

# From here to there

Since the Conroy brothers first started their business in the early 70s things have dramatically moved both on and off the road.

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**... CAPTION: Conroy's old Bedford removal truck was originally bought for \$150. Their current fleet is worth over \$4,000,000.**

The transaction was a pretty straightforward one. A Napier man had been delighted to find a buyer for a car seat he had, through the increasingly popular online buying and selling venue known as Trade Me. The buyer had been looking for that particular seat for a car he was restoring and was equally delighted. The deal was done and the financial side was sorted. All that remained to sign off the transaction was getting the seat to its destination, which in this case happened to be in a town rather a long way away from Napier.

How do you send a car seat through the mail? Well, quite simply you don't. You call Conroy Removals. "It was no problem," management team member Fiona Conroy said with a smile. "So okay, it was a car seat. We packed it and sent it and delivered it to the new owner - no problem."

### **Trade me**

The buying and selling foibles of Trade Me, in terms of how to ship large or unwieldy items, has simply added another strong and reliable string to the respected shifting company's bow. As it was 37 years ago when brothers David and Gary Conroy started up Conroy Removals, with one truck and a large vision, nothing is a problem when it comes to getting it from one place to another. Whether that place is across town, across the country, or across the world.

"If it has to go somewhere we'll take it there, it's as simple as that," Fiona said. What if the car seat had to go to, say, the Chatham Islands? "We've brought and taken things to and from the Chathams before, it's easy," she smiled.

The growing emergence of Trade Me as a trading post has been taken aboard by the Conroys crew, and there's nothing they can't prepare, pack and deliver quickly and without drama. They too use the new world of the 'web' in some of their transportation ventures locking into Google Earth to ensure their vehicles can

get to the most isolated destination. The web is now also a major part of the way contacts and arrangements are made, with two staff working full-time dealing with electronic enquiries. The company's website lists everything people need to know about making a complete shift or moving that otherwise difficult-to-move object. "There is an on-line quote form on the website which we can price up and get back to them."

Otherwise, make a good old-fashioned phone call or simply pop into the friendly Onekawa office for a chat because nothing (not even the biggest car seat) is impossible to shift. "We do get asked to send some weird and wacky things, but we've got people in the moving team who have been with us for 20 or more years, and we have trucks going all over the city, and all over the country, all the time so we're used to it."

Conroy Removals has always set high standards, and has always gone that little bit further to ensure the job gets done. They will pack every last piece of furniture, framed picture and knife in full house removals, and through their numerous contacts with other specialist contractors will even organise to get the pets happily and safely to their new home.

Oh, and they can make sure the house is looking superb and even have the beds made up, through linking up with Hawke's Bay-based company 'Redefine'.

Shifting anything, from a car seat to every last household belonging, can be a worrying prospect for the customer, but the Conroy crew remove all traces of worry and stress. "We do it all. We move household and we move commercial. Every move is unique and we make sure it is done well."

In recent months, as the local real estate market in Napier has begun to revitalise, Conroy Removals has seen an upsurge in 'across town' shifting jobs. One third of Conroy's work is international, a third

commercial and the other third effectively domestic removals - with a large chunk of that now within Hawke's Bay. "Not surprising. Who'd want to live anywhere else?" said Fiona adding that it was easy to get people within the Conroy's nationwide team to come to the bay but almost impossible to get the bay crew to take up a position anywhere else.

### **Removal Plan**

It doesn't matter if it is a move across the street, to another suburb or within the province, it's all about getting it done. That means coming up with a removal plan which suits the customer's time expectations and financial limitations or requirements. "We do our very best to accommodate what the customer wants and we will design and put together a budget that will suit them."

On paper there are few more experienced moving firms, and over the years Conroys has built global alliances with links to more than 160 countries. As well, it has achieved the prestigious FAIM quality standard rating for the industry.

Doug Moody, account manager for Furnware New Zealand in Hastings, has never had any doubts over who should be transporting the school furniture they make to, and throughout, the South Island. "Conroy Removals have been our preferred transport provider for approximately eight years now. We see ourselves as providing a premium product to schools and we need to align ourselves with a very professional carrier to provide the same high level of service." Conroys does just that. They are true professionals at what they do.

School furniture, commercial products, complete households of belongings or just a car seat that has to get to Stewart Island. In Fiona's words... "no problem."

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