

The best system to store goods

Developed in March 2004, the storage system utilises custom made timber storage modules specifically designed to hold furniture and effects, ensuring they are not only secure but protected from potential damage.

These fully enclosed modules are designed to fit inside a custom-built removal truck and transported to the client's address, where they are loaded with furniture and effects by Andrew's experienced team.

Upon arrival at the depot the modules are removed via forklift and stored in the warehouse at Caloundra with no double handling of furniture.

"After years in the industry and seeing different ways to store, this is by far the safest and most cost effective way," owner Andrew Grima said.

STEP 1: Module loaded at residence.



STEP 2: Module unloaded to store.



STEP 3: Modules systematically stored.



STEP 4: Special rack protects lounges.



KEY ADVANTAGES OF THIS SYSTEM:

- No double handling
- Protective materials used on all items
- Lounge rack to keep lounges free from indentations and damage
- Cool, vermin-free facility

Andrew's business is moving on up and up

Caloundra regional business of the year owner says keeping employees happy is the key to a successful enterprise

Affordable Home and Office Removals has been named Caloundra regional business of the year.

"An award like this is not achieved by one person working hard," owner Andrew Grima said.

"It is achieved by a team working together and I am fortunate to have a terrific team behind me who accept the company's values and employ a culture that is unique in the industry."

The notion of starting his own furniture removal company played on Andrew's mind for quite a while.

"My dad once said to me, 'Get a job a computer cannot do,'" Andrew said.

"I am sure he was talking about a dentist, but since I had never seen a computer carry a fridge, I thought hey, why not?"

Five years ago Andrew was employed as a removalist and chatting to his boss about the future.

"I said to him, 'hey, I want to be a millionaire one day you know' and he said to me 'well as long as you work for me you never will be'," Andrew said.

"A month later, I had secured a deal to purchase my first truck."

Andrew commenced his business working from home with mate Dave as his offsider and partner, Stacey, answering the phone.

Affordable Home and Office Removals was registered as the business name and Andrew ran an advertisement in the local paper.

The first few months were slow and steady, completing an average of 16 removals a month in the first six months.

As Andrew had previously spent 10 years in the removal business, contacts he had made began to refer him work. Andrew noticed that

customers' requirements varied considerably - some wanted an hourly rate to move their possessions, some a fixed rate, some had a budget they could not break and others only wanted large furniture pieces moved.

Andrew began to offer customised quotes to accommodate everyone.

He also observed that office moves were usually treated as just another home removal when in fact they have a far different agenda.

"We set up an organised service that involves teams of removalists working together," Andrew said.

"The less time it takes to move, the more quickly they can get their business going again. Someone pulls apart the desks, another team takes care of the accounts department and another team reception, perhaps another team IT," Andrew said.

Andrew moved his business from first to second gear and this meant the acquisition of a unique storage system solidifying Affordable Home and Office Removals as a leader in the local industry.

As the volume of work increased, Andrew purchased a second truck in September 2005 and an additional one in September 2007.

Employees were sourced through contacts Andrew had in the industry and were removalists he knew and trusted.

At present Andrew employs 12 team members.

"We only employ experienced, well mannered removalists which enables us to be the only local removalist to offer a no damage guarantee," Andrew said.

"This industry has a reputation for job hopping. I strongly believe a happy worker is a good worker and this is maintained by constant



Andrew Grima and Stacey Hogan run Affordable Home and Office removals.

PHOTO: JASON DOUGHERTY/178875

interaction with all employees both as a group as well as one on one.

"We have bacon and egg breakfasts every morning before work commences for the day and this alone has seen many benefits accrue with regard to production efficiency and staff morale."

As the business grew, the less Andrew realised he knew and, he began attending seminars about operating a business.

"I learnt about key performance indicators, marketing, financial budgeting, and leadership and, most importantly, I was able to set out procedures and job descriptions and a five year plan was completed in mid 2007," he said.

"I also completed the ENACT Smart Business Plus program with Trevor Holmes in 2006 and have since used the resources of my business coach Darryl Harbottle."

As the removal industry is not regulated Andrew believed it was essential to develop a number of unique services.

This led to the development

of a carton loan system, procedures for both office and home relocations and a no-damage guarantee.

The number of removals Andrew and his team completed each week continued to grow to the current average of 32.

Andrew is thrilled to be the Caloundra Regional Business Award winner for 2008.

As well as his team of hard-working removalists, Andrew wants to thank the Chamber of Commerce, judges and sponsors.

Andrew said he "takes his hat off" to partner, Stacey, who not only takes care of their home and runs around after five children, but also works three to four days a week helping out in the office.

As Affordable Home and Office Removals only do local removals Andrew wants to thank local residents and businesses who have used his services and/or referred family and friends.

"The team appreciates your continued support," Andrew said.

Phone Affordable Home and Office Removals on 5491 1078.

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