

# Join Association of Independent Movers



**Furniture &  
Home Improvement  
Ombudsman**

# Criteria

## for Membership Application



- The applicant is a limited company, partnership or sole trader, carrying out removals in the UK and/or Ireland.
- The applicant has no outstanding County Court Judgements (CCJ'S).
- The applicant has sufficient funds available to operate professionally.
- The applicant has suitable vehicles and equipment for carrying out removals and they have an Operator's Licence, if applicable.
- The applicant's storage facilities, (if applicable) are fit for purpose and detailed inventories are used.
- The applicant has adequate administration for written quotations, bookings, job sheets, after sales service, complaints procedures, insurance claims and all other documentation related to removals.
- The applicant has access to all necessary removals equipment and uses equipment and packing materials that are fit for purpose.
- The applicant has a UK based office or home-office, suitable for customers to visit. The address must be displayed on the applicant's website and on quotes/contracts.
- The applicant agrees to adopt the AIM Code of Practice and work within the Code on a day to day basis and ensure the Code of Practice is made available to all staff and customers.
- The applicant agrees to be inspected annually, if deemed necessary by AIM.
- The applicant complies with all rules, regulations and UK Law related to their business.
- The applicant agrees to offer their customers protection against loss or damage, by means of insurance or a clearly defined limited liability.
- The applicant directly employs, (PAYE) professional, uniformed, trained staff and new staff undergo an induction and basic manual handling training.
- The applicant agrees to be honest in all advertising and avoid misleading the public.

# MEMBERSHIP LEVELS

Membership Levels are at the discretion of the Board.  
Here are the minimum requirements to attain each level.

## BRONZE



- Must meet all entry criteria
- May use Bronze badge or standard logo

## SILVER



- PAYE Registered Employer
- Training Records for Staff
- Professional Office

## GOLD



- Operator Licence
- VAT & PAYE Registered
- BS EN 12522 or equivalent

## PLATINUM



- In-house Transport Manager
- International Operator Licence
- BSEN/ISO 9001, 14001, FIDI

■ Association of Independent Movers

# APPLICATION



To apply for membership please complete all questions.

Company/Business Name

Contact Name

Membership Level

 Bronze

 Silver

 Gold

Office Address	Operating Centre
Tel:	Company Reg:
Email:	Web:
Primary Contact Tel:	Secondary Contact Tel:

O Licence	Yes/No	O Licence Number			
Number of Vehicles by Size	Vans 3.5T	7.5T-17T	18T+	Trailers	
Number of Years Trading		Number of Office Staff		Number of Operational Staff	

**Important :**

- Have you read the Membership Criteria to check that your business qualifies?  Yes  No
- Can you provide evidence of insurances and all other relevant documents?  Yes  No
- Have you downloaded and read the AIM Code of Practice from [aimovers.org.uk](http://aimovers.org.uk)?  Yes  No

# ■ Association of Independent Movers

Document	Current Policy No	Expiry Date	Broker
Public Liability Insurance			
Employer's Liability Insurance			
Vehicle Insurance			
Removals Insurance			
Limited Liability Insurance	£                      per item	Insurance Excess	£

Please tick to confirm that you have the following documents and/or systems in place.

Access for Customers to Visit		Contracts of Employment	
Complaints Procedures		Record of all staff completing basic Manual Handling training	
First Aid Kits in all Vehicles		Company Handbook easy access for Staff	
Vehicles MOT & Taxed		Staff Training Records	
Vehicles Sign Written		Risk Assessments	
Fire Extinguisher in all Vehicles		First Aid trained staff (certificates displayed)	
Adequately equipped vehicles (blankets, restraints, trolleys skates, etc)		Health & Safety Poster and H&S Policy Displayed where required.	
Furniture covers used on moves.		Accident Book Available (records kept)	
Floor protection used on moves.		Fire Exits & Extinguishers checked and maintained	

Please provide blank copies of the following documents;

Written Quotation  Acceptance Form  Job Sheet  Terms & Conditions

## Declaration :

I understand that Membership is £45.00 per month with a 6-month minimum after which it can be cancelled with 2 full months' notice. I confirm that the information I have provided above is correct. I authorise the Association of Independent Movers to contact the Insurance Providers named above and any other relevant body or company, to obtain further information which may affect my application.

Signed.....Print.....Date.....