

24 July 2017

Daniel D. Garber
5085 Twinbrook Run Drive
Fairfax VA 22032-2541

Advance Relocation Systems
11500 Crossroads Circle
Baltimore MD 21220


Dear Advance Relocation Systems

Of the ten moves my family and I have had to endure in 25+ years of an Air Force career, your company far exceeded our expectations. From our initial inputs within the “government” system to receiving a site survey to actually packing and loading, your staff performed their duties professionally, sympathetically, and carefully--a breath of fresh air, to be sure. As you can attest, moving (in general) is a burden and an inherently stressful activity. Regardless, your crew was able to pack, load, and move our household goods (HHG) over a week’s timeframe with a literal “finished loading” on a Thursday evening, and “we’ll meet you at 0730” on the next Friday morning--a true door-to-door move that is almost of urban legend! More importantly, your crew consisting of Kyle, Rodney, Mike, Butch, Chris, and Ernesto (sorry, last names escaped us) was the most pleasant, and hardest working, group of movers our family has encountered.

Even from the beginning of this harried situation, Kyle called me personally on the initial day as a heads up, and upon arrival, walked me through the entire process of how the effort was to proceed. The mere fact that they kept the house-hold goods on the truck and simply drove it to our new residence without any storage, AND the same crew that loaded, then off-loaded, relieved even more stress. This crew worked diligently, meticulously, through long-hours, and above all, with care on both sides of the move—from pick-up to delivery. They worked extremely grueling 10-hour days in the sweltering heat and humidity on both ends of our PCS, from Maryland to Virginia.

Yet, their physical effort is not the only activity to be lauded. Not only was their care for our HHG exemplified with the packing, carrying, and placing of our belongings, but even more impressive were their manners. My wife and I commented that this crew were some of the most polite individuals we ever encountered—a feat in rare supply nowadays. Never once did they complain about the tasks they encountered, but rather, worked arduously in the job with understanding of the stresses placed on us, the customer. With that, they helped make one of the toughest facts-of-life in the military, the PCS, run smoothly, and lifted our worries about our family’s “stuff,” thus assuring us it was in good hands.

Please pass along our thanks to the carrier and its crew. We were truly blessed that they accepted and were assigned to our job.


DANIEL D. GARBER, Colonel, USAF
Fairfax, VA

cc:
Atlas Van Lines