.

We don't need an exact itinerary of your load – you won't know exact amounts until you're packed, plus weights and dimensions are hard to measure – but please try to select a suitable sized van for your load.

We'll always try to complete your move (even doing multiple runs if required, and time allows) but if unsure then please opt for the next size up. It will almost certainly save time and money in the end!

15-25 boxes/bags + 2-3 small furniture

Examples are Mercedes Vito, Ford Transit, or Renault Trafic which fit around 25 assorted boxes/bags OR 10-15 boxes/bags + 2-3 small furniture items (bedside table, box fridge, armchair). 3 seats total (driver +2

passengers). Loading area dimensions:

30-45 boxes/bags + 3-5 large furniture

The classic courier-type van, eg. Mercedes Sprinter, Ford Transit LWB or Renault Master which fit around 30-45 assorted boxes & bags + 3-5 large furniture items (sofa, mattress, fridge, wardrobe). 3 seats total (driver +2 passengers). Loading area dimensions:

40-55 boxes/bags + 4-6 large furniture

The biggest courier-type van, eg. Mercedes Sprinter XL, Ford Transit Jumbo or Iveco Daily which fit around 40-55 assorted boxes & bags + 4-6 large furniture items (sofa, mattress, fridge, wardrobe). 3 seats total (driver +2 passengers). Loading area dimensions:

40-50 boxes/bags + 4-6 large/tall furniture

Square rear box vehicles with a higher roof and often a tail-lift which fit around 40-50 assorted boxes/ bags + 4-6 taller furniture items (sofa, double mattress, fridge, wardrobe). 3 seats total (driver +2 passengers).

Loading area dimensions:

Get a van with helpful driver to your door, when you want, for as long as you need.

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## **Page: Comparing Man With A Van Hire To Self Drive Van Hire.**

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Comparing Man With A Van Hire To Self Drive Van Hire.

Comparing the costs of London van hire and 'man with a van' services in London.

04 Nov 2024

When planning a move or transporting large items, one of the first questions that comes to mind is: "Is it cheaper to hire a van or a man with a van?" At Relōku, we understand this dilemma, and we're here to break down the costs and benefits of each option to help you make an informed decision.

### **The True Cost of Hiring a Van In London**

At first glance, hiring a van might seem like the more economical choice. We compared van hire prices from various comparison sites like Kayak, and the average daily rate for a self-drive van ranges from £55 for a small Berlingo-type van to £170 for a large Luton van. However, these base rates don't tell the whole story. To accurately compare the cost of hiring a van in London against hiring a man with a van service, you need to consider:

### **The Value Proposition of a Man with a Van Service**

Now, let's look at the cost of hiring a man with a van service. The average hourly rates range from £35 to £145, depending on the size of the van and the number of helpers. While this might seem higher at first, consider the following benefits:

### **Relōku's Unique Offering**

At Relōku, we've revolutionised the man with a van service to provide even more value:

## Making the Right Choice

While hiring a van might seem cheaper on paper, the hidden costs and effort required often make it less economical in practice. A man with a van service, especially a tech-driven, efficient one like Relōku, often provides better value for money when you consider all factors. For instance, a self-drive Luton van might cost £115 per day, but a professional service with a Luton van and two helpers averages £65 to £120 per hour. However, the professional service could complete a move in 3-4 hours that might take you all day, potentially saving you money in the long run.

So, while the upfront cost of hiring a van might be lower, a man with a van service often provides better overall value, especially for urban moves and when handling valuable or delicate items. With Relōku's innovative approach, you get the best of both worlds - professional service with transparent, exact-use pricing.

Check our real-time availability and get an instant quote for your next move. Move smarter, safer, and more efficiently with Relōku - where technology meets moving expertise.

Comparing Ikea delivery options, and looking at Ikea delivery service alternatives for same day pick up and delivery.

15 Oct 2024

Comparing Moving Van Sizes With Dimensions, Payloads And Descriptions Of Removals Vans

07 Jun 2024

Get a van with helpful driver to your door, when you want, for as long as you need.

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## Page: About - Relōku

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It's not just lifting boxes

This may seem lofty when you only need a few things moved around town, but Relōku aspires to reimagine a fragmented, inefficient industry toward a sustainable future. We're aiming to...

Transform urban delivery using tech for efficiency, economy and convenience.

Offer simplicity, transparency and trust for great customer experiences.

Enable transportation of items that would previously be uneconomical.

Build technology to reduce traffic, congestion and pollution.

Create ethical working environments where everyone benefits.

Re-inspire public confidence in a devalued and stigmatised industry.

Provide opportunities to enhance personal dignity and improve quality of life.

Offer industry leading training, support, and career opportunities.

Embrace and reflect the broad diversity of our fabulous cities.

... in bands from age 10, eventually signed to Warners as a producer/writer, even got a gold disc but my 1st child's arrival meant I needed regular money. While struggling to find a way to move my studio, I had the idea to offer a service...

In 2006 I leased a van and ran Google ads for a London Man And Van, expecting only a 'side hustle' but it went well really quickly, and I loved meeting people, doing physical work and earning steady money.

As a reputation for great service spread I added tour crew accustomed to hard work and time pressure, and within a few years we were London's highest 5 Star Google rated 'Man With Van' company.

But with 3 young kids and another due, trying to be a dad while running a business on the road, I desperately needed technological help...

It's taken over 5 years, a few failed attempts with off-the-shelf software and more money than I could afford to

create Relōku, but the process of learning about inefficiency and waste in logistics made me determined to help fix it.

Meanwhile, Amazon reset expectations of fast delivery, comparison sites put removals service standards into a downward spiral, and tech companies eyed the industry to ‘Uber-ise’ it with outsourced gig-workers. But rather than letting just anyone with a van join us, paying them poorly and relying on high staff turnover, we focussed on building an in-house team of professional drivers/porters and creating optimising technology for an efficient, economical and sustainable service.

Plus, something as personal and intimate as moving needs great people – it requires strength, patience, skill and stamina with an outgoing, helpful personality. So we are extremely selective with our teams (we accept around 1% of applicants) and incentivise with respectable pay and career prospects to create professional movers, trained to handle your personal goods with safety, empathy and care.

I want the work to be as enjoyable and beneficial for our teams as it was for me, and in turn provide excellent experiences for clients. So, the tech is modern but the ethos is old... happy staff = great service = happy customers.

We lived parallel lives – in bands, at the same places, with the same people, at the same times – but never met. Well, we might have but were both deep in the ‘wannabe-Jim-Morrison-phase’ so probably would have ignored each other.

Mark worked with me at the previous removal company before becoming an award-winning tour manager for numerous world-famous musical artists, a high-pressure world demanding elite logistical management - failure is not an option with a stadium full of 75,000 people watching...

But the touring life is hard, nomadic and unsettled, so when he left Mark was a natural fit as Relōku’s Chief Operations Officer, managing driver training programmes, recruitment, onboarding systems and daily ops.

What services does Relōku provide?

How does it work?

What should I use the service for?

What hours do you operate?

Why shouldn't I just use a courier?

Why shouldn't I just use a taxi?

What is your 'pool' option?

How do you say the name, and what's with the little line?

See all Frequently Asked Questions

Get a van with helpful driver to your door, when you want, for as long as you need.

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## **Page: What Size Removal Van Do I Need? Moving Van Sizes Explained....**

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What Size Removal Van Do I Need? Moving Van Sizes Explained....

Comparing Moving Van Sizes With Dimensions, Payloads And Descriptions Of Removals Vans

07 Jun 2024

One of the biggest decisions for any move is selecting an appropriately sized removal van to fit all your belongings. With so many moving van size options out there, it's crucial to understand what size you truly need to avoid overpaying or items not fitting properly. This guide will walk you through the various removal van sizes available and what each one can accommodate.

If you're moving out of a small studio or one-bedroom home, a compact removal van size like a Ford Transit Connect is likely sufficient. These small moving vans measure around 9-12 feet long with loading dimensions of 6'x4'x4'. The limited space is perfect for moving van sizes capable of holding just a room's worth of furniture, boxes and small appliances.

Upgrading to a one-two-bedroom home? Then you'll want to look at medium removal van sizes in the 14-17 foot range. A Mercedes Sprinter is a popular medium van choice at around 12'x6'x6' loading space - providing enough moving van space to transport the contents of a couple of rooms including one or two furniture pieces, appliances and boxes.

Those moving out of larger 2-3 bedroom houses or flats will require a large removal van to get the job done. Luton vans are a common large van option at around 16'x7'x7' - crucial moving van sizes for bulkier furniture from multiple rooms, major appliances and numerous boxes of possessions.



In cases where even a large van won't cut it, you may need to look into extra-large removal van sizes. Massive vans like the 24' Iveco EuroCargo with around 20'x8'x8' of moving van space can transport contents from 3-4 bed homes, large offices or small warehouses when you have extensive belongings including larger furniture.

The biggest urban removal van sizes come in the form of 7.5 tonne trucks which can move a larger 5 bed household or office. Loading dimensions range from 22'x8'x8' up to 28'x8'x8' in moving van space, depending on the specific 7.5 tonne model like a DAF LF or Iveco Eurocargo truck.

No matter what removal van size you select, always consider the accessibility of your current and new locations too. Larger moving vans can be challenging to maneuver on narrow streets or tight parking areas, and some removal van sizes larger than 7.5t can't be parked on residential streets.

At Relōku, we have a wide range of removal van sizes available to perfectly match your move - from small vans for small flats all the way up to 7.5 tonne trucks for whole home removals. Our team will work closely with you to determine the ideal moving van size, ensuring your belongings all fit properly for a seamless relocation experience. Contact us today to learn more about our removal van sizes and services!

Comparing The Market For London Removal Prices - From Full Service Moves To Man And Van, How Much Does Moving In London Cost?

13 Nov 2024

What Relōku means, and what if you spelled it one of the following ways...?? Reloku, Relloku, Relokku, Relokou, Reloqu, Relok, Reloquu, Relokuu, Relokoo, Relokyu, Reloq, Rellok, Rellokuu, Rellokou, Reloky, Relouk, reelowkoo, reloqu

10 Sep 2024

**Website: [www.reloku.com](http://www.reloku.com)**

Get a van with helpful driver to your door, when you want, for as long as you need.

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## Page: Privacy Policy - Relōku

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### Privacy Policy

If you have questions regarding our privacy policy which are not answered below, please email [email protected] for the attention of the Data Protection Officer.

Last updated April 2022

Thank you for choosing to be part of our Relōku community ("Relōku", "we", "us", or "our"). We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about our policy, or our practices with regards to your personal information, please contact us at [email protected].

When you use our website, apps or services, you trust us with your personal information and we take your privacy very seriously. In this privacy policy, we seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have in relation to it. If there are any terms in this privacy policy that you do not agree with, please discontinue use of our sites, apps or services.

This privacy policy applies to all information collected through our website, mobile applications, and/or any related services, sales, marketing or events (we refer to them collectively in this privacy policy as the "Services").

Please read this privacy policy carefully as it will help you make informed decisions about sharing your personal information with us.

In Short: We collect personal information that you provide to us in order to complete the job you book.

We collect information that you voluntarily provide to us when registering to book, expressing an interest in

obtaining information about us or our products and services, when participating in activities on the services or apps or otherwise contacting us.

The personal information that we collect depends on the context of your interactions with us and the services or apps, the choices you make and the products and features you use. The personal information we collect can include the following:

We collect your name, from/to addresses, phone number, email address, and/or other similar data required for completion of the work.

We collect data necessary to process your payment if you make purchases (such as a credit card number) and the security code associated with your payment instrument. All payment data is collected and stored by Stripe - one of the worlds largest and most trusted online payment processors. You may find their privacy policy link(s) here: <https://stripe.com/gb/privacy>.

All personal information that you provide to us must be true, complete and accurate, and you must notify us of any changes to such personal information.

In Short: Some information — such as IP address and/or browser and device characteristics — is collected automatically when you visit our Services or Apps.

We automatically collect certain information when you visit, use or navigate the Services or Apps. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Services or Apps and other technical information. This information is primarily needed to maintain the security and operation of our Services or Apps, and for our internal analytics and reporting purposes.

Like most sites, we also collect information through cookies and similar technologies.

We collect tools and protocols, such as IP (Internet Protocol)

addresses; device's geolocation; cookie identifiers, or others such

as the ones used for analytics and marketing; and other similar data.

In Short: We may collect information regarding your geo-location and use push notifications when you use our apps.

If you use our Apps, we may also collect the following information:

In Short: We process your information for the fulfillment of our contract with you, eg. to perform the job.

We use personal information collected via our Services or Apps for the business purposes described below, in order to enter into or perform a contract with you, with your consent, and/or for compliance with our legal obligations. We indicate the specific processing grounds we rely on next to each purpose listed.

We use the information we collect or receive:

In Short: We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfill business obligations.

We may process or share data based on the following legal basis:

More specifically, we may need to process your data or share your personal information in the following situations:

In Short: We may use cookies and other tracking technologies to collect and store your information. We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in our Cookie Policy.

In Short: We keep your information for as long as necessary to fulfill the purposes outlined in this privacy policy unless otherwise required by law.

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements). No purpose in this policy will require us keeping your personal information for

longer than the period of time in which users have an account with us.

When we have no on-going legitimate business need to process your personal information, we will either delete or make it anonymous, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

In Short: We aim to protect your personal information through a system of organizational and technical security measures with the largest and most secure providers available such as Amazon AMS and Stripe.

We have implemented appropriate technical and organizational security measures designed to protect the security of any personal information we process. However, please also remember that we cannot guarantee that the internet itself is 100% secure. Although we will do our best to protect your personal information, transmission of personal information to and from our Services or Apps is at your own risk and you should only access the services within a secure environment.

In Short: We do not knowingly collect data from or market to children under 18 years of age.

We do not knowingly solicit data from or market to people under 18 years of age. By using the Services or Apps, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the Services or Apps. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we have collected from persons under age 18, please contact us at [email protected].

In Short: In some regions you have rights that allow you greater access to and control over your personal information. You may review, change, or terminate your account at any time.

In some regions (like the European Economic Area), you have certain rights under applicable data protection laws. These may include the right (i) to request access and obtain a copy of your personal information, (ii) to request rectification or erasure; (iii) to restrict the processing of your personal information; and (iv) if applicable, to data portability. In certain circumstances, you may also have the right to object to the processing

of your personal information. To make such a request, please use the contact details provided below. We will consider and act upon any request in accordance with applicable data protection laws.

If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time. Please note however that this will not affect the lawfulness of the processing before its withdrawal.

If you are resident in the European Economic Area and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority.

You can find their contact details here:  
[http://ec.europa.eu/justice/data-protection/bodies/authorities/index\\_en.htm](http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm) .

If you have questions or comments about your privacy rights, you may email us at [email protected].

If you would at any time like to review or change the information in your account or terminate your account, you can log into your account settings and update your user account.

Upon your request to terminate your account, we will deactivate or delete your account and information from our active databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with legal requirements.

Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or services of our Services or Apps. To opt-out of interest-based advertising by advertisers on our Services or Apps visit <http://www.aboutads.info/choices/>

You can unsubscribe from our marketing email list at any time by clicking on the unsubscribe link in the emails that we send or by contacting us using the details provided below. You will then be removed from the marketing email list – however, we will still need to send you service-related emails that are necessary for the administration and use of your account. To otherwise opt-out, you can also access your account settings and update preferences.

A privacy breach occurs when there is unauthorized access to or collection, use, disclosure or disposal of

personal information. You will be notified about data breaches if Relōku Ltd believes you are likely to be at of financial harm or any threat to your mental or physical well-being. In the event that we become aware of a security breach which has resulted or may result in unauthorized access, use or disclosure of personal information we will promptly investigate the matter and notify the applicable Supervisory Authority not later than 72 hours after having become aware of it, unless the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons.

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track (“DNT”) feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. No uniform technology standard for recognizing and implementing DNT signals has been finalised but when such a standard is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy policy.

In Short: We will update this policy as necessary to stay compliant with relevant laws.

We may update this privacy policy from time to time. The updated version will be indicated by an updated “Revised” date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy policy, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy policy frequently to be informed of how we are protecting your information.

If you have questions or comments about this policy, you may contact our Data Protection Officer (DPO), Privacy Officer, by email at [email protected]

Based on the laws of some countries, you may have the right to request access to the personal information we collect from you, change that information, or delete it in some circumstances. To request to review, update, or delete your personal information, please visit [reloku.com](http://reloku.com) or by email at [email protected]. We will respond to your request within 30 days.

Get a van with helpful driver to your door, when you want, for as long as you need.