

In September of 2021, I started planning my move with Centennial Moving. My experience with the company was frustrating at best, marred by an astounding lack of communication, inconsistent and unreliable pricing, and a stunning lack of professionalism from the senior management.

During the first two weeks of the move, I was assigned a Personal Consultant. This personal consultant's job was to help me through the first steps of the moving process. Centennial Moving works on a self-reporting system, so I was asked to self-report the entire content of my apartment, without error, and without any opportunity for an in-person consultation. My final estimate came to around \$3000, based on weight. This seemed acceptable to me, but of course remember that the moving cost is based on weight, and seeing as there had been no in-person consultation, it was entirely up to me to self-report the weight of my entire inventory. Several weeks later, once the move was underway, I would be informed that the actual cost of my move was roughly twice as much as the initial estimate. Thankfully I was able to pay for this, but if I hadn't been, it's entirely unacceptable that the cost of my move wasn't even reliably estimated to me until well after it was underway.

Two weeks after I started planning my move, my personal consultant was changed with no warning or explanation. Instead, I was now corresponding with Warren and Alex from Centennial moving. This correspondence started on the 14<sup>th</sup> of October, for a move originally planned for the 22<sup>nd</sup>.

On the 19<sup>th</sup> of October, I was informed that the pickup at my apartment would "most likely happen on Sunday the 24<sup>th</sup>", at the end of the weekend I was originally hoping for. As I'd originally asked for that weekend, but nearer to the end of it, I was frustrated, but not surprised, since it was my plans that had changed, not necessarily the movers' faults. However, I did not receive any confirmation on the date of Sunday the 24<sup>th</sup> for several days. After an email on the 19<sup>th</sup> stating that "we will confirm for sure in a day or two", I was left in the dark for much longer. I attempted to call Centennial Moving at least twice during this week, both times I was able to talk to a receptionist who was unfortunately not able to give me any more information. Without any confirmation on the time or date of pickup, I was forced to cancel my original plans for that weekend, including a hotel reservation in Vancouver, where I would be staying post-move.

Finally, I was informed on Friday, October 22<sup>nd</sup>, that my move would in fact happen on Monday, October 25<sup>th</sup>, between 12 PM and 5 PM. Since this was the first confirmation I had, I was finally able to tell my landlord, who was then able to book the professionals he needed the ready the apartment for the next tenant for Tuesday, October 26<sup>th</sup>.

On Monday, the day of the move, I spent the day waiting for the movers. 5 PM came and went, and it became increasingly clear that the movers had simply lied to me to collect a deposit. Once again, I cancelled my plans in Vancouver, since it was clear I was not going to be moving at the scheduled time, and I taught classes on Tuesday in the early afternoon.

The movers finally arrived at 7PM that evening, long after the scheduled time. Thankfully, the movers were very good at their job, and packed all my stuff very well. Unfortunately, one of them didn't listen when I said not to pack something and ended up sending a microwave plate to Toronto, making the microwave I'd left my landlord currently unusable. That said, two of the movers were from the area, and everything they packed made it in one piece. It was relieving to see that they were as frustrated with the situation as I was.

The movers finally left shortly after midnight, having needed over 5 hours to pack my apartment. I was

able to leave in the morning, but due to the rush and inability to deliver a clear schedule, my landlord had to reschedule the cleaners, and did not refund me my \$600 deposit.

For the first part of the move, Centennial moving cost me my entire apartment deposit, as well as a night of sleep before a busy day of teaching university courses.

When I made it to Toronto, Centennial Moving was unwilling to set a date and time for delivery when asked. Instead, on Monday, November 8<sup>th</sup>, they suddenly said my delivery would be occurring on Tuesday, November 9<sup>th</sup> between 9AM and noon. When asked if this time could be moved, since I had a job interview at the same time, and would not be able to reserve them a parking spot or elevator at my new building, they said it couldn't be. So I cancelled the job interview, potentially losing out on an early employment opportunity in Toronto, and reserved the elevator for as long as I could (not very long, considering I'm not the only person moving into this building, and other people's moving companies gave them advance notice). When I wrote back to tell them this, they suggested delivering on Friday, instead. While I'm grateful they were able to push the date of the delivery, note that by this time I had already lost out on potential employment, and now had to make new reservations for the elevator in my building.

Over the course of the entire move, I lost my deposit on my apartment, as well as a potential job opportunity in my new place of residence. I was charged double my original wildly inaccurate quote. I was re-assigned moving consultants with no warning. The consultants and/or managers were completely unable to schedule anything with me within a reasonable timeframe.

For anyone interested in moving across the country, I recommend doing a fair amount of research into moving companies, and starting as early as you can. What I don't recommend is even talking to Centennial Moving, as they are at the highest level one of the least reliable companies I have ever had the displeasure of dealing with.