

# Elderly Assist Ltd



Elderly Assist Ltd

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PO Box 82234, Highland Park Auckland 2143

[www.elderlyassist.co.nz](http://www.elderlyassist.co.nz)

# What We Do

- *Take the stress out of moving house to a smaller home, retirement village or rest home*
- *Help you downsize and declutter*
- *Prepare your home for sale*
- *Pack up your house and move your furniture and belongings to your new home*
- *Unpack and set up your new home*
- *Assist with the sale of furniture and belongings (no commission taken)*
- *Assist with gifting to family and friends and donations to charity*
- *Secure short or long term storage if necessary*
- *Assist Lawyers, Powers of Attorney and families with estate clearing*

*We operate in the greater Auckland region*

# About Elderly Assist

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



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 elderly folk, 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 elderly people unable to take care of the tasks associated with moving house themselves.

Elderly Assist is a unique business. We know downsizing and changes of residence can be a struggle, both physically and emotionally. Sometimes, relinquishing possessions can be as much of a challenge as the actual physical process of moving. My team and I understand this and we work with our clients to make tough decisions and moving as easy and stress-free as possible.

We also understand friends and family may want to help but have very little free time. Or in fact, they may not live nearby or even in New Zealand. Often family members locate us from overseas, asking if we can help parents and family based in New Zealand.

Whatever your reason for moving or requiring assistance, we can help. The Elderly Assist team are experts in moving and downsizing and we look forward to making your move stress and worry free.

Kind regards

A handwritten signature in black ink that reads "Janice".

Founder and Owner, Elderly Assist Ltd

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# Elderly Assist Ltd

We take the stress out of moving by helping you to downsize, declutter, pack and relocate.

Thinking of moving into a smaller home or retirement village, but daunted by the amount of work involved? Worried about having to part with treasured lifelong possessions? Moving home can be stressful, but it doesn't have to be. At Elderly Assist we can manage the entire moving process, or any part of your move - we can do as little or as much as you need us to.

Elderly Assist doesn't 'take over'. We combine superb organisational skills with values of empathy, honesty and caring. We listen to your wishes, liaise with your family where possible and leave clinical or medical matters to trained professionals. We are your specialist organisers and managers through times of change. We can assist you with:

- ***Downsizing and decluttering.*** This is an essential part of moving into a smaller residence. We're 'the downsizing experts' and can help you streamline and consolidate your possessions.
- ***Preparing your home for sale*** including general house and garden maintenance undertaken by trained professionals. Our interior design consultants will transform the 'look and feel' of your home to maximise its appeal to prospective purchasers.
- ***Assistance with sale of furniture and belongings.*** We'll help you sell anything you no longer need and ensure you receive maximum return. Elderly Assist does not take a commission on the sale of your goods.
- ***Packing, moving and unpacking*** are big tasks regardless of your age or time of life. We use professional movers who we trust to take good care of your belongings . In the unlikely event anything does go wrong, we hold insurance for your possessions.
- ***Assistance with gifting to friends or family*** and making donations to charity. We can help you arrange to gift items to friends or family or to charitable organisations.
- ***Secure short or long storage.*** You may not have decided what to do with your excess furniture or wish to store it for future use by family members. Elderly Assist can pack up and store your items for you.
- ***Assist Lawyers, Powers of Attorney*** and families with estate clearing.

*"My vision for Elderly Assist is to be the preferred supplier to the elderly as they consider moving."*

*Janice Willis*

## *Before your Move*



## *Moving*



## *After your Move*



- *Downsizing and decluttering*

- *Preparing your home for sale*

- *Selling and gifting of 'excess' belongings*

- *Packing*

- *Out of your family home*

- *Into independent living*

- *Into serviced apartment living*

- *Entering a rest home*

- *Unpacking*

- *Arranging your furniture and possessions in your new home as you had planned*

- *Making up your bed and ensuring your clothes are ready for you*

- *Janice's home baking!*



# What Customers say about Elderly Assist

**99% rating from 26 authenticated ratings**

**[www.nocowboys.co.nz](http://www.nocowboys.co.nz)**

**100%** "Janice & her team did a wonderful move for me & were very pleasant all the time it took so much stress of me & my family. I would recommend them to anyone who needs this type of service so good to have things unpacked & put away & the beds made so I could just fall into bed with no worries." - Norris

**100%** "What a thoroughly enjoyable experience! My 88 year old aunt was assisted into a resthome and her house of 20 years packed up, emptied and cleaned in an extremely short space of time. I was dreading this and Janice and her team were amazing. I encourage anyone looking to utilise the services of these wonderful people." - Dave

**100%** "Elderly Assist was recommended to me by our neighbour (a GP) after the sudden unexpected death of our Mum. Dad decided he couldn't stay in the house alone and needed to move into care. Leaving a 4 bedroom house of 40+ years of memories (and plenty of "junk") not to mention a garage of tools and an underneath of the house that had stored anything and everything for "just in case". Janice and her team were invaluable. They knew what was valuable and what was not. Boxes were put aside of items they thought would have sentimental value. In a short space of time the house was decluttered and ready to go on the market. Janice worked closely with the Real Estate agent to ensure the right furnishings were left. Once the house sold items were either sold on behalf, gifted or disposed of. Communication couldn't be faulted - we were kept informed daily initially of what had been done and later by email as things were sold. All was done within the quoted price but saved us so much stress and time. The biggest surprise was once they sold (on behalf) the items of value there was nothing left to pay!" - Katrina

**100%** "I fully recommend 'Elderly Assist' they were amazing. They were excellent in every area, assessing, arranging, organising, packing, sorting and clearing. They have many qualities like; honesty, integrity, kindness, consideration and are hardworking."- Di

**100%** "I used Elderly Assist to help me move house. Janice and her team were professional and efficient and lovely to work with. As a woman on my own I valued the detailed help they could provide in packing up stuff to sell through Trade Me and traders, packing possessions to go with me, taking away rubbish and cleaning the house I was leaving. Also they made a marvellous job of unpacking my stuff at my new residence and nothing was lost. I have no hesitation in recommending them to people contemplating a move. They were very easy to relate to and we had some good laughs."- Joan

**100%** "I was managing the emptying and cleaning of my mother's house remotely and it was a huge relief to find a company which could be relied on to do the work better than I could have done it myself."- Alison

**100%** "Janice and her team were incredibly helpful and efficient with clearing out my late father's house. Everything was organised and actioned promptly and with care. I have no hesitation in recommending Elderly Assist."- Julie

**100%** "Janice's team of mature women made my move into a retirement village a breeze. The professional way in which my delicate china ware and glasses were packed ensured that nothing was broken in transit or in unpacking. When every thing was unpacked these ladies new just where every thing should go. For an elderly male this was a real bonus. I rate Janice and her team top notch and have no hesitation in recomending them to anyone downsizing and moving house. "- Joe

**100%** "great service, reliable, experienced, helpful ,friendly. Took huge load off our shoulders. not cheap but worth the cost to give peace of mind"- Peter

**93%** "They did a great job. I couldn't have managed without them. My parents, especially Mum, having been an organiser and "doer" all her life, did a lot of wanting to interfere, which she is physically no and and some some longer able to do. But that didn't stop her from trying! "- Diane

**100%** "I am very happy with the service you provided and I highly recommend Elderly Assist for anyone needing assistance with moving their elderly relatives from their family homes. Thanks Janice for all your help, you saved our family a lot of time, energy and stress and allowed me to focus on the important task of getting my Dad settled in a retirement village. When the time came to move my Dad from his family home of 50 years, I knew I would need professional assistance. Having previously cleared an estate myself, I knew how much hard work was involved. A real estate Agent recommended Elderly Assist could help with the process. So I phoned Janice, and immediately found her very helpful. Janice has a very good knowledge of the needs of elderly people. She is a passionate, and caring person, who is genuinely concerned for their needs and she has plenty of very good advice. Janice's team are all veryprofessional. They quickly and efficiently cleared my father's house of its contents, whilst remaining in close communication about important items that may be of sentimental value or family importance. I didn't fully appreciate the value of the service until we sold Dads house. Elderly Assist played a key role in the fact that we achieved a sale price far above our expectations. Elderly Assist offers a fantastic service which plays a very important role in our modern community. Well done and keep up the good work!" - Pete

**100%** "Awesome service! An emotional time clearing out mum's life when she agreed to be in a rest h ome - the same home which our father built 63 years ago. I asked for assistance from Janice and her team on the Monday stating that the property needed to be clear that Wednesday midday. Short notice on our b ehalf - though Elderly Assist bent over backwards to help us. All was done and dusted by 2pm and some treasures found too. E nd result - aw esom e" - Faye

**100%** "Elderly Assist have just helped us move into a Retirement Village and WOW. What fun we had. A lot of laughter with a fantastic team of the most professional people, who took out all the stress of the move for us. Being disabled we just sat back and let them do it all. I would thoroughly recommend Elderly Assist to anybody who is moving, and through the positive experience we have had I am spreading the word. Thank you Janice, and please thank all who were involved with helping us. You have a great organisation." - Robin

**100%** "Elderly assist were fabulous - they were so helpful and understanding for us at this time"  
- Nicola

**100%** "Janice and her team are consummate professionals who ensured that Dad's move was as straightforward and painless as possible, at all stages. They are thorough in their communication, and there is immense attention to detail, even to the point where they were making sure Dad has his meals properly. They are not the cheapest service, but I believe that generally you get what you pay for, and in this case you get amazing value for money. Would definitely recommend." - David

**100%** "The girls were extremely helpful. I couldn't have managed without them. I would use them again." - Shirlene & Frank Edkins

**90%** "I was shifting from a 3 bedroom full size house with basement, in which my late wife and I had - lived since 1974, to a 2 room serviced apartment at a retirement village so that I had to drastically reduce the amount of my possessions and stuff accumulated over the time. The Assist team works efficiently in full consultation and sympathetically with the customer to sort out what has to go and in my case managed the whole process of shifting. In addition they arranged disposal of surplus items, with those of higher value going to a well-known auction firm. Although Elderly Assist is not cheap, Janice Willis and her cheerful, accomplished and cooperative team provided excellent service. I can honestly say that I could not have coped without them, especially since my health was not always good at the time and I had a spell in hospital." - Ian

**100%** "I just want to tell you how very impressed I am with your company. Stu, Linda, Sylvia and ? (I'm so sorry I've forgotten the other lady's name) have been hard working, professional, friendly, patient, and so easy going to have around... even in the midst of chaos and turmoil. All the things you hope for when shifting an 89 year old man out of a house he has lived in for 50 years. A huge thank you to you and you staff, as without you I think this would NOT have been the short-term, stress less transition that it has been. It would have been quite the opposite. Linda told me today that on Friday Robin's belongings move into Bruce McLaren's and will be all organised nicely in his apartment... and even his bed will be made. That is so nice." - Vicky

**100%** "We can't thank Janice at Elderly Assist enough for all of her help and support throughout the past few months. During an extremely difficult time Janice's assistance has been invaluable and we highly recommend her and Elderly Assist to anyone who would require her services at any time. Thank you very much Janice" - Marcus

**100%** "Would recommend this business to anyone with elderly parents who are moving. They took all the stress out of a very difficult situation and did an awesome job! Cannot believe how much stuff mum and dad had accumulated over the last 20 years living in their house, it seemed a very daunting task, but within 2 days, thanks to Janice and her crew it was all done to a very high standard. Well done Janice and Linda and everyone else who worked so hard to get the house looking amazing! Thanks so much!" - Alison

**100%** "Janice and the team did a fantastic job of clearing up my fathers house and placing his goods in storage. They had a really good understanding of what was of value and what we may want to keep. It was very easy and only took only an hour or so of my time. The storage is fantastic with a full inventory of what was in each box to allow me to find things as I need. Would recommend them to anyone who needs help packing up a house and clearing an estate." - Matthew Wales

**100%** "On completion of the work I emailed Janice (unsolicited) as follows: "Your service has been absolutely superb. I (and my family) greatly appreciate the helpful and constructive way you and your daughters have handled everything. If there is ever anything I can do to help you and/or your business just let me know." I confirm these comments and also note that Janice has kept in touch after completion of the job to ensure that any loose ends are tied up." - Mike

**100%** "Janice and her very competent team do exactly what they say they will do. Vacating our large and over-filled property was such a major undertaking that I could not have accomplished it without the help of Elderly Assist. Not only did they pack and sort, they arranged for both the sale and disposal of unwanted possessions, organised the movers and even set up our new apartment so we could move in without extra stress. I would certainly recommend them." - Judy

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