

Date Received: March ~~23~~<sup>17</sup>, 1998

Docket No.: TV-971477

Company: Amends WAC 480-12, Relating to Household Goods Movers

Distribution:

- Chairwoman Levinson
- Commissioner Gillis
- Commissioner Hemstad
- Marjorie Schaer, ALJ
- Shirley Burrell (Rulemakings cover letters only & changes to NOH)
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TV-971477

**Chris & Betsy Preston**

23576 NE 29<sup>th</sup> Street  
Redmond, WA 98053  
425-868-2942

March 11, 1998

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MAR 17 1998

WASH. UT. & TP COMM.

Riva Averick  
Cendant Mobility  
40 Apple Ridge Road  
Danbury, CT 06810

Dear Ms. Averick:

Our move from Connecticut to Washington has been, and continues to be, a headache. We have spent an enormous amount of time and energy trying to resolve the problems created by this move.

Our claim form (file number 00124-01602), which is attached, covers damaged and missing items delivered either to our temporary or permanent residence. Unlike the handling of our move to date, we expect these matters to be resolved to our satisfaction in a timely fashion.

Graebel misrepresented the condition of our goods, failed to assign inventory numbers to some items, assigned duplicate inventory numbers to others, recorded some items as other than what they were (e.g. a bookcase was recorded as a table), broke/damaged many items, and lost items, including new and unused wedding gifts.

Here are some details from our relocation experience with Graebel, and the difficulties we've had resolving these issues with HFS Mobility and PHH Relocation (now Cendant Mobility).

- 8/20/97 Some items were in original packing and boxes; many were recently received wedding gifts. Because items packed by owner are not covered by Graebel's insurance, we instructed packers to repack items so that nothing would be recorded as "packed by owner." They agreed, and still proceeded to record items as "packed by owner".
- 9/3/97 Delivery to temporary housing is one day late. Many boxes are crushed or broken, things delivered that were not our own, things delivered that were designated for storage and not temp housing, and a \$3,000 piece of exercise equipment damaged and nonfunctional.

We were told that the original driver was given a choice to either resign or be fired after arriving at Graebel's Kent location. This driver did not drop off identified goods to our temporary location as originally agreed. And Graebel had to make separate arrangements, and charge the expense back to the driver. The new driver, Greg A. Crowe, told us that this was the worst move that he had ever seen, and advised us to look over everything in the warehouse.

000408

- 9/5/97 Chris misses day of work as we spend all day at Graebel's warehouse in Kent inspecting the household goods in temporary storage.
- 9/6/97 Betsy spends half the day at the warehouse to finish inspecting. One of our four vaults of belongings is missing, numerous discrepancies between condition of goods and condition that was recorded by driver on inventory; note that we were present during packing and driver pointed out only one item (chair) as being worn - he then recorded most items as "unusually worn and soiled"—including new wedding gifts that were never used.
- 9/11/97 Instructed Graebel to repair damaged goods in the three month period while our household goods remained in storage. This would ensure that the goods would be delivered to our permanent residence in the same condition they were in when originally packed and shipped. Graebel subsequently fixed items in question with three exceptions: exercise equipment still not repaired, dining table not functional because it is still missing two essential pieces, and a rose colored upholstered chair was unsatisfactorily repaired.
- 1/2/98 Delivery to permanent residence; some items that were not broken when we inspected them in September are broken now. Other items are missing altogether, including several wedding gifts. Affected items appear in the attached claim form.

If the claim form included a separate line-item for frustration and wasted-time, then the total value of "lost/damaged" goods would be for much more.

To improve this entire process we suggest you have one person who owns and tracks it and is accountable. Throughout our experience we were given the run-around. We were repeatedly referred to someone else somewhere else and practically no one was ever responsible for anything or had the authority to decide anything.

Jodi Payne at HFS Mobility Services and Sue Fraser at Graebel/Quality Movers are to be commended for keeping us just this side of insanity throughout this process.

Sincerely,  
*Betsy Preston*  
 Betsy Preston

*Chris Preston*  
 Chris Preston

*Consumer protection:  
 clearly identify  
 who is responsible  
 & who is contact  
 in case of  
 loss & damage  
 KPL*

- pc: Greg Cutlip, General Manager, Graebel/Quality Movers Inc.  
 Kim Dobyms, Washington State Utilities and Transportation Commission  
 John Dyer, Relocation Program Manager, Microsoft  
 Sue Fraser, Customer Service Manager, Graebel/Quality Movers, Inc.  
 Mr. David W. Graebel, Chairman, Graebel  
 Mr. Bart Harrison, General Manager, Graebel/CT Movers  
 Karen Jenkins, Inter Trans Insurance Services, Inc.  
 Frank Limoges, President, Inter Trans Insurance Services, Inc.  
 John P. Mulqueen, Jr., attorney  
 Ms. Debra Natale, Operations Director, HFS Mobility Services  
 Jodi Payne, HFS Mobility Services  
 Cameron Walch, U.S. Department of Transportation