

CONSUMERS AWARENESS GUIDE TO HOARDING CLEANUP

The **Hoarding Cleanup industry** is one of the few industries that is not regulated, and also has a very low barrier to entry in that anyone can call themselves a "professional" without any basis for that claim. Yet these are people who come into your home can be dangerous if you do not have the knowledge of how to use them properly, and more importantly do not have the right equipment to clean up properly. You run the risk of having items dumped illegally, lawsuits, and partially completed jobs.

The hoarding clean out business requires more experience, skill, and certifications than most people realize. You will want to ensure that you are choosing a reputable business that is fully licensed, bonded and insured. Often times a company may be hired to cleanup a hoarder home, only to quit and leave the job unfinished. Frustration may set in when they lose patience with the hoarder since they may have a clear understanding of the hoarding disorder. An experienced company has patience and does not rush the process.

The "great" hoarding cleanup companies work hard to distinguish themselves apart from the fly-by-night companies who use unsafe cleaning practices, hard-sell tactics, and sometimes have very unsavory employees.

A true Hoarding Cleanup professional can evaluate your particular needs, and with the right team, proper knowledge, experience and equipment can fulfill those needs for you and your family.

The question now is how to find that "right" professional ... and we have the information to help you do just that.

The following is a summary on how to choose the right professional **Hoarding Cleanup Company**. It covers some of the common mistakes made by consumers in choosing a Hoarding Cleanup company, and also the four steps you can take to help you in choosing a true "professional."

We hope you find the information valuable, and if you have any questions please email us info@cluttertrucker.com

4 MISTAKES TO AVOID

MISTAKE #1: Choosing a Hoarding Cleanup Company based on low price.

Low price can be the bait that attracts your phone call. But once the sales rep gets into your home, he pressures you into a much more expensive job. They offer a cheap price and then, once they're in your home, they pressure you into buying "add-ons." It's as if you were buying a car and found that the dealer was charging you extra for the tires and steering wheel.

MISTAKE #2: Choosing a Hoarding Cleanup company based on a single telephone call.

Instead, invite the person to your home and ask for a specific written quote. Then you'll know exactly what the Hoarding Cleanup Company recommends. It is impossible to understand the hoarding situation until the company can see the space and meet all of the people involved. An accurate estimate should be clear and easy to understand. Hoarding is complex, but the pricing should not be complex. A company that uses a set daily rate is likely benefiting the company more than the client. Often times there are additional charges for supplies, labor and dump fees.

MISTAKE #3: Choosing a Hoarding Cleanup Company that doesn't offer a money-back guarantee.

In our view, every Hoarding Cleanup company should be fully accountable for its work. And if you aren't pleased with the job in every way, you shouldn't have to pay for it. Period. Not all Hoarding Cleanup companies offer a guarantee." Ask the Hoarding Cleanup company if he offers a money-back guarantee and then make sure the Hoarding Cleanup Company includes the guarantee on the written quotation.

MISTAKE #4: Choosing a Hoarding Cleanup Company without getting testimonials from past clients.

Any Hoarding Cleanup company can say anything about their past jobs. And, sadly, some of what they say may not be true. Make sure you ask for references or read comments from current customers so you can depend on the Hoarding Cleanup company and their work.

4 STEPS TO A FRESH, CLEAN, HEALTHY HOME

If you're thinking about getting a quote from a Hoarding Cleanup Company, we encourage you to follow these four steps:

STEP #1: Focus On Safety. You have made the first steps to seek out professional help. Just remember the accumulation did not occur overnight and so it is likely not going to disappear overnight. It is a process. If you are ready to make the first steps to create a safe and healthy living environment, just commit to the process. Break down an overwhelmingly large process into smaller, more manageable tasks. A company should not come in with their own agenda to determine what items to keep and/or get rid of. Knowledge of code regulations and environmental health is a must.

STEP #2: List your objectives.

Is the health of your indoor environment highest on your list? Write out your objective and goals. Do you want to work with an honest, reputable company — or are you willing to risk working with the company that offers you the lowest price — knowing that the company might not be in business tomorrow or properly trained and insured and might not be safe to let into your home?

STEP #3: Ask questions.

The way you learn about a company is to ask specific questions and listen carefully to the answers. Here are eight tough questions to ask a Hoarding Cleanup company before you start the process.

1. What training do your employees have to deal with hoarding?
2. Can you give me a written quote/contract?
3. How does your team handle emotional challenges and objections for the client.
4. Do you charge for the initial consultation?
5. How many people do you send out?
6. What type of insurance do you have?

STEP #4: Once you're satisfied that you're working with an honest, competent professional, invite him to your home and ask for a specific quotation in writing. A written quotation gives you the assurance that you know exactly what your job will cost — no surprises.

The purpose behind these steps is to empower you with the information you need to make a wise decision in choosing a Hoarding Cleanup professional. The proper care in your home (and all coverings in your home for that matter) is essential to creating a healthy indoor environment for you and your family, and this decision should never be taken lightly. These guidelines will help you to locate an ethical and excellent Hoarding Cleanup company in your town.

What to Expect from a Hoarding Cleanup Company

Knowing what questions to ask is essential in avoiding problems. **Here's what they say you should expect:**

- **No hidden costs.** Expect itemized costs for services and firm prices before technicians begin each portion of the work sold. Consumers should never feel pressured to accept anything more than the services they request.
 - **Customer satisfaction.** Cleaning firms should offer workmanship guarantees in writing.
 - **Proper licensing and insurance.** Make sure they have a valid business license, general liability and auto insurance, workers compensation to protect all of their employees, a bond and are OSHA compliant with background checks for all employees.
 - **Customized services with options to meet your specific needs.** Their services offered should include:
 - A method for removing clutter (dumpster, dump trucks, bagster, etc)
 - Cleaning and/or organizing services
 - Offering a customized plan unique to your situation
 - **Mental Health Training.** Hoarding is a complex issue and requires a team who is knowledgeable and experienced. While most hoarding clean up businesses are not licensed therapist, they should be trained by a mental health professional to handle objections and understand the mental health risks and warning signs.
 - **Compassion, understanding, patience and trust.** Go with your gut when you are interviewing a company. An experienced, trustworthy team will be able to understand the situation and the people involved. Hiring a company who is solely focused on removing the clutter without involving the client is risky to the mental health of the client and/or family.
 - **Access to resources in the community.** The challenges hoarders involve more than just a clean out company. Clients often need plumbers, electricians, roofers, etc to make the home safe to live in. Find a company that has an established network of providers who understand hoarding and show compassion and care.
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Clutter Trucker 100% No Risk Guarantee

Every job we perform comes with our no risk guarantee.

Your house will be cleaned to your satisfaction - and cleaned when we leave. If you are not happy with our work, we'll re-clean the area for free. We feel that nothing is more important than your complete and total satisfaction.

At Clutter Trucker, our goal is simple:

- ▶ **Deliver the Highest Quality Service** - Provide every home and business that we service with a cleaner and healthier environment to live and work in.
 - ▶ **Present a Professional Image** - Our trained technicians will always be honest, courteous and clear while displaying the highest professionalism.
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THANKS AGAIN! ...for reviewing our CONSUMER'S
AWARENESS GUIDE TO HOARDING CLEANUP.

We hope you found this information helpful.

If you have any questions or comments –
please call Clutter Trucker at 720-606-4751

www.cluttertrucker.com.

We've dedicated our business to consumer education and service. We'll be pleased to help you in every way. We look forward to your call.