

LET'S GO MOVE

P R O G R A M

Planning the Move: What Do I Do With My Things? Virtual Downsizing Panel Event

Frequently Asked Questions

The following information is a sampling of questions that the event speakers have found to be most prevalent and relevant to downsizing.

All content was provided directly from the panelists.
Should you have additional questions, please reach out directly.

Kathy Campbell
Owner &
Senior Move Manager
Labor of Love
301-717-4604
sendtokathy@gmail.com
www.laboroflove.me

Bette Williams
Client Experience Manager
WayForth
(formerly TAD Relocation
and Let's Move)
301-335-9858
bette.williams@wayforth.com
www.wayforth.com

Erin Martinko
Managing Director
Wise Moves
301-706-3570
emartinko@wisemoves.net
www.wisemoves.net

This document should not be deemed a referral of any particular vendor. The Village at Rockville cannot guarantee the quality of a vendors' products or services and shall not be responsible for damages of any nature resulting from the use of or reliance upon a chosen vendor. Information is deemed reliable, but not guaranteed.



Top Frequently Asked Questions – Provided by: Bette Williams, Way Forth

When should I start downsizing?

It is never too early to start sorting and downsizing. FIRST---create a floor plan! A good floor plan is essential to a successful move, and developing one should be a top priority as you prepare to downsize. The floor plan will be your “roadmap,” guiding you as you determine what to take and what to leave behind. To live safely and comfortably, you need to plan realistically for the actual space you will have in your new home. Once you have an apartment or house in mind the first step will be to get a “to scale” floor plan from your new community. When designing your space check to make sure the plan and the pieces of furniture are to scale with each other. You will also want to compare the actual space with the plan provided. Occasionally there can be slight variations from the plan provided and your actual unit.

Provided by: Bette Williams, Way Forth

Where do I start?

Make the biggest decisions first. Go room-by-room and decide which items are used on a daily basis (i.e. sofa, entertainment center, dining room table, china hutch, grandfather clock) and repeat throughout the home.

Provided by: Bette Williams, Way Forth

How do I start sorting through “things” I do not want?

Create four staging areas for items. Label staging area as:

- 1) Family or friends
- 2) Donation to charitable organization
- 3) Sell
- 4) Trash

When you move through the house and make decisions, touch the item once and place in the staging area that corresponds to the new home for that item. Items that do not fit into these four categories will require more work. At some point, you will have to decide by asking tough questions. Do I love it? Does it give me joy? Is there space for it? Do I use it? If the answer to all of these questions is NO, then now is the time to let it go. Do not spend time and money packing items that will not be used and that there is no room for.

Provided by: Bette Williams, Way Forth

What if I love it and find joy in having it with me?

Maybe it can be repurposed. Perhaps it is a large buffet that has been in the family for many years and was used to store linens for a large dining room table that is not going to the new home. Think about using that buffet for a TV stand, or to store blankets or out of season décor.

Provided by: Bette Williams, Way Forth

How do I tackle downsizing clothes?

Closets become very valuable real estate in smaller living spaces. Ask yourself - does it fit? Do I love it? Is it in style? If any of these answers is NO, it may be time to re-evaluate it as a part of your wardrobe.

Provided by: Bette Williams, Way Forth

Where do I start with the kitchen?

Start by having a good understanding of how you will be using your new community's amenities. How often will you cook and for how many will you cook for? Only bring the amount of items you will actually use – do you really need multiple pots? How many settings will you use? Think about everyday life and plan accordingly.

Provided by: Bette Williams, Way Forth

I have a paper problem. What do I do with my files?

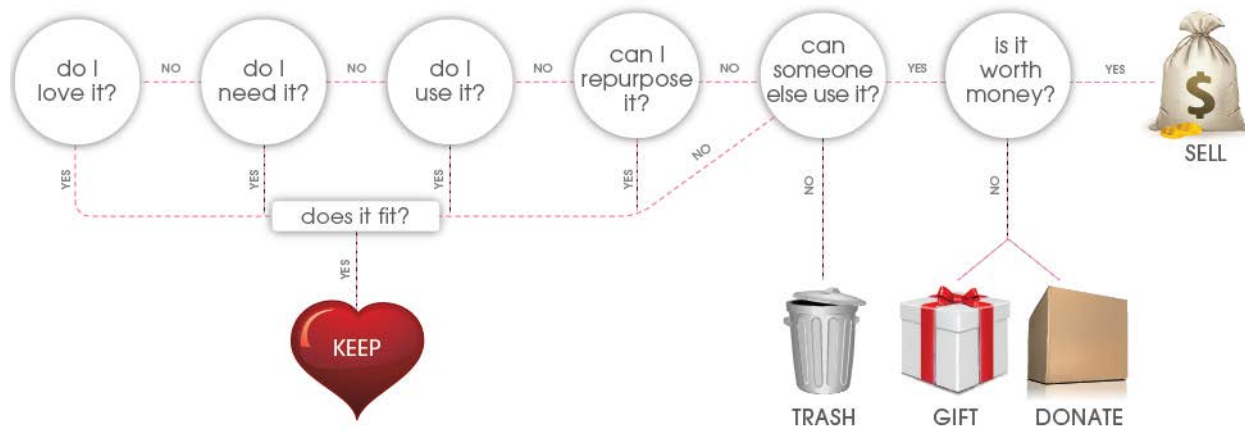
There are some documents you do need to keep, but many you can shred or just move to secure online viewing. Visit this useful website to help you easily navigate the ins and outs of document requirements.

<https://www.consumerreports.org/taxes/how-long-to-keep-tax-documents/>

Provided by: Bette Williams, Way Forth

If I decide I do not want to bring it with me, what should I do with it?
 Here is a fantastic diagram/checklist that we use to help make these important decisions.

got stuff?



daily rightsizing

When you're ready to get organized a great way to start is by focusing on "types" of items rather than specific "areas". For example, you may work on your collection of socks or coats ("type") rather than a closet or drawer (an "area"). This method is manageable and tends not to be as overwhelming. By pulling out and looking at all of your socks, you can better judge what you really need to keep and what you can safely let go of.

Prior to starting be sure to stock up on trash bags and set up a box for "Donations" and "Items to Gift". Once the boxes are full load them in your car and deliver to their new home. Replace and repeat!

HERE'S A LIST OF THINGS TO GET YOU STARTED ON YOUR PATH TO BECOMING "RIGHTSIZED":

- Abandoned Craft Projects, Craft Supplies
- Books
- Candles
- Catalogs
- Cleaning Supplies
- Cooking Utensils and Bakeware
- Computer Software, Floppy Discs
- Costume Jewelry
- Coupons
- Dead Batteries
- Dead Plants, Bulbs, Seeds, Pots
- Duplicate Photos
- Electronics
- Expired OTC Medicine, Vitamins
- Extra Buttons
- Eyeglasses
- Food/Canned Goods
- Greeting Cards
- Hangers
- Hats, Gloves, Scarves
- Holiday Decor
- Keys
- Kids Artwork
- Kitchen Gadgets and Appliances
- Knick-Knacks and Excess Décor
- Linens, Towels, Blankets
- Lotions, Perfumes
- Magazines
- Mail
- Make-Up, Toiletries
- Mugs
- Newspapers
- Old Address Labels
- Old Bills, Tax Returns (over 7 years)
- Old Credit Card & Bank Statements
- Old Pillows
- Old Receipts
- Paint
- Partially Used Notebooks
- Past Calendars
- Pens, Pencils, Markers, Crayons
- Pet Paraphernalia
- Purses
- Recipes
- Separated Socks
- Serving/Entertaining Pieces
- Shoes, Belts
- Socks, Pantyhose
- Spices
- Take-Out Restaurant Menus
- Tools
- Toys, Games, Puzzles, Cards
- Travel Samples
- Travel Brochures, Maps
- Tupperware, Plasticware
- Unneeded Business Cards
- Unused/Expired Prescriptions
- Vases, Dried Flowers
- VHS Videos, DVD's, CD's, Cassettes

Provided by: Bette Williams, Way Forth

Who can help me with these downsizing tasks?

Your move manager is well equipped to help you with as much or as little help you need. If you haven't reached out, at least starting the conversation now is important. We provide complimentary consultations – from there you can evaluate your needs so you can form a timely plan. We're here for you!

Provided by: Bette Williams, Way Forth

Top Frequently Asked Questions – Provided by: Kathy Campbell, Labor of Love

What is the difference between Labor of Love and a professional moving company?

We are extremely detail-oriented in how we pack and organize your items prior to move day. We take pictures of item placements throughout your home prior to packing, if you want decorative items to remain exactly the same in your new home, we can easily emulate your previous home by referring to our pictures. We pack in an organized manner so that your belongings unpack into a new or original space with ease and organization.

Provided by: Kathy Campbell, Labor of Love

How do we move you?

We make ALL arrangements prior to your move, we call your new property and reserve the elevator and loading dock if necessary. Inform you when the utilities need to be disconnected in the old home and when to connect your utilities when you take possession your new home. Labor of Love will make moving arrangements with a professional mover to transport your belongings. We will bring all packing supplies, pack, unpack and organize your new home. All trash and recycling accrued during the move process will be disposed of by Labor of Love.

Provided by: Kathy Campbell, Labor of Love

How do I know how much to take?

When we meet for the first time we discuss what items in your current home are to be moved to your new home and label them with a colored sticker. Following our walkthrough, Labor of Love will take measurements of all furniture being taken and then we will create a floor plan for the new home with your guidance.

Provided by: Kathy Campbell, Labor of Love

What do I do with everything I don't want?

This is always a leading question when someone is moving! We do everything we can to keep used belongings out of the landfill. Our first suggestion is to ask family (we can pack and ship items for those out of town), second is to donate (if in good shape, we will get it there for you) and third you can try to sell it online through Facebook Marketplace or Craigslist. We will guide and help you through this process, but do not manage it. If the home has enough to sell we would consider doing an estate sale for you.

Provided by: Kathy Campbell, Labor of Love

How long will it take me to move?

We will initially meet for a complimentary consult, at this time we discuss your desired timeline of events. We can move your essentials initially in a few days or less, if you have a full house to clean out, pack and move it will be best determined at the consult. Labor of Love is full of creative resources to manage a smooth transition.

Provided by: Kathy Campbell, Labor of Love

Do I have to participate in the moving process?

Once the complimentary consult is complete, Labor of Love will handle absolutely everything up to the hanging of the last picture in your new home. We are always one call away and happy to work through post move adjustments as well.

Provided by: Kathy Campbell, Labor of Love

Can you move things to multiple places if I want to store some belongings?

Yes, initially we give each box and /or item a color coded tab/tape to indicate its destination. We pack everything and create an itemized list for each numbered box going to that specific destination. Our mover will load the moving truck accordingly for each specific stop on moving day. If some items need to be shipped across the country etc., we will make the arrangements to get an estimate and put together a plan for your approval.

Provided by: Kathy Campbell, Labor of Love

What happens on the actual move day?

Labor of Love will be present during the entire move for or with you. As the movers unload your belongings we will give them directives while unpacking all boxes so that your home is move-in ready!

Provided by: Kathy Campbell, Labor of Love

What documents do I need to save?

It is a great idea to make a physical key of all account names, numbers and passwords prior to moving so that the majority of your paper bills can be taken care of online. If that is not something you would like to do, then we would be happy to sit down with you to create a personalized plan that works for you.

In a small file cabinet keep: the most current bill in a file (for monthly bills)

Keep Forever: seven most recent years of income taxes, life insurance policies, marriage license, divorce decree, birth certificate, pension plans, social security cards, ID card, passports, living wills, power of attorney, adoption papers, death certificates, record of paid mortgages, house deed, vehicle titles, and loan documents

Provided by: Kathy Campbell, Labor of Love

What do I do with old laptops and personal information that I no longer need?

Upon your approval, we will take it to be safely shred or destroyed for you by a trusted third-party vendor.

Provided by: Kathy Campbell, Labor of Love

Top Frequently Asked Questions – Provided by: Erin Martinko, Wise Moves

Why should I consider hiring a senior move manager?

Senior move managers support clients and their families with the emotional and physical aspects of a major transition, therefore reducing the stress associated with a major move.

Provided by: Erin Martinko, Wise Moves

What exactly does a senior move manager do?

Senior move managers are experts in logistics. They can provide a comprehensive customized plan for your move designed for your situation. They typically provide the following services and resources:

- Floor plans
- Decluttering and preparation of the home for market
- Home staging
- Downsizing and sorting through household belongings
- Strategic packing for the move
- Coordinating and supervising movers

- Reserving freight elevators and loading docks
- Unpacking and home set-up
- Arranging for shipments to multiple destinations
- Donation resources
- Bulk donation and trash removal
- Liquidation and estate sale options
- Additional resources such as cleaning, document shredding and shopping for organizing solutions

Provided by: Erin Martinko, Wise Moves

What does a typical session of downsizing and decluttering look like?

The biggest mistake when moving, both financially and emotionally, is not sorting through your belongings and deciding to just move everything. There is nothing more stressful than bringing too many belongings and not having room for everything. Moving is such a great opportunity to bring only items that you love or are useful. The upfront work of sorting is worth it.

People often have trouble understanding what sorting with a senior move manager is like. While each company may work a little differently, a sorting day may typically be anywhere from four to 6 hours depending on the client's availability and stamina. A project manager or team leader is usually designated as the person guiding the client through a supportive decision-making process while tagging items for other team members to pack or categorize. Typically, sorting is approached one area or room at a time.

Provided by: Erin Martinko, Wise Moves

How do senior move management companies structure their fees?

Typically, the first step in pricing is a free consultation to strategize and develop a customized approach to meet the client's needs. Most companies offer a menu of services and pricing plans from which to choose. A written estimate should be provided based on the scope of work requested.

Most companies charge on an hourly basis per person; however, some companies do offer package pricing, which is typically based on a number of hours. There may be additional management and/or travel fees. Often companies provide, deliver and charge for packing materials. Some companies have their own moving trucks, while others work with trusted partners in the moving industry.

Provided by: Erin Martinko, Wise Moves

In addition to senior move management fees, what other expenses may I incur with a move like mine?

- Deposits and entry fees to a new community
- Prepping your home for the market with needed repairs or improvements
- Real estate fees
- Home staging
- Interior design
- New furniture, window treatments, closet customization
- Bulk trash removal
- Elevator and loading dock fees
- Moving van line charges including handling of specialty items like fine art, chandeliers, grandfather clocks, pianos and sculptures etc...
- Cash for tipping movers
- Shipping costs
- Storage fees where necessary for delayed delivery or staging needs
- Secure document shredding
- Professional house cleaning

Provided by: Erin Martinko, Wise Moves

What can I do myself or with the help of family?

First, be realistic about the help and expertise your family can provide. Many family members are dealing with competing demands and geographical distances. It can be quite a challenge and for families to work together to sort through a long-time family home. It's easy to get distracted and hard to focus when going through all those memories. Senior move managers are used to working alongside well intentioned family members and can keep the process on track. When clients ask us how they can get started on their own we recommend the following:

- Notify family members about items you would like to offer them. They may or may not want the items.
- Begin sorting papers, books and clothing. These three categories are quite personal and can be time consuming to get through.
- Deal with hazardous household materials by taking them to the dump or transfer station for proper disposal.
- Schedule free trash pickups through the county.
 - Each Montgomery County household is entitled to five free pickups a year.
 - Arrangements can be made online at www2.montgomerycountymd.gov.
- Coordinate donation pickups.

Provided by: Erin Martinko, Wise Moves

My family does not want my belongings. What do I do with everything I'm not taking with me?

It is not uncommon for family members to want very little of your belongings. You are not alone. Times have changed, tastes have changed, and people have changed. Many younger people are interested in the Pottery Barn or Crate & Barrel look. If your items are more traditional, they are generally not as desirable to the younger generations. Your adult children may already have a house full of their own things and may not need or want to bring in more. They are overwhelmed with their own things. Items that are left usually fall into three categories:

- Sell
- Donation
- Trash

As senior move managers, we have the knowledge and resources to help you make decisions about the appropriate disposition of the remaining contents of your home.

Provided by: Erin Martinko, Wise Moves

Should I have an estate sale?

The answer to this depends on many factors. Your personal preferences and timeline plus the value and volume of your belongings all are considerations. A senior move manager can help you determine if an estate sale or other method of liquidation is right for you.

Provided by: Erin Martinko, Wise Moves

What is NASMM and is it important that I hire a member of NASMM?

NASMM is the National Association of Senior Move Managers. The NASMM website states, "NASMM companies are part of a professional, global community of over 1000 senior move management organizations. NASMM members specialize in helping older adults and their families with the daunting process of downsizing and moving to a new residence. NASMM members are experienced professionals, bound by a pledge of integrity, committed to safety and ethics, and dedicated to continuing professional development...NASMM A+ Accreditation represents the highest level of professional achievement that can be awarded a senior move management company, and demonstrates the organization's substantial conformance to NASMM standards."

Provided by: Erin Martinko, Wise Moves

What are the top five tips on planning a transition?

- Start early and do a little sorting at a time. Having success in one small area will motivate you to continue to more complicated areas.
- Establish a timeline working backward from your move.
- Build a team of professionals to reduce stress. Team members could include a realtor, senior move manager, interior designer, handy man, family members willing to help and the transition team from the community to which you are moving.
- Don't skip the floor plan. This is your road map. Once you know what you are taking with you, you can begin to envision your new place and plan for your future. Your floor plan will serve to inform many of your decisions about what to keep and what to leave behind.
- Leave the packing, unpacking and physical labor to the professionals. Decision making is your most important role.

Provided by: Erin Martinko, Wise Moves