

Local Removals Company Introduces Service Improvements to Support Growing Customer Demand

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Cheese Removals and Transport, a family-run removals company based in Hove, has announced a series of service improvements designed to make its local and national moving operations more efficient, transparent, and customer-focused. The changes follow a review of customer feedback collected over the past year and reflect the company?s ongoing commitment to delivering reliable, community-based services across Sussex and beyond.

Since launching in 2023, Cheese Removals and Transport has grown steadily from a small local operator into a well-established name in household and family removals. Known for its transparent hourly pricing and personal approach, the company has earned a loyal client base throughout Brighton, Hove, Worthing, and surrounding areas. The latest enhancements aim to refine its operations, making the moving experience even smoother for both local and long-distance clients.

The new service developments include improved scheduling systems, updated vehicle equipment, and

enhanced staff coordination on completion day removals. According to the company, these updates were introduced to better manage timing-sensitive moves and provide clearer communication throughout the relocation process.

?Our goal has always been to take the stress out of moving,? said Alessio Giambrone, co-founder and owner of Cheese Removals and Transport. ?We?ve listened carefully to what our clients have told us. Many people appreciate our friendly service and fair pricing, but want even more clarity around timings and logistics. The recent improvements are our way of ensuring every move, from a local apartment to a national relocation, runs as efficiently as possible.?

The company?s operational updates are part of a wider effort to support consistent service quality as demand continues to grow. Among the most significant changes are refinements to job scheduling, which now enable more accurate time estimates and faster responses to last-minute requests. This adjustment is particularly beneficial for completion day removals, where flexibility and coordination with estate agents or solicitors are often critical.

Cheese Removals and Transport has also invested in new lifting and securing equipment for its fleet of Luton and long wheelbase vans. The upgraded materials include reinforced straps, corner protectors, and improved floor coverings, all designed to safeguard customers? belongings during transit. These practical updates aim to enhance efficiency while upholding the company?s well-established standard of care and attention.

The company?s decision to introduce these changes was driven not only by customer feedback but also by operational experience gained through hundreds of local and national moves. The management team reviewed client communication data, scheduling accuracy, and vehicle utilisation to identify areas for improvement. The findings led to a streamlined coordination process between the office team and movers on the ground, helping to prevent delays and improve communication at every stage of the job.

?Our focus has always been on practicality and fairness,? Alessio Giambrone added. ?When people book a removal, they want honesty about cost, professionalism in how their items are handled, and confidence that the team will arrive when expected. These improvements strengthen each of those elements.?

Cheese Removals and Transport?s approach to pricing remains one of its distinguishing features. The business continues to use an hourly pricing structure with a one-hour minimum charge, a model that sets it apart from competitors with higher starting costs or complex rate systems. This transparent approach ensures customers pay only for the time and service they need, an aspect that has consistently been highlighted in customer feedback.

The company?s family-run structure remains a defining characteristic, helping maintain accountability and a

strong sense of local connection. Each move is overseen by a small, dedicated team that takes personal responsibility for the outcome. This sense of ownership, combined with the recent service improvements, reinforces the company?s reputation for reliability and professionalism.

In addition to local upgrades, Cheese Removals and Transport is refining its national relocations service, focusing on long-distance moves between Sussex and major cities such as London, Bristol, and Manchester. The company now offers capped pricing options for these longer journeys, giving clients more control over costs while ensuring fair and predictable rates.

The business?s attention to customer experience continues to drive its decision-making process. With more than 200 verified Google reviews, many from repeat customers, the team regularly analyses trends in feedback to identify what matters most to clients. Punctuality, communication, and care consistently rank as key priorities, and the company?s latest improvements are focused on strengthening each of these areas.

The management team has also implemented additional staff training sessions focusing on communication, handling techniques, and customer interaction. These sessions ensure that every member of the removals team understands the importance of maintaining consistent service standards, regardless of the size or distance of the move.

While Cheese Removals and Transport continues to expand its service area, its focus remains on maintaining the friendly, local approach that first earned it recognition. The new systems are designed to help the company handle more bookings without compromising the personal attention that customers associate with its brand.

?We want our clients to feel supported from the first call to the moment the last box is unloaded,? said Alessio Giambrone. ?The recent changes are not about growing bigger, but about doing better. As a local business, our success depends entirely on how well we serve the community. These improvements help ensure we stay dependable, efficient, and easy to work with.?

As the removals industry evolves, customer expectations continue to shift toward reliability, communication, and value. Cheese Removals and Transport?s proactive approach to improving these areas positions it well for long-term stability in a competitive market. By prioritising transparency and care, the company aims to remain a trusted choice for homeowners, tenants, and businesses across Sussex seeking dependable moving support.

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Cheese Removals and Transport

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