

Frequently Ask Questions:

1. What is a Senior Move Manager?

A Senior Move Manager is a professional who specializes in assisting older adults and their families with the *emotional and physical* aspects of relocation.

Although *many* have backgrounds in social work health care, nursing, gerontology and psychology, *all* share a commitment to working with seniors and a desire to do meaningful work.

Senior Move Managers have extensive knowledge about the costs, quality and availability of community resources.

Because they focus exclusively on the move process, Senior Move Managers have significant expertise in the resources and approaches that save money, reduce stress and produce quality results

2. Why are Senior Move Management Services needed?

Because most older adults making a transition have not moved in 30, 40 or 50 years, they need to downsize considerably. Many, if not most, typically find themselves overwhelmed by the process and/or not physically able to do it.

Even though family and friends want to help, they often have *geographic, demographic or psychographic barriers* such as:

- ▶ Live too far away
- ▶ Sandwiched between the needs of aging parents & children
- ▶ Juggling conflicting demands of careers, home and family
- ▶ Physically unable to help because they're older themselves
- ▶ Emotionally drained due to illness or death

As a result, the Senior Move Management Service Sector has emerged to fill these gaps, and to make the moving and adjustment process easier for everyone involved.

3. What do Senior Move Managers do?

Although *specific services vary by provider*, most Senior Move Managers can help with some or all of the following:

- ▶ Develop & Coordinate Move Plan
- ▶ Organize & Sort for Downsizing
- ▶ Create Customized Floor Plan
- ▶ Interview, Schedule, Supervise Movers
- ▶ Professionally Pack & Unpack
- ▶ Set-Up & Decorate New Residence
- ▶ Make it Safe & Accessible
- ▶ Shop & Purchase Furniture & Household Goods
- ▶ Change Utility Services (at old & new residences)

- ▶ Handle Shipping & Storage of Non-Move Items
- ▶ Arrange Profitable Disposal of Unwanted Items (auction, estate sales, buy-outs, consignment, donation, etc.)
- ▶ Stage Current Residence to Appeal to Buyers
- ▶ Clear & Clean Former Residence
- ▶ Miscellaneous Move-Related Personal Services

SEGUES provides all of these services and more.

As a full service, family owned, senior move management company, SEGUES customizes and individualizes its services to do *as little or as much as a client wants and needs* to make a “smooth move and easy transition” from Point A to point B.

When SEGUES’ Specialists finish up on move-in day, the new residence will have the look and feel of “Home Sweet Home” because their friendly and efficient team:

- ▶ Hung Mirrors & Pictures
- ▶ Decoratively Arranged Artifacts
- ▶ Made the Beds
- ▶ Set the Clocks
- ▶ Connected the TV, VCR, DVD to Cable
- ▶ Set Up Computer & Printer
- ▶ Polished the Furniture
- ▶ Made Everything Look Great

As a full service, family owned, senior move management company, **SEGUES customizes and individualizes its services to do *as little or as much as a client wants and needs*** to make a “smooth move and easy transition” from Point A to point B. No job is too big or too small for SEGUES Senior Move Specialists.

4. Who uses Senior Move Managers?

Senior Move Managers are contracted by various sources:

- ▶ The Older Adults Themselves
- ▶ Family Members
- ▶ Banks & Trust Officers
- ▶ Geriatric Care Managers
- ▶ Attorneys
- ▶ Social Service Providers
- ▶ Senior Housing Communities
- ▶ Physicians
- ▶ Allied Health Personnel
- ▶ Physicians & Allied Health Personnel

- ▶ Realtors

5. What do Senior Move Management Services Cost?

The charges for Senior Move Management Services *vary by provider, geographic market and services rendered.*

Most charge by the hour. Nationally rates range from \$40-\$125 per hour, with typical jobs ranging from 1,000-\$5,000.

SEGUES' rates are on the lower end of the scale.

Jobs typically range between \$1,500-\$3,000 *plus* the cost of the moving company.

SEGUES also provides **free boxes & packing materials** (if returned) and applies **no mark-ups** on other vendor services that are arranged on behalf of clients.

6. What Questions should I ask Senior Move Managers?

- ▶ What *specific* senior move service do you provide?
- ▶ What do you charge for the services that you provide?
- ▶ Do you add mark-ups to other services that you arrange?
- ▶ Do you add mark-ups to services provided by others that you arrange for clients?
- ▶ Do you provide written estimates and contracts?
- ▶ How long have you been providing senior move management services?
- ▶ Are you a member of the National Association of Senior Move Managers?
- ▶ What are your other professional credentials?
- ▶ Are you fully insured for liability and workers compensation?
- ▶ Can you provide me with references?