

Local Removals Company Reports Steady Growth in Customer Feedback Across Sussex

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BRIGHTON, UK - November 28, 2025 -
Cheese Removals and Transport, a family-run removals company based in Hove, has announced that it has now surpassed 200 online customer reviews, reflecting strong engagement and consistent satisfaction from clients across Sussex. The company, which provides professional moving services throughout Brighton, Hove, and surrounding towns, attributes the increase in feedback to its focus on reliability, communication, and service transparency.

Since its opening in 2023, the company has grown primarily through word of mouth and local recommendations, rather than advertising. The steady flow of verified online reviews highlights a growing demand for dependable removals teams offering straightforward, fairly priced services. The reviews also provide valuable insight into the company?s operations, helping management identify areas for improvement while maintaining a consistent customer experience.

?The feedback we receive gives us a clear picture of how we?re performing day to day,? said Alessio

Giambrone, co-founder and business owner. ?Positive comments are encouraging, but constructive feedback is just as important. It helps us refine how we work and make small adjustments that have a real impact for customers.?

Customers posting reviews on Google have described the service as professional and punctual, with many highlighting the team?s friendly approach. Several reviewers noted the company?s ability to manage moves efficiently under time pressure, while others commented on the care taken with personal belongings. These trends, observed across hundreds of reviews, have contributed to a growing level of community trust in the business.

Cheese Removals and Transport has made a series of operational improvements in response to review data collected over the past year. The company recently expanded its scheduling system to accommodate more flexible booking times, particularly for completion day removals, where timing is critical. In addition, feedback led to clearer communication protocols between drivers and clients on moving day, helping ensure better coordination and reduced waiting times.

The company?s management emphasised that while online feedback has been positive, the broader goal is to use customer input as part of continuous development. ?We view every review as part of an ongoing conversation,? said Alessio Giambrone. ?The removals industry depends on trust, and trust is built through transparency. Our aim is to respond to that trust by being consistent, practical, and accountable in the way we operate.?

Many of the comments come from clients across Brighton, Worthing, and Haywards Heath, areas that have seen increased residential movement over the past two years. With growth in local housing markets, removals services have become increasingly important for families and individuals seeking reliable teams for relocation.

Rather than focusing solely on expansion, the company has concentrated on maintaining quality while adapting to higher booking volumes. The increase in positive feedback has provided useful confirmation that customers value both the professionalism and the informal, approachable style of service.

While some customer testimonials mention specific staff or individual moves, the majority of reviews cite punctuality, careful handling, and straightforward pricing as recurring strengths. Clients frequently comment on the transparency of the hourly pricing model, noting that it enables them to budget accurately for both short- and long-distance relocations.

The company?s review growth aligns with a broader shift in how local businesses measure performance. In sectors where service quality is difficult to quantify, customer feedback now serves as a key indicator of

reliability. For Cheese Removals and Transport, it provides an ongoing form of quality assurance that is visible to prospective clients before they book.

?We?ve seen that people look for consistency over anything else,? added Alessio Giambrone. ?When reviews mention similar themes ? good communication, care with belongings, or fair pricing ? it reinforces the standards we set internally. It also shows us that our approach to local service delivery is working.?

The company?s next phase of development includes maintaining review response times and monitoring performance trends through quarterly evaluations. This process enables management to identify patterns in the customer experience and prioritise improvements where necessary.

With its review milestone reached and customer engagement continuing to rise, Cheese Removals and Transport plans to sustain its emphasis on practical, customer-focused service delivery. The team remains focused on day-to-day operations while taking pride in the feedback that reflects steady performance across its service areas.

As housing activity across Sussex continues to grow, demand for reliable removals companies is expected to remain strong. For Cheese Removals and Transport, the growing number of reviews signals more than just satisfaction; it represents the accumulation of community confidence built through consistent service and attention to detail.

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Cheese Removals and Transport

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