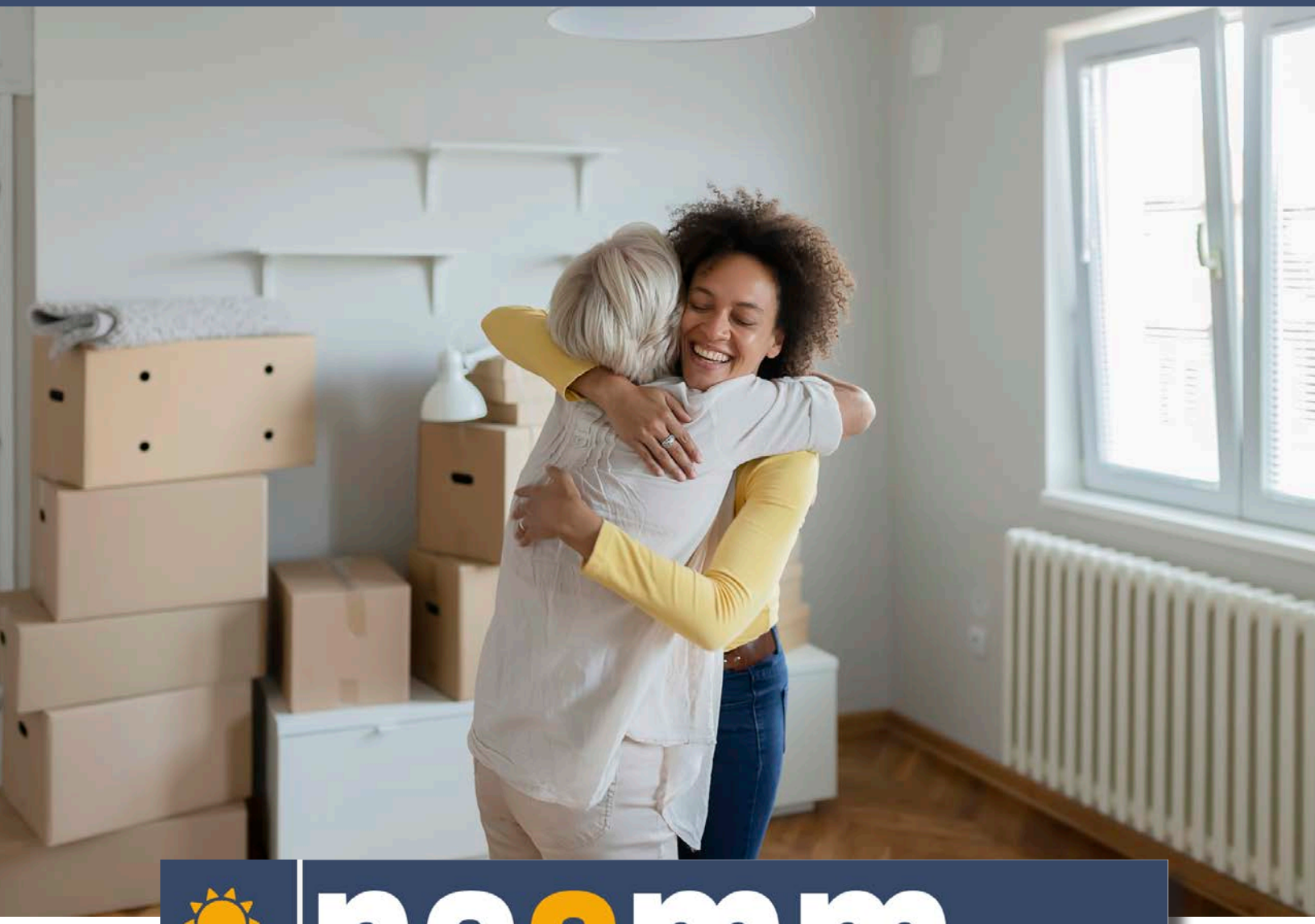

nasmm

organize • downsize • relocate

National Association of Specialty & Senior Move Managers®

It's So Much More Than Moving.

Your Guide to Stress-Free Rightsizing & Relocation

It's so much more than just a move...

Making a move at any age can be difficult and stressful. After 20, 30, or even 40 years in your current home, the process of rightsizing and relocating to a new home is overwhelming. Additionally, situations like divorce, cross-country moves, college student moves, office moves, and home cleanouts are also highly stressful.

NASMM members are highly qualified Specialty & Senior Move Managers who specialize in helping older adults and their families, as well as individuals and businesses, through the daunting process of organizing, downsizing and relocation.

NASMM members understand your move is so much more than just a move. This guide will provide you with tips and checklists to enhance your moving experience.

NASMM

Founded in 2002, the National Association of Speciatly & Senior Move Managers®
is a not-for-profit, professional association dedicated to helping older adults, families, other individuals and businesses with organizing, downsizing and relocating.

NASMM members deliver professional Move Management services with compassion and integrity.

All NASMM Members adhere to the NASMM Code of Ethics and are committed to maximizing the dignity and autonomy of their clients.

NASMM is the only professional association in North America devoted to specialized populations with organization, rightsizing and relocation issues. NASMM members are committed to maximizing the dignity and autonomy of their clients.

National Association of
Specialty & Senior Move Managers
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About Specialty & Senior Move Management®

Senior & Specialty Move Managers assist their clients with the emotional and physical aspects of relocation and/or "staying in place." Senior & Specialty Move Management professionals have backgrounds in gerontology, social work, health care, nursing and psychology. Others come to this industry from the corporate world of project management, technology, accounting or marketing. Senior & Specialty Move Managers® require a profound commitment to connecting with their clients and a desire to perform meaningful work.

Why is Move Management needed now and not twenty years ago?

The numbers tell the story. The U.S. population aged 65 and over will jump nearly 80 percent when the Baby Boom generation retires (from 2010 to 2030).

By 2030, the elderly will account for one-fifth of the total U.S. population. Today, many families are geographically dispersed and adult children are often not able to help with the moving process due to distance, career and family obligations. For family members living far away, the barriers may be geographic. Many clients do not have children, or increasingly, their children are older adults themselves. If illness or death precipitates the move, the family is likely already drained both emotionally and physically. They need help.

Senior & Specialty Move Managers® emerged to fill these gaps and to facilitate the transition for everyone involved. The organizational and physical tasks associated with planning and implementing a complex move can be overwhelming for the entire family. Seek the help of experienced, insured professionals and call a Specialty or Senior Move Manager®.

What are the real benefits of Specialty & Senior Move Management services?

Senior & Specialty Move Managers® have significant expertise in resources and approaches that save money, reduce stress and produce quality results. Personalized, client-centered services are designed to meet the client's needs and preferences.

NASMM members are reviewed for insurance and experience requirements prior to acceptance. Additionally, NASMM requires all new members to take certificate classes in Move Management Ethics and Safety, Understanding the Moving Industry and Move Management Contracts & Liability. These programs, along with NASMM's ongoing educational programs, reflect the NASMM commitment to professionalism and to working with clients who have unique needs.

NASMM members adhere to a Code of Ethics and Standards of Practice; and NASMM members are guided and supported by the NASMM Ethics Compliance Committee (NECC).

One call to a Specialty & Senior Move Manager® can connect you with services you need for a seamless, successful transition of all kinds.

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Hiring a Move Manager

Here are some helpful questions to ask when you are considering hiring a Move Manager.

- Are you a member of the National Association of Specialty & Senior Move Managers® (NASMM)?
- How long have you been providing move management services?
- Have you participated in any formal training?
- Are you fully insured for liability and workers' compensation?
- Do you charge by the hour or by project? (NASMM recommends fees should be provided in writing to the consumer or responsible party prior to providing services.)
- Will you provide a written contract? (NASMM Members are required to use a contract.)
- Can you provide references?
- Do you offer customized floor plans?
- Do you provide organizing, sorting and downsizing services?
- Do you arrange for the profitable disposal of unwanted items through auction, estate sale, buy-out, consignment, donation, or a combination?
- Do you interview, schedule and oversee movers?
- How is the billing arranged for the movers?
- Do you pack or do you hire a moving company to perform the packing? (If the Senior Move Manager indicates they pack, make sure they have the appropriate insurance to cover any damages.)
- Do you completely unpack and set up the new home? (These services include unpacking everything, hanging pictures, draperies, installing electronics, etc.)
- Will you handle the transfer of my utilities, mailing address etc?
- What additional services do you offer? Items to consider include:
    - house cleaning
    - waste removal
    - photo organizing
    - estate sales/auction
    - assisting with selection of a realtor
    - helping prepare the home to be sold

Specialty & Senior Move Managers® have extensive, practical knowledge about the costs, quality and availability of various local community resources.

Additionally, Move Managers frequently assist individuals who choose to stay in their own homes, but simply require expert organizational skills and solid knowledge of "staying in place" concepts to help them achieve their goal of ... not moving anywhere, but improving quality of life!

Ten tips to downsize and 'de-stress' your move!

10. Start Early - End Happy
It's never too early to begin the downsizing process. Begin by focusing on typical problem areas such as the attic, basement, garage, closets, file cabinets.

9. Get Generous
Since you can't take everything you own to your new home, now is the time to make arrangements to "gift" some of your treasures to special people in your life including, and especially family, helpful neighbors, friends, favorite organizations, or a church/ synagogue.

8. Save Your Memories
You may have boxes of old photos from every holiday, vacation and birthday party. What do you do with them? Ask your Move Manager about digitizing your photos and videos in a format easily shared on any device.

7. New Looks for Books
If you own large quantities of books, you need to spend time downsizing your collections. Books occupy lots of space and are heavy to move. Consider donations to libraries or senior centers, or sales to used bookstores. Call on a book dealer for older books with potential value.

6. Use It Up..Don't Move It Out
Take an inventory of your canned goods, frozen foods, and paper products. Plan to use as many of these products as you can before moving. If you simply have too many of these items, think about passing them on to a local food pantry. Check to see if the Move Manager you hire participates in NASMM's Move For Hunger Initiative.

5. Recycle the Toxins
Take time to put together a box or two of houshold, yard, and automotive cleaning products, as well as paint, that are considered hazardous. Visit Earth911.org for more information on hazardous collection in your area.

4. Don't Lose Touch
Create a list of people, places, and utilities/services that need to be notified of your upcoming change in address.

3. Space Plan Ahead
Most Move Managers can provide you with a customized floor plan of your new residence. A floor plan will help you determine the pieces of furniture that will fit in your new home, and the best location of each. Knowing which pieces will fit in your new space will help you in your rightsizing process.

2. Pack a Survival Bag
Put together a survival bag for move day. It might include personal needs (medications, eyeglasses, toiletries, change of clothes, important papers, etc); kitchen needs (snacks, drinks, folding chair, disposable cups plates); basic tools (hammer, screwdriver, flashlight, tape, etc.); cleaning supplies (sponge, roll of paper towels, soap, etc.); and payment for mover – be sure you know which form of payment they accept.

1. Ask For Help
Don't be too shy to ask for help. Moving is not easy and you shouldn't do it all yourself. But don't wait until the last minute to ask for help. Some of these downsizing steps require weeks to months to accomplish. The best place to find help is through the National Association of Specialty & Senior Move Managers® (www.nasmm.org).

nextavenue®
where grown-ups keep growing

When Pat Curry of Augusta, Ga., helped her parents move from Florida to Georgia five years ago, she faced a daunting task. "They had lived in the same house since 1964," says Curry, now 55. Her father has since died, but Curry's mother recently broke her hip, has had mini strokes and is showing signs of dementia. Curry anticipates having to move her to an assisted living facility and this time she's planning to hire a Senior Move Manager.

If you'll need to help your elderly parents move soon, bringing on this kind of a pro can be a huge time saver and stress reliever. "Think of a senior move manager like a project manager or a general contractor," says Mary Kay Buysse, ExecutiveDirector of the National Association of Senior Move Managers® (NASMM) in Hinsdale, Ill. "If you were putting an addition on your house, you would hire a general contractor to oversee the project. He might be a carpenter himself, but he's the guy who gets and oversees the electrician, the plumber, and others."

The New York Times

Senior Move Managers® specialize in the issues that comes with downsizing, including donating and selling items and hiring movers. In New York, these managers maneuver through the oftenstringent moving and trash-disposal rules adopted by co-ops and condominium buildings. They also deal with out-oftown family members who may want items sent to them. They pack and unpack; they call the cable company. Most also help with decluttering and organizing the homes of seniors who wish to stay put.

Move managers also have a long list of contacts for specific tasks, Ms. Buysse said. For example, a good move manager will know not to call a top-tier auctioneer for something worth a few thousand dollars, and know which estate liquidators or junk haulers work well with seniors. Move managers can also step in when adult children don't live near their parents or don't have time to help sort through belongings.

Judith Kahn, who owns Judith Moves You, a Manhattan company that specializes in senior moves, said most seniors can handle an organizational task for only about three hours a day, which can frustrate adult children who have flown in for the weekend and want to get things done quickly.

"Kids often have a different idea of how their parents should move, so it's better if a move manager can be that understanding, neutral person," Ms. Kahn said. Move managers can be found online. Many are referred by real estate agents, estate lawyers, geriatric care managers and staff at senior living facilities. Some people hire move managers to help make it easier to stay in their apartments.

Many, however, don't call move managers until the situation is dire. Fran O'Brien, 52, found herself in such a jam when her mother's health rapidly deteriorated. By early this year, it was clear that her mother, Astrid O'Brien, needed round-the-clock care, and her parents would have to leave their home of 54 years in Riverdale, the Bronx.

"It is truly a frightful prospect to suddenly have to determine what you want to keep," said Robert O'Brien, Fran O'Brien's father. "I became anxious because I knew I couldn't do this alone."

THE BALTIMORE SUN

Senior Move Managers® specialize in navigating issues of downsizing. These include culling, selling and donating items; creating a floor plan, packing, unpacking and dealing with condo rules for moving. They can photograph contents of cabinets to re-create the placement of clients' items, listen to back stories about belongings and, working with movers, have the new digs unpacked by the end of moving day. They are a neutral third party.
How many people specialize in this isn't clear. The National Association of Senior Move Managers® formed with 22 companies in 2002 and now has about 1,000 members.

The Atlanta Journal-Constitution

Senior movers help with issues that come with downsizing, including selling and donating items, as well as deciding what to keep and what to purge. They can help seniors select their favorite things – such selecting a handful of homemade cards and drawings from their children and tossing the rest, or deciding to keeping the teacup and saucer from grandma, but donating the rest of the set.

Senior movers can also help digitize photographs and other memorabilia, and put photos into a photo book. And senior move managers also help when adult children don't live near their parents or don't have time to help sort through belongings.
Mary Kay Buysse, the executive director of the non-profit National Association of Senior Move Managers® (NASMM) said membership has grown from about 20 in 2002 to more than 1,000 members today.

Buysse said the rising demand stems from the growing aging population. The U.S. Census Bureau estimates that more than 20 percent of Georgia's populationwill be 60 and older by the year 2030, an increase of nearly 34 percent from 2012. Much like the wedding planning industry of a generation ago, Buysse said senior move management has emerged from a little-known role to a trusted resource for thoughtful planning of a major life-changing event. She said adult children, while well-intentioned, may not have the time or expertise to help their parents downsize. And through NASMM, move managers can also coordinate a move from one city to another, working with move managers in other states.

Chicago Tribune

The soaring aging population is fueling a rapidly growing industry that helps older Americans organize, downsize and move to a new home. Jennifer Pickett, associate executive director of the National Association of Senior Move Managers®, said demand for their members' services is increasing.

"This is the first demographic that has routinely outsourcedyard service, snow removal, taking laundry to the cleaners and not solely relying on family members to do this.

Hiring a senior move manager is not outside their wheelhouse," said Pickett. "When you are 75 and you have a 45- or 50-year-old son or daughter, they may have a 15- or 16-year-old child. They are busy with their weekends and their children. It's very difficult for them to take the time to effectively handle this type of transition."

Culling through a lifetime of possessions can be emotionally and physically wrenching for elderly homeowners. If family members overseeing a move are shorton time or empathy, that can make matters worse.

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where grown-ups keep growing

…If you're lucky enough to still have one or more parents or stepparents alive, it would be wise to start figuring out what you'll do with their furniture, china, crystal, flatware, jewelry, artwork and tchotchkes when the mournful time comes. (I wish I had. My sister and I, forced to act quickly to avoid owing an extra months' rent on dad's apartment, hired a hauler to cart away nearly everything we didn't want or wouldn't be donating, some of which he said he'd give to charity.)

Many boomers and Gen X'ers charged with disposing the family heirlooms, it seems, are unprepared for the reality and unwilling to face it.

"It's the biggest challenge our members have and it's gettingworse," says Mary Kay Buysse, Executive Director of the National Association of Senior Move Managers® (NASMM).

NBC

"Today people can go to Target, Ikea, and even Walmart and outfit an entire apartment," said MaryKay Buysse, Executive Director of the National Association of Senior Move Managers®. And we're gradually living more minimally, with many of us, particularly millennials, not even buying homes let alone furnishing them for the long haul. "People just want to travel lighter now," said Buysse. "Boomers are downsizing and they don't want their mom's stuff — and millennials, who aren't even buying houses and are dealing with student loan debt - don't want their grandma's stuff."

Because it's so much more than moving.

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