



# Elderly Assist

Specialist organisers and managers  
through times of change.



Elderly Assist

0800 839 874 • 021 839 874

janice@elderlyassist.co.nz • elderlyassist.co.nz

PO Box 82234, Auckland 2143



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Specialist organisers and managers through times of change.

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.

Thirteen 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,



Janice



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021 839 874



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# Elderly Assist

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

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 123 authenticated ratings

You can also read them on [www.nocowboys.co.nz](http://www.nocowboys.co.nz)

**100%** We have used Elderly Assist 3 times over the last 10 years and they are still the best!! Janice, Carlos and the EA team are so professional, efficient and go out of their way to make decluttering, shifting and downsizing as stress free as possible. There's even a bit of humor at times which is so appreciated. As the main care provider for my parents, I was so glad to hear Janice's voice on the phone when I rang to book in again with them, last month. She is calm, reassuring and knows every aspect of her business, inside and out. I therefore cannot recommend this business highly enough – Donna – 1-2-25

**100%** Elderly Assist provided us with an excellent and highly efficient service that made moving from an extensive 3 bedroom house to a two bedroom apartment easy and pretty much stress free. The crew were friendly and so knowledgeable and experienced in the process of moving that they were a pleasure to have around. With Carlos directing operations, and explaining the process every step of the way, it meant that we were always fully informed about what was going on. All rubbish left in and around the house was disposed of, goods we didn't want donated and furniture we didn't need taken away and arranged to be sold. When we arrived at our new apartment, everything was in place, cupboards and wardrobe arranged and Sky TV connect. The cost was not cheap but it was worth every cent for the full-service move. And Janice even gave us some delicious home baking to enjoy when we arrived at our new home. A really superlative service, with all workers very friendly and communicative and happy to cater to our desire to keep so many of our books! – Sue – 22-1-25

**98%** Thank you to Carlos, Janice and the team from Elderly Assist for clearing out my elderly father's house, in addition to moving some items of furniture to my father's aged care facility. I felt completely at ease with the process and being on a tight deadline having come over from Australia to organise things, was happy with the end result and that the job was finished on time as scheduled. Thanks again. – Adrian – 22-12-24

**95%** Carlos and Nicki were such a wonderful team to help me downsize and move into a small apartment. Nothing was too much trouble. They had solutions and, magically, things were moved and arranged into drawers and cupboards, ready to use when I moved in. I have moved house a number of times and this is the first I haven't had to unpack myself and get rid of the boxes. I cannot recommend the Elderly Assist team too highly. – Pam – 12-11-24

**100%** Thanks Janice and your team, for handling our move from a large townhouse to a retirement village villa. I couldn't recommend your services highly enough. We at all times felt completely comfortable with leaving things in the capable hands of Carlos, Brian, Megan and Nicki - who were always respectful of us and our wishes and privacy. We consider Carlos to be a 'miracle man', great with visualising, organising and carrying out the plan, while always communicating well with us, and being super helpful – Alan - 25-10-24

**100%** I would award this company the Milky Way of stars for the excellent job they carried out for my husband and I recently, in decluttering, downsizing and moving us from a 5-bedroom house to a 2-bedroom villa in a retirement village. The team were kind, considerate, but very firm about what to keep and what to let go of. And to climb into a freshly made bed, with all my crystal glasses back in their original place in the china cabinet, was the icing on the cake. Thank you, Janice, Carlos, Karen, Nicky, Brian – Eddie – 9-9-24

**100%** We were more than happy with our down-sizing move, from one house to another. An excellent service that assisted us enormously in so many ways, including packing up, moving, storage and moving into our new place. Not to mention their help in taking unwanted items for selling or donating. Would absolutely recommend this company, but you don't really have to qualify as "elderly" to use them! – Cynthia – 30-8-24

**100%** Very professional service. Janice, Carlos and Karen were gentle and caring with my sisters difficult move, and made her new living suite look homely, immaculate and very comfortable and familiar. Karens special touches were much appreciated. A great team who I would highly recommend! – Hilary – 18-7-24

**98%** We used Elderly Assist at two stages and are so glad we did. First they came to declutter and tidy and make the house look as attractive as possible for open homes. Then, two months later, they returned to manage the sorting and emptying of the house, the shift, the final clean and settling Mum into her new place. Carlos, Brian, Nicky and the team did the work with great self-direction. Despite the size of the job, they did not cut corners, and were careful to distinguish material that could be separated for different types of recycling, items that charities would be interested in, items that could be sold through different routes by them on our behalf. This left as little as possible to go to landfill. They were obliging, totally competent in how to approach the myriad tasks, good at problem-solving, and were sensitive to our family needs over that time. Janice, superintended this smooth operation, checking in with me at points to see if it was working from our perspective. Our move occurred under urgency, and there was a lifetime of unsorted stuff in the family home. Elderly Assist did an excellent job. – Madeleine – 13-7-24

**100%** Janice & Carlos absolutely great service in decluttering my mums house and very efficient Service. There was so much stuff to clear inside and outside it was a very difficult location to park etc they managed it with ease. Their communication and giving a quote was very efficient as well – I highly recommend their services - Des – 14-6-24

**100%** Carlos, Megan and Brian did a fantastic job from start (last October) to finish (May), from de-cluttering my house ready for market through to settling me in my new place. Their attention to detail is remarkable and shows their years of experience. They, along with Janice, understand and empathise with older people, which can't be easy. My daughter came to help me unpack and was blown away by the job they were doing - we went out to lunch! Many thanks for all your hard work, team. – Barbara – 27-4-24

**100%** I highly recommend Janice, Carlos, Jenny, Brian and the team at Elder Assist for downsizing and moving. Having previously spent almost 6 months every weekend preparing my parents for a shift to an apartment the first time and then engaging Elder Assist for the next move enabled me to compare the experience and outcome both ways. The team at elder assist immediately knew the value in items that we needed to let go and on sell and realised the best value for us, exactly as I had in the past. The cost for this service is included in the overall quoted cost with no additional fee or percentage taken. Whilst being very professional the team were also very empathetic and caring ensuring the process was stress free and in fact enjoyable. The cost of the service was invaluable in terms of making the whole move easy, we also felt it was excellent value. Thanks Elder Assist! – Mon – 20-3-24

**100%** Elderly Assist provided exactly the service we needed - prompt, efficient and excellent communication. I would 100% recommend them to anyone who needs to downsize or clear an elderly person's home. Takes the stress out of what can be a very tough time for families.  
Meg – 20-2-24

**100%** Fantastic service! All the staff were excellent, very caring and helpful. The move went without any problems. Karen & Brian helped with my furniture placement & my apartment was left looking so pretty & tidy. I highly recommend Elderly Assist, a big thank you to all.  
Zelda – 1-12-23

**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%** "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