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### TLC Testimonials from Family Members:

We moved my Mom to Brighton Gardens in Florham Park yesterday. I want to tell everyone considering such a move that I cannot say enough good things about Anne and Doreen at TLC Senior Relocation. They packed up Mom's old place, hired movers, figured out what would fit in the new place, and unpacked and arranged everything there. They also will handle donation and sale of anything Mom is not keeping, AND they are realtors and selling her old place for us. They are very reasonably priced and were mindful of ways to make the move less expensive for us. (And to top it off, they're so kind, funny and charmingly British, I kept saying I felt like I had Team Mary Poppins on my side). I didn't know such a service existed before Brighton Gardens recommended them; they made the whole move infinitely less stressful.

-Kristin M.

When I had to move my mom out of her home of 40 years in New Jersey to my home in Virginia, while we were both living in Virginia, I was fortunate to find

Anne and Doreen to help make it happen. The house had already sold and after a few conversations with Anne we had a solid plan to accomplish the move in less than a week from our chosen date. Anne and Doreen carefully packed up what we were keeping, scheduled charities to pick up donations, lined up a company to pick up trash, arranged for an electrician to take down our chandelier, and scheduled the moving company for our final day. They even helped us sell our car. Everything happened right on schedule and at a very reasonable price. We were happy with everything. I couldn't have done it without them. Thank you Anne and Doreen!

-Ruth Anne J.

When faced with the challenging task of cleaning out my elderly parent's townhouse of 37 years I contacted TLC. Doreen and Anne provided thorough, trustworthy and professional assistance with all aspects of cleaning out and assessing belongings. With great resources and consistent communication on progress I was confident that together we could execute this daunting project considering I lived 5 hours away. I highly recommend TLC!

-Will M.

TLC did a terrific job of helping my sister move out of our family home into a condo. They have a very organized and focused approach, and did a great job of planning and staging the work. In the midst of a good deal of chaos, they were able to get things packed up in just a few visits, and accommodated us through multiple changes of move dates. They orchestrated moving day so as to get the last things packed up, and get everything moved and beautifully put away in my sister's new home before the end of the day, and all with terrific good humor. They are a pleasure to work with, and I recommend them highly.

- Susan H.

Thank you TLC!

Anne and Doreen were a Godsend when my mother relocated within New Jersey, not once, but twice earlier in 2016. They took great care getting her and her things resettled during what is always a stressful time -- and kept the lines of communication wide open throughout the process. Even though I was 200 miles

away in Maryland, I felt comfortable knowing my mother was in good hands. They even found a buyer for her car!

- Dave C., Potomac, MD

I moved my mother from the midwest to a retirement community in New Jersey and used TLC to help unpack my mother in her new apartment. The move went flawlessly due to Doreen, Anne and their team! What I expected would be an extremely stressful day ended up to be a wonderfully manageable experience because of TLC's positive attitude and tremendous organization skills! The move also took half the time than I expected and they even did personal touches like making the bed and arranging photos and knick knacks to make the apartment look like home - these personal touches made all the difference. They also disposed of all the packing materials and boxes!! I could never have done it without them!

I absolutely recommend Doreen and Anne and their warm friendly team - they work seamlessly together and are excellent at what they do!

- Laura A.

Moving my sister from Assisted Living in Bergen County to another facility in Morris County would not have been possible without the help of TLC! Anne & Becky were always on time, very pleasant & efficient. All went quickly with both packing & unpacking, & the movers were most helpful placing furniture in the new facility. I would highly recommend TLC if you have a relocation in your future.

- Ruth V.

I can't say enough good things about Anne and Doreen. This winter/spring our family faced the significant task of helping my mother put the 3 story house she had lived in for 40 years on the market so that she could relocate to a 1 bedroom apartment several states away. There is simply no way this would have happened without Anne and Doreen's help. Because of work and family commitments, I could not be there to help my mother in person as she went through the house and selected the things she would most like to keep. Anne and Doreen spent 6 days with my mom, patiently and lovingly helping her decide on clothes, precious knick-knacks, family photographs, books, etc. that she wanted to take with her.

Then, once my mom had moved and all of her favorite things were with her, they helped me get everything else out of the house, either through donation or fantastic junk guys who themselves worked hard to find everything a second home. By the time the buyers came for their final walkthrough, the house was spic and span and had absolutely nothing left in it! Better yet, my mother is happy and feeling at home in her new place, surrounded by the things she loves.

It is a herculean task to help an older parent manage the sale of their house from several states away, but Anne and Doreen were by far the best part of this whole process. They navigated the logistical aspects of the move with aplomb, and they maintained the most wonderful cheerful, can-do attitude throughout. No matter what difficulty they encountered in the process, their response was "It will be alright - we can handle it!" And they did! Their level headed, positive dispositions truly were a morale boost in the middle of a process that can be very stressful. I'm so thankful I found them and they were worth every penny.

- C. Edwards

In the last months of 2015, Anne Bangs and Doreen Hall, of TLC Senior Relocation Specialists, worked with my elderly parents to relocate from the home they had lived in for over 30 years.

There were many challenges in moving from the house, not the least of which was the understandable reluctance of my parents to leave the home they had occupied for so many years. They naturally had years of memories tied to so many of their belongings. In addition, they were moving from a very big three story house, to a two bedroom apartment, so they could not take all of their furniture. Anne and Doreen were exceedingly patient with my parents, especially my mother, who wanted to tell them the story behind each item in the house and guided my parents through the difficult process of sorting and packing.

Anne and Doreen worked with my parents to set out a schedule for getting all the tasks associated with moving done on time so that my parents had a level of comfort with how we were proceeding. Again, my mother was very anxious about the move and this helped lower her anxiety level. Anne and Doreen also measured all of the furniture and had a plan, done to scale, showing my parents where and how the furniture would fit into their new home. This was very helpful in demonstrating what could be moved and what could not go to the new apartment. In addition, they helped my parents with all of the change of address associated with the move, another source of anxiety for my mother.

On moving day, I don't know what we would have done without them. When my parents arrived at their new home for the first time at 6pm on moving day, all of the furniture was in the right place, everything was unpacked, including more kitchen items than can be imagined, and the sheets were even on the bed. My mother was so overcome that she cried from happiness.

After the move, TLC hired a charity to come to the house to take many items away, had a refuse removal service take the rest and hired a cleaning crew for the final clean up. They visited my parents a few weeks after the move and helped them hang pictures.

My siblings and I all live out of state, so we relied on TLC as much as my parents did, and we all owe them a debt of gratitude for their professionalism, understanding, compassion and most of all their kindness. Anne and Doreen expertly guided my parents through the entire moving process, demonstrating genuine care for them as people who were facing a challenging phase in their lives. In fact one of our cousins, who lives near my parents, was so impressed with TLC, that she has hired them to help with her move this spring.

My entire family wholeheartedly recommends TLC and would be happy to answer any questions you may have about their services.

- Paula K. (on behalf of the entire K. family)

Anne and Doreen worked with my elderly parents for several months helping to clean out and pack up the 4 bedroom house they lived in for more than 50 years. It was a very emotional process for my parents and they were reluctant to part with many possessions. Anne and Doreen worked patiently and tirelessly with my parents to pack up, donate items and generally prepare the house for sale. They demonstrated a great deal of compassion and patience through the process and were a calming influence in a very stressful situation. I would highly recommend them to anyone looking for this type of assistance.

- Leigh Ann C.

Anne and Doreen at TLC Senior Relocation Specialists are simply wonderful to work with! As an only child who lives 3,000 miles away from my parents in New Jersey, I had my hands over-full when it came time to sell my parents' home. I had a limited amount of time to spend cleaning it out and preparing it for sale. Starting several months in advance of my visit, Anne and Doreen worked with me to line up all the professionals I needed to get the job done: donation centers, a painter, a hauling company, a microshipper, etc. During the day we had agreed upon, Anne, Doreen and two other team members brought packing materials, strong muscles, and excellent attitudes to the task of sorting through 50+ years worth of stuff. Anne and Doreen are organized, efficient, well-connected, good communicators and--most important of all—caring human beings who demonstrate compassion in stressful situations. I recommend TLC Senior Relocation Specialists enthusiastically!

- Loretta S.

I contacted Anne and Doreen at TLC after my 95 year old mother had fallen and opted to move to an assisted living facility. I not only needed to sell her condo, but also needed someone to help her purge her possessions and downsize considerably in preparation for her move. I also needed to handle this long distance since I live in Virginia and my Mom lives in New Jersey. The situation was further complicated by a series of postponements of the move-in date at the

newly constructed assisted living facility. All I can say is Anne and Doreen were fantastic. They patiently purged items with my Mother, and arranged for auctions, donations, and junk hauling. They packed up everything in clearly marked boxes and had a complete written inventory of box numbers and contents. They adapted to the changing dates for both the move and the closing of the sale of the condo, which they accomplished quickly and smoothly. I communicated with them via email and phone and was able to meet them on my 4 trips to New Jersey this summer. They are both charming and are very easy to get to know. The actual move occurred 2 weeks ago and they were phenomenal. The movers they recommended were professional, friendly, accomodating, and very reasonably priced. My Mother's items were moved, unpacked, and put away in her new apartment all within 8 hours on moving day. Her apartment looked beautiful and inviting when she arrived. I highly recommend TLC as senior relocation specialists to anyone in my situation. They handled absolutely everything that came up. They did a phenomenal job. Anne and Doreen are amazing at what they do and I offer my heartfelt thanks and my unequivocal recommendation.

-Diana G

When it was time for Dad to move into an assisted living facility, the prospect of a move was overwhelming. Dad was leaving a home of 40 years, and the prospect of a move was both physically and emotionally exhausting.

We are incredibly fortunate to have hired TLC Senior Relocation Specialists. Quite simply, it was one of the best decisions we made during the whole process. Anne and Doreen are truly caring professionals who treated us like family. They guided us through what is a daunting experience. They organized the packing, the actual move and most amazingly the unpacking. We will always remember Dad's face when we arrived to his new apartment on moving day.....it looked like a home! They not only moved all his items but they unpacked them as well! There were no

confusing boxes and clutter! It was his new home and 90% unpacked and organized. We felt like crying with happiness and with a sense of relief. Anne and Doreen also helped coordinate the estate sale, donations and rubbish removal. They were available to return our calls as questions arose and it was so comforting to have caring professionals with such great experience. Anne and Doreen have our highest recommendation and we have been truly blessed to have worked them.

Very Truly Yours,  
-Grace

When it came time to clear out and sell the home that my aunt had lived in for over 40 years, I had no idea how I was going to manage it. She lived in New Jersey with no one to help her and I live in Washington State. I didn't even know there were people like Anne and Doreen – well, not that there is anyone quite like them, but I didn't know about the service they provide. My aunt had already been moved to an assisted living facility in Georgia so I flew to New Jersey to take stock of things and figure out what to do. This 3 story home (plus a full basement and a small garage) was packed to the gills. Even if I could have done it myself, I'm sure it would have taken me at least a year! TLC was recommended to me by our attorney so I met with them during the week I was in New Jersey. They were wonderful – professional, compassionate, enthusiastic, reassuring, and funny. I signed a contract with them, flew back to Washington the next day, and they took care of the rest! They stayed in close contact with me for the next three months while they and their crew sorted through everything in the house, arranged to donate what could be donated, took advantage of the home recycling service already paid for, knew the right junk managers to recommend, helped me hire and manage the estate sale contractor, and connected me with some specialty dealers to help me get the best price for things. I had given them a list of things to keep an eye out for as they sorted and they found everything – even the smallest pieces of jewelry! They sorted out the things that were to be sent to five different family members and arranged for all the packing and shipping. They even hand delivered my aunt's husband's ashes to a church in Manhattan to make sure that they were properly interred. Once the house was empty, Anne and Doreen arranged for the sale and helped get the best price possible. In three months they helped me do what I certainly could never have done on my own. My only regret



is that I did not live near enough to work directly with them. They were such a delight that they made a difficult and painful process much easier to deal with. They're the best!

jasper

### **TLC Testimonials from Clients:**

I cannot thank TLC Senior Relocation Specialists enough for helping me downsize and move from my long-time home into a retirement community. Anne Bangs and Doreen Hall made the transition easy, from the first day they arrived for a morning appointment (and left me three hours later with 16 boxes packed and ready for the movers!) to the last day at my house when they supervised the end of the cleanout.

In between, it was so reassuring to have them validate my choices of what to save and what to toss, guiding me through my indecision as they listened to yet another reminiscence. By the end of moving day, the kitchen was organized, the clothes unpacked, and the bed made. Their organizational skills are topnotch, and they did it all with a smile. Their combination of efficiency and compassion made the whole process less daunting and more comfortable, more clear-headed.

There is a saying about making mountains out of mole hills - Anne and Doreen turned the Alps back into a mole hill for me, and I am so grateful!

- Jean B.

Moving is certainly an adventure – and not an altogether pleasant one. The idea of a new home is exciting. Then comes the reality of the enormous task of moving out of the old place and moving into the new one. Doreen, Anne and their competent team at TLC (Senior Relocation Specialists) made the process very manageable and in many ways enjoyable. What did I enjoy? First that I could rely on what they told me – they are dependable and reliable. Having TLC turn up with all the moving supplies was wonderful – and they took many of the boxes and packing paper to be recycled after the move so I didn't have to do it myself. The fact that they packed right alongside us with a positive and upbeat attitude kept things moving and on track for our timetable. There was a lot of laughter! I appreciated that all boxes were labeled and a “contents sheet” was created as we packed so I could refer back if I wondered which box held an important item. TLC packed up my current home and come to my new home where they unpacked items and got them into the places where they belonged (and without any breakage). The unpacking was more stressful for me than the packing and they made great sense of what I saw as complete chaos. TLC fees are fair and I certainly got everything I was promised. I am a young at heart senior who knows my limits. Working with TLC maximized my abilities and I got to work alongside a team that cared about me and my needs. If I ever decide to move again, they will be my first call. I give them my highest recommendation. TLC is a five star team!

- Diana R.

You truly are the “Mary Poppins” of Senior Relocation Specialists. Not only did you fulfill your promises of guiding us through the ordeal of moving (sale of the house, knowing who to call for special services, packing, being with us on moving day etc). You did it all with feeling, a sense of humor, advice and professionalism. The best story of all is how you managed to retrieve the chair from the auction house that I thought I couldn't use. I really needed it to complete the living area. Above and beyond the call of duty!

We never would have made it without you! Thank you for helping us to enter our new adventure with positive thoughts. Working with you was wonderful.

- Tom and Anne S.

I'm slow in expressing my appreciation for the extraordinary experience you provided moving me to Rossmoor. It's been an eventful period. Last week, my mother suffered a subdural hematoma in the lower right area of her brain. After being essentially unresponsive for about three days, she "awoke" the day after Thanksgiving, and has now returned to her retirement community where she is recovering in the critical care area. Needless to say, I didn't get much done during that period. I am, therefore, profoundly grateful for the essentially stress-free environment you created during what I expected to be a difficult moving experience. Scheduling several short, but effective, periods of packing up over a week meant there was very little disruption to my normal routines. Your flexibility in accommodating my schedule changes made a real difference. And perhaps most extraordinary, I would not have believed possible the effort you generated, within just a few hours, to unpack and set me up in my new home. It was nothing short of wonderful! When I went to bed the first night in my new home, I was utterly "at home," at peace, and happy.

- Patricia

My husband and I recently moved to Fellowship Village, a lovely Life Plan community. Our Fellowship consultant introduced us to idea of working with TLC, a moving consultant. We learned that Anne Bangs and Doreen Hall of TLC were also realtors and could handle our whole move from listing to landing. At first, we wondered about having our transition managers also be our realtors. They weren't our "neighborhood" realtors so we were concerned about their knowledge of our market. After meeting Anne and Doreen, we decided to work with them through the whole process and we are happy that we did. TLC did such a great job staging our house that we had 2 offers at asking price almost immediately.

Because TLC has so much experience in real estate and transition management they have multiple connections that came in very handy at a time when we weren't able to shop around for the service people we needed to prepare for our move. They provided us with connections to the handyman we used to clear up all those little tasks that need to be done before showing a house. They also helped us when our house came up Radon positive. They were very reassuring and found us someone to retest as well as guiding us through the mitigation process. They gave us the names of 2 attorneys to use for our closing and they even connected us with the movers that would handle our move. Everyone they recommended provided a pleasant working experience. Their combined knowledge and connections more than made up for the fact that they were not local to us. All of this was done BEFORE they began supporting us with transition help.

Their transition help was excellent. Even though we needed to close and move 2 weeks earlier than expected, they were able to pack us up and unpack us at our new home in 3 days. They helped us make decisions about what furniture we should take with us. They also supplied support and service on donating those useful items that we did not want and were instrumental in removing the “junk” that had outlived its usefulness.

In short, we were incredibly pleased with the seamless service we received from Anne Bangs and Doreen Hall of TLC.

-Pat

My parents closed on their former house today and I wanted to take a minute to thank you for all that you did to make their transition smooth. From the moment we spoke you inspired confidence and a sense of calm that was priceless in an otherwise hectic time. Watching you execute the packing, the actual move and the unpacking of one home to another was truly something to be seen! Words could not explain what it felt like to walk into a perfectly unpacked home (as promised) at the end of a very long day. You exceeded every expectation that we had. You remained calm every step of the way, during this process - nothing rattled you, nothing stopped you and nothing got in your way. We were all impressed by your high attention to detail and follow through. Walking through #9 after you coordinated the junk haulers was a sight to be seen as everything that was meant to go was gone.

Responsive, thorough, and super-organized are the adjectives we all use when we talk about working with you and your team. Add to that the fact that the final hours of the move arrived at the height of the Coronavirus pandemic make your talents all the more special.

Finally, your ability to support and understand people through a challenging time in their lives was what set you apart even more in our eyes. You didn't judge when my parents wanted to bring their sentimental items, or even their ever growing collection of large plants. You were ever-calm and ever steady and for that we are ever grateful. Thank you again, and we will not let anyone we know move without your services.

-Breena

### **TLC Testimonials from Professionals**

I recently worked with Anne and Doreen who assisted me and my firm with a senior client in crisis. Their work was invaluable, from orchestrating the clean-up of the client's home, preserving the documents we needed to effectively represent him, to selling the home quickly and helping with the myriad of other issues that cropped up along the way.

They saved our client and our firm countless hours getting the clients “house in order” and did it in a professional yet compassionate manner. Without a doubt, I would not hesitate to work with them again and would and have – recommended them to others in need of their essential services.

- Yale S. Hauptman, Hauptman and Hauptman

I have had the pleasure of working with Doreen and Anne on several complex cases involving seniors in crisis. Their meticulous attention to detail in all aspects of senior move management ensured that the transitions went smoothly in spite of the many obstacles along the way. They are quick to respond to the needs of their clients and are able to empower them to make informed decisions about their care management by offering detailed explanations of the choices available to them.

One such case involved an elderly gentleman who originated from England, he was unable to care for himself and placed in respite care. Anne and Doreen were able to quickly and efficiently manage his move, organizing, decluttering and renovating the home, selling the property within 5 days and even accompanying him back on the plane to England to live close to his family. All of this was achieved in less than 3 months.

Anne and Doreen exude professionalism at all times, they are compassionate, caring, highly organized and dependable. Their ability to multitask and navigate their way through all of the challenges that occur in the sensitive world of senior move management is outstanding. I would highly recommend TLC Senior Relocation Specialists. Doreen and Anne are approachable, pleasant, obviously enjoy their work and maintain their sense of humor throughout. They are a real pleasure to work with.

- Kathy Bassiacos, Nurse Navigator, Sage Eldercare

As an elder law attorney who has senior clients relocation on a regular basis, I have had the pleasure of working with Anne and Doreen with numerous clients over the past 3 years. More important than what I can say about them is what my clients tell me about them. “They were compassionate, patient and efficient through the move and the sale of the home. My only regret is that I didn’t call them sooner.” I am confident any family working with them will have similar feelings about their services. Anyone working with Anne, Doreen and the Team at TLC are in good caring hands.

- Robert Murray, The Murray Firm LLC

