



Elderly Assist

**Specialist organisers and managers
through times of change.**



Janice Willis

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PO Box 82234, Highland Park, Auckland 2143



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What we do:

First and foremost, we are great problem solvers. Our team are experts in:

- Helping you declutter and downsize
- Assisting you to prepare your home for sale
- Organising the sale and removal of no longer required furniture and belongings (without taking a commission)
- Organising distribution of treasures to friends and family here or overseas
- Assistance with donations to charities
- Packing, moving and unpacking
- Ensuring any rubbish is removed responsibly
- Cleaning your home after the moving truck has left
- Provide secure short or long term storage
- Assisting families, lawyers and powers of attorney with estate clearance
- Clearly communicating and working with you throughout the entire process



Hi, I'm Janice and I can clearly remember the day I came up with the idea for business, Elderly Assist.

It was April 2012 and I had my head in a cupboard full of Tupperware, helping a friend move from the family home they had lovingly occupied for many years. I wondered how the elderly, without friends or family to help, fared in the same situation.

Soon after I set up my business Elderly Assist based on that idea and a heartfelt desire to assist people who are unable to take care of the tasks associated with moving house themselves.

Nine years and thousands of moves later, I'm still helping people downsize and declutter and I still love doing it. During this time my team has grown in size and expertise but we have all retained our passion.

Over the years friends and families of our Elderly Assist clients have asked for help with other types of house pack ups and removals so we have expanded our services to include house clearances, deceased estates and help for hoarders.

In the few years we have also been helping people 'Retire at Home'. This service is for elderly and retired people keen to start the process of decluttering and downsizing but who are not quite ready to move. We provide a range of services to assist them to stay in their own home until it is the 'right' time to move.

My team and I understand all these challenges and we work with our clients to make tough decisions as easy and stress-free as possible.

Whatever your reasons for decluttering, moving or requiring assistance, we'd love to help you.

Kind regards



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We at Elderly Assist are here to help you as your individual needs change - and as the world around us changes too. We combine superb organisational skills with our core values of empathy, honesty and caring to help you declutter, downsize, move into a retirement home or 'retire at home'. We bring these same skills to helping families with house clearances, deceased estates and hoarding.

Retire at home

With the world a more uncertain place in recent times we've noticed some of our prospective clients are choosing to stay in their homes a little longer. They are keen to start the process of decluttering and downsizing but are not quite ready to move.

In the meantime, the challenge – and our priority – is to work with people to make their home safe and easy to keep living in going forward and offer a wide range of services to make this happen.

Downsizing and decluttering

The most important thing to do when selling your house, moving into a retirement village or making your house safe to stay in for that bit longer is to declutter. This is Elderly Assist's core area of expertise. Our team brings years of experience, compassion, patience and superb negotiation skills to help you make the hard decisions about what to keep and what to sell, gift or donate.

Assistance with sale of furniture and belongings

We use a variety of methods to sell unwanted items but for all high-end items we tend to sell at auction to achieve maximum return for our clients. We do not take a commission on any sale; you simply pay for our time.

We can also assist with gifting to friends and family and donations to your chosen charities.



Packing and moving your belongings

We take great care in the packing up and removal of your precious possessions to your new home. We only use professional movers and have full insurance cover in the unlikely event of anything going wrong.

Preparing your home for sale

We can organise general house and garden maintenance by professionals. We are also able to arrange interior design services to transform the look and feel, if needed.

Secure short or long term storage

You may not have decided what to do with your excess furniture or wish to store it for future use by family members. We have storage available for your items. Should your new home not be ready before you need to vacate your current home, we can also store your entire home for you.

Cleaning your current home

We can give your current home a light clean after the moving truck has left. We can also organise a full commercial clean if necessary.

Unpacking and arranging your new home

We can unpack your entire home and set it up for you or help you to do this. We never 'take over'; we are simply there to do whatever you need us to do.

Estate clearance or house clearances

If your loved one is in a rest home or has passed away and you need to pack up and sell the family home, we can help. We will ensure that special personal belongings are kept safe for the family and will pack and organise the rest of the home for sale. We do not take a commission on the sale of the home's possessions – we only charge the estate for our time. We will provide you with detailed inventories of goods sold.

Elderly Assist liaises with and provides reports to the Lawyer, Power of Attorney, Estate Executor and/or family at every stage.



What our customers say about us...

98% rating from 83 authenticated ratings
www.nocowboys.co.nz



100% "Carlos and the team did a fantastic job of moving my parents into their new apartment. Always helpful, great communication, very reliable and good problem-solving. I'd recommend to anyone." – Nick – 4 November 2021

100% "I have nothing but praise for Janice and her team!! Advice, experience, support and action! And everything communicated verbally then followed up by email. No stuffing around. Job done!! I highly recommend them! " Grant – 28 October 2021

98% "Our move and downsizing from our home of over 48 years was very efficiently handled by Janice and her team. The on-site team were Carlos, Skye and Megan and they could not have been more helpful. The back of team of movers and cleaners also did a top job and the whole operation was completed on time and in budget" – David – 20 October 2021

100% "Janice, Carlos and the team were outstanding in managing and completing Dad's recent move. He had been 48 years in the same house and had accumulated so much stuff! From the first day Dad met Janice, to meeting with Carlos and the team that packed and unpacked Dad's things into his new home, Dad and my brother and I felt comfortable and relaxed that we would actually achieve such a momentous move for Dad. The team is so friendly and professional! Nothing phases them - even after an unexpected 4 hour delay in getting access to the new property - the team were still smiling and helpful in settling Dad into his new home." – Sue - 6 October 2021

100% "Absolutely fantastic service, professionalism and attention to detail on removing the house contents and preparing for sale. Thank you for working within our time frame also. Highly recommend Janice and her team if you are looking to remove the personal effect from the home prior to sale." – Jackie 22 July 2021.

100% "Extremely professional service. What Janice says, she does. Very easy to deal with and her experience adds a new dimension to the work that is needed to be done. We have no hesitations to recommending Janice and her team at Elderly Assist" - Wally, 23 July 2021.

100% "Janice, Carlos and the team that helped us move recently were exceptional. We didn't have a hugely cluttered house but we lived in the city and moving apartments in Auckland City is a complex and difficult undertaking due to cramped spaces and countless road closures and cones! Each time they arrived at the apartment they were all exceptionally polite, enthusiastic and faultless in their empathy for the predicament that I had found myself in. Cannot recommend them highly enough. " - Suzanne, 8 July 2021.

100% "This reference is to report on one aspect of a number of recent services Elderly Assist have provided for us as we downsize from our home to a retirement village. It was the disposal of a number of articles of jewellery which had been in storage for some time. After viewing the pieces, Elderly Assist arranged to have

them cleaned, appraised and then sold either by auction or directly on our behalf. The fact that Elderly Assist charged no commission for their part in the transactions was most appreciated and the two-way communication with us during the process was most helpful throughout. Ultimately the final amount received for the items was some thousands and we are extremely grateful for the advice and assistance given us by Elderly Assist personnel. (No price was attached to this part of our job)" – Beverly, 2 July 2021

100% "I cannot speak too highly of the wonderful service we received from Elderly Assist. Nothing was too much trouble and there was no problem with flexibility when we changed our mind about some items. I am sure the staff were hand-picked but we felt we had known every single one of them much longer than the times of our move. They were warm, friendly, capable, knowledgeable, and went out of their way to do an outstanding job. Their sorting process and deciding which un-needed items could be sold, and where, were second to none. Janice was so kind, and Carlos the same and every step of the way they communicated by phone or text. The service from Elderly Assist is second to none. We had a major upset the day of our move and they just took over without fuss or bother as if they were longtime friends. I have never experienced such wonderful service in a lifetime of several moves. Thank you so much to Lisa, Alister and Andrew for their discrete, sensitive and careful work. This organization is a joy to deal with and unique in the quality of service they provide." – Jack, 2 June 2021

100% " So pleased we chose Elderly Assist, we would have been lost without them. Janice and her team were so great to deal with and extremely honest. She made everything stress free and everything was done on time . So pleased they made my Mother's move less worrying for her. Thanks soooo much"- Chris – 29 May 2021

100% "I am very grateful for the efficiency, professionalism, integrity, effective time management and support of Janice and her team in clearing and cleaning the house before settlement day. A life saver."integrity, effective time management and support of Janice and her team in clearing and cleaning the house before settlement day. A life saver" - Cynthia, 19 May 2021.

100% "Highly recommended. Janice was so good to deal with and her team headed by Lisa were so professional and efficient in dealing with a deceased estate. They dealt with everything in the house and garage. It was such a relief to be able to leave everything in their capable hands. Huge thanks to everyone in the team." – Trish, 25th March 2021

100% "We couldn't have asked for a better team to assist our Dad on his move from his home to a retirement village apartment. There was genuine caring and listening that allowed him to be the decision-maker about what to take and what to dispose of. The team were friendly, efficient and careful with Dad's possessions. Much care was taken in the placement of his belongings in his new apartment, so that he would be easily able to locate them for himself. This made for a very positive, relaxing experience at a time that could have caused much anxiety. Thanks Elderly Assist - top marks!!!" - Kerry, 13th March 2021

98% "Janice is supported by teams of highly professional, friendly and reliable workers who ensured that I followed Doctor's orders to keep my injured leg elevated...Janice's teams expertly prepared my house for presentation and photos. The house was on the market for only 6 days. And they came back to help on settlement day for the move...Janice's records meant I could check on items put into storage for overseas family, or for the duration of home presentation. It was a pleasure to know women's refuges would benefit from discarded items with salvaging. And Janice later visited to return valuable family items hidden inside my late husband's now dismantled ancient filing cabinet. My visitors at the time commented on Janice's integrity as well as her efficiency in the details. Many thanks again to Janice, Shaun and teams." - Antoinette, 8th March 2021

93% "Janice, Carlos and the team were amazing and took a huge weight off my shoulders through what was a seemingly overwhelming task to deal with on my own. The team were fast, efficient and showed compassion. Would recommend in a heartbeat." – Laureen, 24th December 2020

100% "Janice and her team helped two of my sellers recently, one requiring serious de-cluttering. Her team were efficient in getting the home ready for viewing by purchasers and the presentation of the home was amazing compared to when I listed the property for sale. It was a matter of days and it was transformed ready for photographs, which saw over 20 parties through and a pre-auction sale in the first week \$180,000 above CV." – Melody, 9th December 2020

98% "Janice and the team did an amazing job clearing out my elderly father's house. They had to contend with a very short timeframe, work around a raft of tradies, and deal with my slightly complex family... and, to throw another spanner in the works, they did it all in lockdown. Amazing. Communication lines were clear, there were no surprises, and they were extremely thorough...They really respected my dad's property and treasured items which I loved. I would recommend Janice and team over trying to manage it all yourself any time." – Margaret, 8th October 2020

100% "Janice and the Elderly Assist team were fabulous. I was overwhelmed with the job of readying the 50+ year family home for sale on my own. Once they started it was all simplified and they took care of everything- packing, removal and selling items. Even when mum wanted stuff back from the auction house it was an easy ask. They made it all flow and treated contents and me with care and support. Thanks so much guys!!" Alison, June 2020

100% "I would like to give praises to the team at Elderly Assist who helped me move after living in the same house for 41 years...What a wise decision I made. I cannot fault their expertise in accomplishing all that needed doing - packing away my belongings/cleaning/unpacking. I didn't have to do a thing and what a blessing that was and hugely appreciated. Ann was truly amazing. She put things away in my new apartment and did a better job in organising the placement of my belongings that I ever could have done. A stressful situation suddenly became just a means to getting from A to B. I do not for one minute hesitate in recommending them." – Judy, 16th June 2020

100% "Janice's team did a fantastic job in moving us from my home of 50 years into an apartment. The move was done in two stages; first, decluttering a lot of surplus furniture and goods that had been stored in the basement. The fact that it was all taken away and disposed of in one move saved us a lot of stress and endless decision-making. The second phase, packing and moving the items we wished to take to the apartment, and disposing of more surplus goods, was carried out quickly and efficiently by Janice's lovely staff and made our move very smooth and easy. We would have no hesitation in recommending this service to anyone needing help with decluttering and moving." – Lyn and Brian, 25th February 2020

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