

# MOVING DAY

## choosing the right senior move management company



**Senior Move** Management Companies were created as a resource for seniors and their families to assist them in all aspects of the move transition. As this is a relatively new industry, there are few regulations to protect the senior from hiring a company that is not qualified to handle their transition in a professional and cost efficient manner. Anyone who has moved someone, can claim they are a senior move manager. Here are the Do's and Don'ts when interviewing a company,

### The Don'ts

- 1** Do not pay for a consultation. If the company is not willing to meet with you at no cost to introduce themselves and their services do not see them.
- 2** Do not take a verbal estimate on the phone or in person. If the company is not willing to take the time to meet with you and put together a detailed estimate of services, hours and costs do not sign with them.
- 3** Do not take a ball park estimate or a flat rate. A professional will be able to assess the job and give you a legitimate estimate with no surprise costs at the end of the job.
- 4** Do not go straight to the bottom line. Bottom lines can be deceiving. Make sure you understand the services,

what's included in the service, the number of hours to complete the job and any extra costs. Minimal hours will end up extending to what the estimate should have been initially. You will pay in the end.

- 5** Do not allow a consultant to begin the job on the initial consultation. This is the interviewing process, not the beginning of the job.
- 6** Do not initial pages on the estimate. Your signature or your deposit is your confirmation to the consultant that you are giving them the go ahead.

### The Do's

When meeting the consultant ask yourself these questions.

How are they dressed? Do they look like a senior move manager or are they dressed to begin the job? Are they polite? Do they ask you what you want or do they do the talking? How do they act in your home?

Remember, the consultant is the front-line for the company. If they present poorly and have little interest in listening to your story, it's a pretty good sign you won't be happy with their service. ■

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