**Home to Home ~ Plan Your Move to Ease Stress**

Just the thought of relocating can be stressful, but proper planning and supportive resources can help to facilitate the process. Our **Resident Liaison** can help make your transition go smoothly! Please call our Resident Liaison at **708-335-1600**. Below are some tips and instructions to ease this process.

**1. Movers, Service Set-Up, & Change of Address Checklist**

The following information is provided to help you in selecting reputable company(s) with your upcoming move. Whether you need help getting organized, packing your belongings, removing the clutter, storing items, establishing an estate sale, furniture disposal, or hauling your items, we have dependable business movers* available to help you at a reasonable charge:

- **Caring Transitions**: (708) 991-2737 (office) or 708 582-3382 (cell)
- **Dutch Movers**: (708) 331-2990
- **Two Men & A Truck**: (708) 460-6685
- **KAT Organizing**: (708) 516-8418

- It is best to get at least two estimates to compare services and pricing. Be sure to ask what type of estimate you are receiving – binding or non-binding. Make sure they are an insured moving company!
- Establish a point of contact with the moving company and follow up with your contact prior to the move to make sure everyone is “on the same page” regarding pickup and delivery.
- Verify availability to schedule packing, unpacking and other services.
- Ask the moving company if it has storage capability or storage resources to accommodate extra furnishings, vehicles or other household goods at the point of origin or destination, as needed.
- Be sure to ask about the payment arrangements. It is customary for movers to be paid in cash, by certified check or by money order. It is NOT customary for movers to ask for cash deposits up front. This would likely be a red flag indicating a scam rogue mover operation.
• To ensure all services are available when you move, one week prior to your move, it is very important you plan to do a final walk through your new home.

• Transfer or establish new service(s) such as:
  o Comcast cable television and/or internet. We recommend calling Comcast to schedule installation at least 14-30 prior to move-in, but you must be moved-in, with a television on the scheduled day of installation. Our dedicated Comcast representative is Nichole Curtis: 708-935-9370, and she is available Monday-Sunday from 9 am-9 pm.
  o Your telephone company (optional, but a land line rather than cell phone is recommended)
  o Family First (optional and highly recommended supplemental pendant emergency system, requires you being present to test with the active phone line).
  o Laundry (optional, if you do not plan to do your own),
  o USPS mail forwarding/change of address for the following:
    • local newspaper subscriptions, prescriptions, banking/safety deposit boxes, pet records, insurance, etc.

Timeline Checklist

• A move to Waterford Estates may be most successful if you make it in phases:
  ▪ Establish your moving day to Waterford Estates.
  ▪ Contact Waterford Estates at least 3 days prior to your arrival: 708-335-1600.
  ▪ Move only the items you need to fully establish your new apartment home.
  ▪ Give remaining items to family, friends, charity, etc.
• We suggest you create a “moving calendar” to help you prepare for the bigger steps involved in the move and remind you of some smaller items. Please share it with your family.
• Try to allow time to acclimate to your new community, Waterford Estates. View the activity calendar (www.waterford-living.com) to read articles and connect your interests.

How to Pack?

Moving is the perfect time to sort through your belongings and decide what you use on a regular basis and what you may no longer need. Downsizing and de-cluttering before a move helps with the actual transition process, as unpacking and resettlement will be much more pleasant. Downsizing also helps save on moving costs, especially in “Do It Yourself” (DIY) situations.

• Working room by room, take time to decide which items will be moved, donated or sold. Waterford Estates recommends using the “post-it note” (3 color) tagging system to maximize clarity for others who will be helping you.
• If you’re short on time or need help with these tasks, there are business partners of ours that will be happy to provide downsizing services, such as those provided by Caring Transitions, to help reduce the overall cost of the move. Schedule an
estate sale through a specialist if you have at least $3,000 in household goods to sell or locate drop-offs or schedule pick-ups for charitable donations and don’t forget to check the attic, basement, garage, shed and under the beds!

**Moving Day Checklist**

- Have your medicine and Waterford apartment keys handy. Stop to meet our Resident Liaison.
- Keep the items that will be traveling with you (i.e., clothes, papers, medications, breathing machine, walker, cane, etc.) separate from the rest of your belongings to be loaded. Valuables (e.g., cash, coins, jewelry, photographs, papers, etc.) should be taken with you.
- Make yourself available on the loading day, in case the movers have questions.
- Provide the driver with contact information, including your new address at Waterford Estates and your cell phone number. This will help the driver during the move.

**Delivery & Arrival at Waterford Estates**

- The moving company should go to the front desk/main entrance to register upon arrival and ask which door to use to bring in your items. We also have a flat-bed cart for use, if needed.
- You, as a new resident and your guests, should also register upon arrival and ask for your salesperson, to get your keys and turn in your final paperwork, including your Emergency Medical Forms, rent payment, etc.
- You will need to let the hostess know you have arrived, so we can plan for you to attend meals. Guest may join your for meals and can pay at the front desk.
- Upon delivery, check your goods for damage. Best practices from the American Moving and Storage Association suggest you report damaged or lost goods promptly and in detail on the van driver's copy (original) of the inventory sheet before signing. If you notice damage after unpacking, a claim must be filed within nine months after delivery; however, it is to your advantage to report damage as soon as possible. The mover must acknowledge receipt of your claim within 30 days and must deny or make an offer within 120 days of receipt of your claim. Source: American Moving and Storage Association (www.moving.org) After unpacking, please break-down all boxes and bring them to the trash rooms.
- We suggest each resident disposes of their garbage daily, using small bags that are easy to carry. Place in trash shoot. We only recycle paper/newspaper, which can be placed in the recycle area in the trash rooms.

*Through recommending these moving companies, Waterford Estates accepts no responsibility for any potential damages to possessions that might occur in the moving process.*