



# Elderly Assist

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



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We are so much more than a moving company.

With Elderly Assist's years of experience and organisational skills at your side we can support you into your future, whatever that looks like.

## What we do:

- Help you declutter ready to downsize your belongings.
- Clear difficult areas like sheds, basements, and garages.
- Assist you to prepare your home for sale.
- Organise the sale and removal of furniture and belongings you no longer need (without taking a commission).
- Distribute your treasures to friends and family here or overseas.
- Assist with donations to charities.
- Pack, move and unpack you into your new home.
- Clean your home after the moving truck has left.
- Ensure any rubbish is removed responsibly.
- Provide secure short or long-term storage.
- Assist with house clearances and estate clearances. Sell, gift or dispose of goods, provide inventories and clean the property once emptied. Clearly communicate and work with you throughout the entire process





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

Recently we have been helping more and more people prepare their homes for sale. Buyers can often decide whether they like your home in the first few minutes of viewing – those first impressions are so important. In this competitive market, decluttering and presenting your home in the best possible light pays dividends.

Eleven 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.

Also, in the last few years we have 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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First and foremost, we are great problem solvers. We combine superb organisational skills with our core values of empathy, honesty, and caring, to assist you. Whether you need to declutter and prepare your home for sale, you need assistance to pack, move and unpack or whether you are clearing a house or need to process a deceased estate we can provide assistance.

We are specialists in taking on challenging jobs such as clearing out the basement or garage. We will do it all with Elderly Assist's renowned patience and kindness. We bring these same skills to helping families with family members who have hoarding tendencies.

## Decluttering

Many retirees want to be able to stay in their homes as long as possible. With the support of Elderly Assist you may be able to stay in familiar surroundings much longer than you thought. Together we work out a plan to suit your current and future needs. We partner with organisations that bring knowledge, practical advice, and services to make your entire home environment – house, garage, shed, garden – organised and safe.

Our professional team at Elderly Assist have been assisting our clients declutter, pack up and move to a new home for many years. We now bring those same levels of expertise and care to help you stay safely in your own home.

Ultimately, 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. We will help you sort the redundant from the essential, treasures from recyclables. Our priority is to help you make the right decisions for you; our team members have no vested interest in your things.

Wherever possible we visit your new home or retirement village and work closely with you to ensure you are taking exactly the right furniture and belongings to fit into your new home. Having moved hundreds of people into retirement villages we are very familiar with layouts and storage available. We are even able to temporarily store goods for you until you make final decisions – you will never be pressured or rushed into making important decisions.

Janice is committed to recruiting and retaining high quality team members with the experience, expertise and empathy to help you successfully declutter and downsize. We are so proud of our teams, and it is our proven ability to deliver this specialised service that differentiates Elderly Assist from other moving companies.





# An overview of our services

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## Preparing your home for sale

Results show that putting effort into the presentation of your home pays dividends at sale time. Using Elderly Assist's in-house downsizing and decluttering skills or using our many professional contacts will assist you as you prepare your home for sale.

## Packing and moving your belongings

Once we have worked with you to prepare your house for sale, we will take care of packing and moving your remaining possessions. 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.

## Assistance with sale of furniture and belongings

We use a variety of methods to sell unwanted items including TradeMe and high-end auctions. 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.

## Unpacking and arranging your new home

We can unpack your entire home and set it up for you or help you to do this. This might include setting up your kitchen, making your beds, and returning your china into cabinets as it was in your previous home (if required). We can even keep bookcases in order. We never 'take over' - we are simply there to do whatever you need us to do.

## 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.

## 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 can provide inventories if required and will liaise with Executors, Lawyers and family at every stage.



## What our customers say about us...

98% approval rating from 107 authenticated ratings  
[www.nocowboys.co.nz](http://www.nocowboys.co.nz)



**100%** After my wife passed away I made the decision to move to a retirement village but faced the daunting task of decluttering, downsizing and moving from our home of 44 years. I realised I needed help and after hearing Elderly Assist's ads on the radio I contacted Janice and I have to say it is one of the best decisions I have ever made. Janice, Carlos and team took all the stress away and handled the whole process with professionalism and understanding. I can't thank them enough and would certainly recommend their service to anyone facing a similar situation – Peter – 13-11-23

**100%** "I could not have coped without Janice and her fantastic team. They were simply wonderful – I wouldn't hesitate to recommend them. Sadly I can't remember all their names but it was like having a group of efficient helpful friends. I am so thankful to have found them – Jill 11-11-23.

**100%** "Fantastic service, the team were incredibly efficient in clearing the house. We received ongoing communication during the process which was much appreciated by the family. Thanks Janice and Team, we have really appreciated your service and support at the time – Elaine – 21-9-23

**95%** "Very efficient packing and clearing abode. Very helpful if any questions were asked. – Keith -27-8-23

**100%** "On moving my mum into an apartment we found the team very patient yet efficient in packing and unpacking her gear. Mum had lived in her house 30 years and liked her stuff but the staff handled mum with sensitivity but with guidance to move in the right direction. Would recommend this business to any family faced with the difficult task of moving their elderly family members to a new abode – Karen – 9-8-23

**95%** "I am writing with heartfelt thanks for all you and your team did for our parents. On the day of the move, they were happy, settled and not tired. Special thanks to Carlos and Nicky. Mum was astounded at the gentleness and efficiency of both of them and the care that was taken. I was amazed to see everything unpacked and beautifully in place right down to their favourite trinkets on display in the kitchen and toiletries placed in the bathroom, the tv up and working, beds made, clothes all organized. Particularly appreciated was the thought taken to look after mum and dad right down to packing the lounge chairs in the truck last so they could be first off so they could sit down. Dad was even able to have an afternoon sleep in his new room. And the home backing you left to help when they have visitors. – Michelle – 5-8-23

**100%** "I can't rate Elderly Assist highly enough. They were highly efficient and professional and supportive of me when I became ill during the move. They made what seemed an overwhelming task entirely possible – Christine – 2-7-23

**98%** "Top notch service. Took care of everything without any fuss or problems. Very impressive service – highly recommended = Brent – 28-6-23

**100%** "Janice and Elderly Assist are angels in human form. I cannot thank them enough for their lifesaving help in clearing Mum's house and also stepping in to do the final clean up with hours to spare before the close of sale. I



genuinely do not know how I would have managed without their kind, professional and understanding help at what is always a harrowing time. There are not enough thank yous in the world for these wonderful people. Ann – 27 April 23

**100%** "So very pleased with the fantastic job the team did with clearing Mum's house for sale. It was an insurmountable task for myself to undertake – what a relief that the professionals could take over – Daphne 23-2-23 are not enough thank yous in the world for these wonderful people. Ann – 27 April 23

**100%** "We can't speak highly enough of Janice & The Team at Elderly Assist. Our family were needing to move our elderly parents to a retirement village & sell their house quickly, due to health reasons & the Elderly Assist team stepped up big time. With many garages packed to the brim with things collected over decades, it was too big a job for our family to do in a short space of time. Elderly Assist had the skills, contacts & know how to get the job done efficiently. Janice also had good advice on how to present the house at its best for the auction & helped us achieve that. Janice & the team were so good with our parents, guiding them through the decluttering process, making it easier for them. Carlos was excellent in knowing what items had value & these were sold on TradeMe, with all of the sale proceeds going to our parents. It was the best of both worlds, items sold & items donated, which meant less to the landfill. They were also able to deal with disposing of old lead paint & even tyres. Again, we can't speak highly enough of Janice & the Team at Elderly Assist. Their work ethic, integrity & willingness to achieve the seemingly impossible took a weight off our shoulders. We highly recommend Janice & the Team. You will be in safe & capable hands every step of the way." – Rod & Michelle – 9 Nov 2022

**100%** "This was the 4th time I had used Elderly Assist and I received the same professional, extremely high standard of service as previously. The way her team carried out my shift from one apartment to another plus the empathetic and thoughtful way they helped me sort through my late husband's clothes and possessions. I had been procrastinating doing this but Karen, the team leader, was so good. Elderly Assist have my highest recommendation." – Kay Davidson – 23 Sep 2022

**100%** "From start to finish, Janice and the Elderly Assist team made downsizing and moving off a property we had occupied for 42 years so much easier. We are time-poor, busy professionals who were daunted at the prospect of preparing properties for sale, reducing our belonging, packing, moving, and setting up in a new location. Elderly Assist managed the whole process and we are happily installed in our new apartment." – Ira/Mal and Jenny – 31 July 2022

**100%** "Maggie and her 'family' of support people are VERY grateful for the wonderful service provided by Elderly Assist in her recent move to the Selwyn retirement village. After more than 40 years of living in her home, it was a major job decluttering, packing, transporting, then unpacking all the treasured items in her life. But somehow your team, headed by Jenny with amazing people and organisation skills, managed to leave an empty, sparkling clean 'old' unit and set up her new home beautifully and invitingly for Maggie just to walk into. Somehow everything was fitted in to the new home in a way that looked good - and there was a lot to fit in! The artistry demonstrated, coupled with practical placement of items, created a really cosy and welcoming look in her new home. It was a pleasure to walk into it! In fact, Maggie reported having the best sleep she'd had for years on the first night in her new life. Thank you so much for a brilliant service and thanks to all the wonderfully kind and understanding, hard workers. You are truly impressive people! - Susan Skarsholt (on behalf of Maggie and her friends)" – 8 July 2022

**100%** "The whole process was entirely stress free for me, from the initial decluttering to the packing, shifting, unpacking and settling me in apartment, and cleaning my old house. All I had to do was answer questions and point to things. Carlos and Karen were always cheerful, considerate and thoroughly efficient. They know their stuff and do it brilliantly. I highly recommend using elderly assist - the stress-free way to move house." – Janet – 21 June 2022

**100%** "Janice and I have worked together on multiple properties now with mutual clients who are looking to downsize or move to a retirement home. Most recently Janice looked after a client who after 30 years was looking to move into a retirement home. Janice oversaw and seamlessly assisted in her transition from a large 4 bedroom home into a smaller unit; taking care of 2 moves 1 to the unit and another to storage and the salvation army. Her ability to coordinate and organise people and services in a short timeframe is invaluable for all of her clients. Would 100% recommend Janice to any one looking to downsize, declutter and move!" – Thomas 16 June 2022

**100%** "Excellent service, Janice explained every step and the job was completed ahead of expectations." Rick – 6 June 2022

**100%** "Clearing out a lifetime of possessions and collectables from my parent's house was to me, an overwhelming task. Janice from the outset gave me her assurance that her and her team were here to help, when the time was right. At all times I felt supported in where the items were to go, what was to be sold and donated. The team were professional in delivering and packaging the goods. I am hugely grateful to Janice and her wonderful service and to Carlos and the team for making the whole process a breeze." – Jane - 26 May 2022

**100%** "Elderly Assist are wonderful. We had to move twice in two months, as well as needing to downsize, and put a lot of stuff into storage between the two moves.. The teams were always friendly, cheerful and very efficient, not only in communication and packing but also in unpacking and placing, and even bed-making. We could not have managed our two shifts without them! (and Janice and husband baked delicious chocolate biscuits for us at completion of move, too.) – Charmaine and Tanya – Feb 22

**100%** "Janice and her team did an incredible job of clearing out my fathers house, making a very difficult time a whole lot easier. I highly recommend Elderly Assist. – Gillian – 28 Jan 2022

**100%** "A covid move certainly presented additional challenges. We contacted Janice with still much to consider in this move, she helped keep it simple with her knowledge and experience, giving good direction. Once allowed to move, all was completed within one week. Astonishing. Janice handled all the unexpected and additional requests, showing integrity, respect and professionalism throughout. Her knowledge of all items, large and small and seemingly irrelevant, was of much value. The fact that Janice and her team were able to accommodate every aspect of the move was priceless, allowing family to care for each other."- Teresa 9 Jan 2022

**100%** "The elderly assist team is amazing - they were able to assist our family in a very stressful time and situation - during lockdown to empty a house - as the builders were updating it for sale - to get dad money to move into a retirement village on extremely short notice. An extremely professional team and service and their willingness to help was amazing - not just in the move but assisting with selling off things that were no longer required, moving things around in storage, finding cheaper rates for the left over items - and all done with kindness and consideration. Could not be happier - seriously - they literally saved the sanity of my sister and myself during the events that occurred and I can't recommend them enough. This might sound overly flowery about it - but the service and timeframes they worked in were so amazing that I really do need to be this happy with things. Thank you Janice and Carlos and the rest of the team!" – Lawrence – 8 Dec 2021

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