



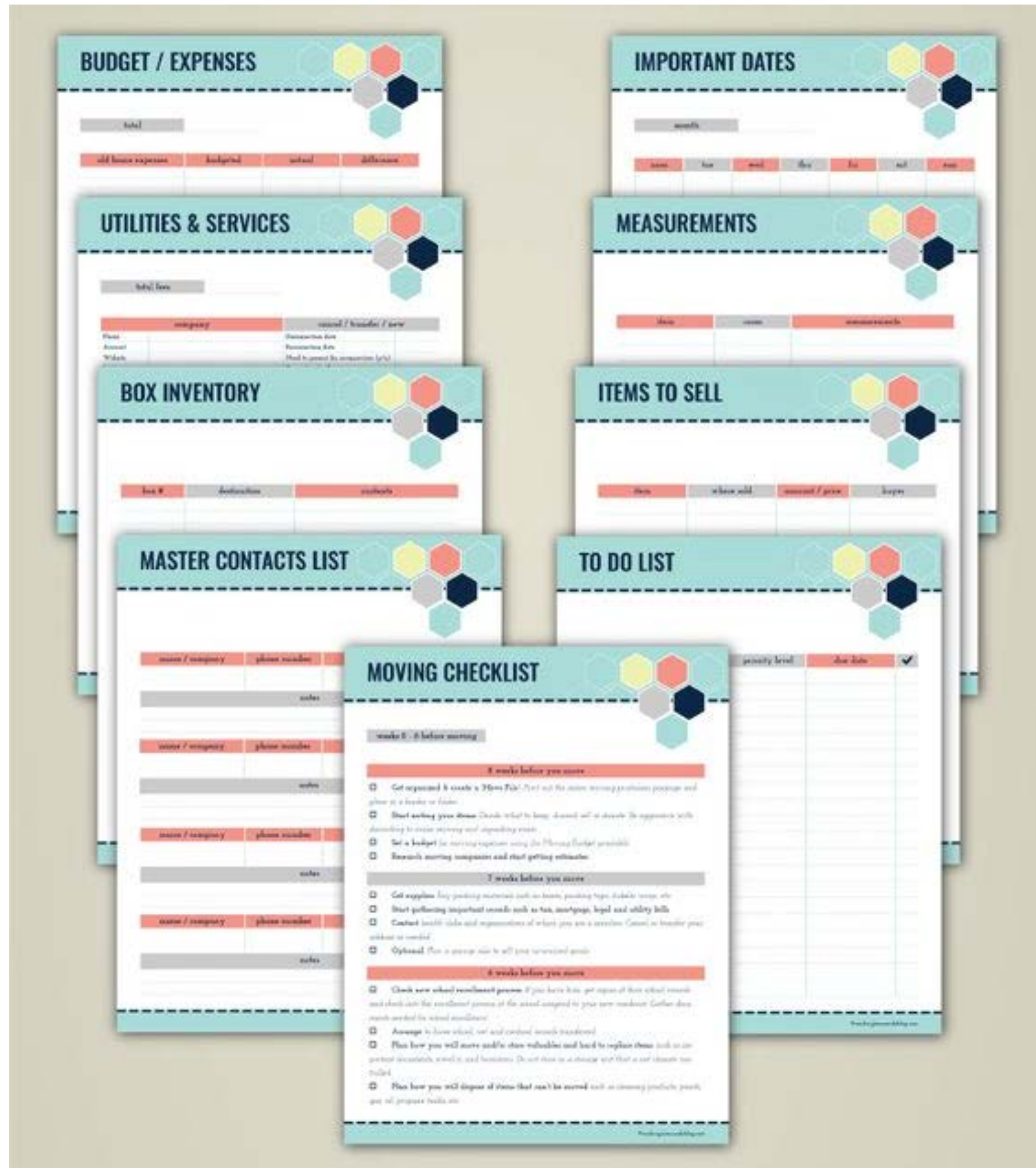
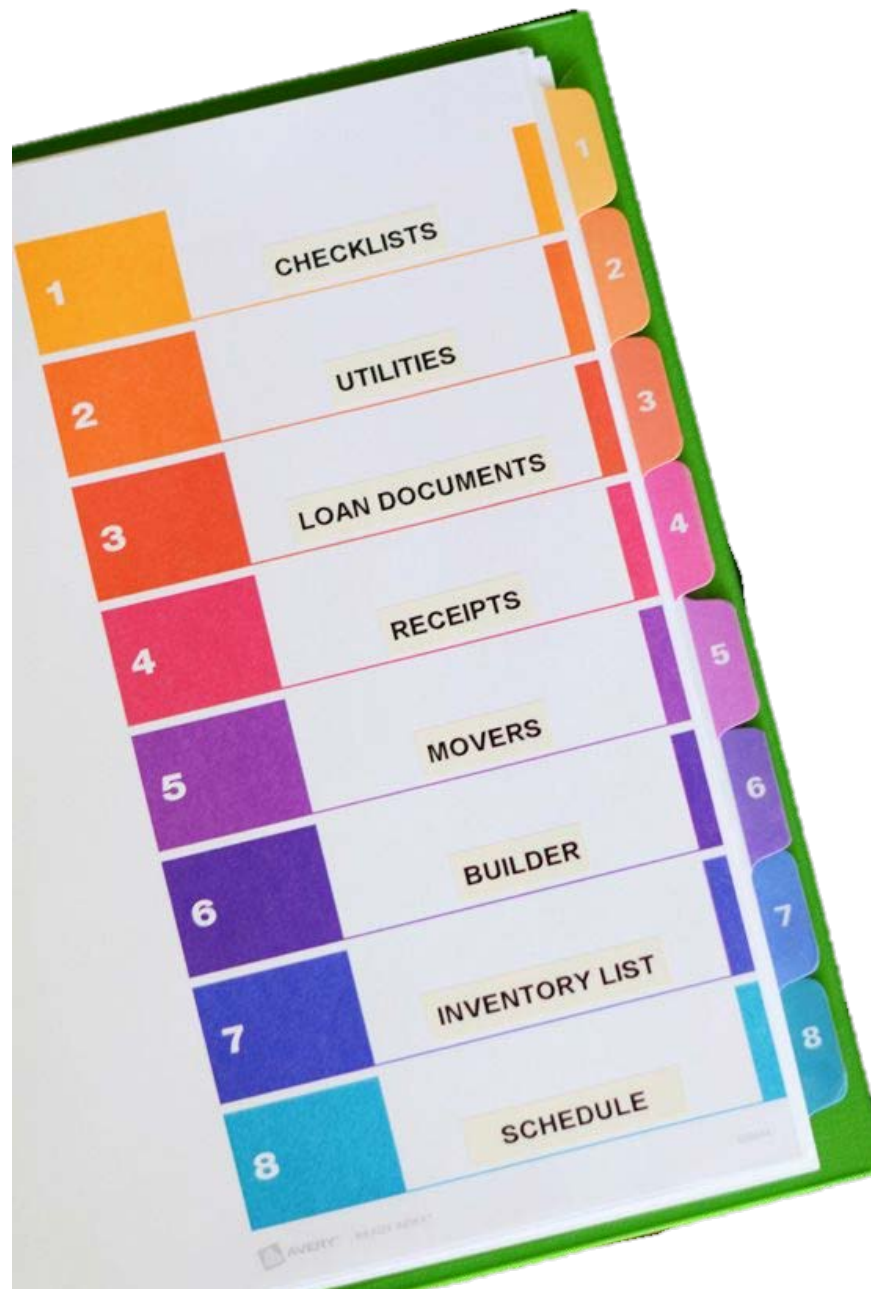
MOVE
MANAGEMENT

PROFESSIONAL
ORGANIZING

chaostocalm

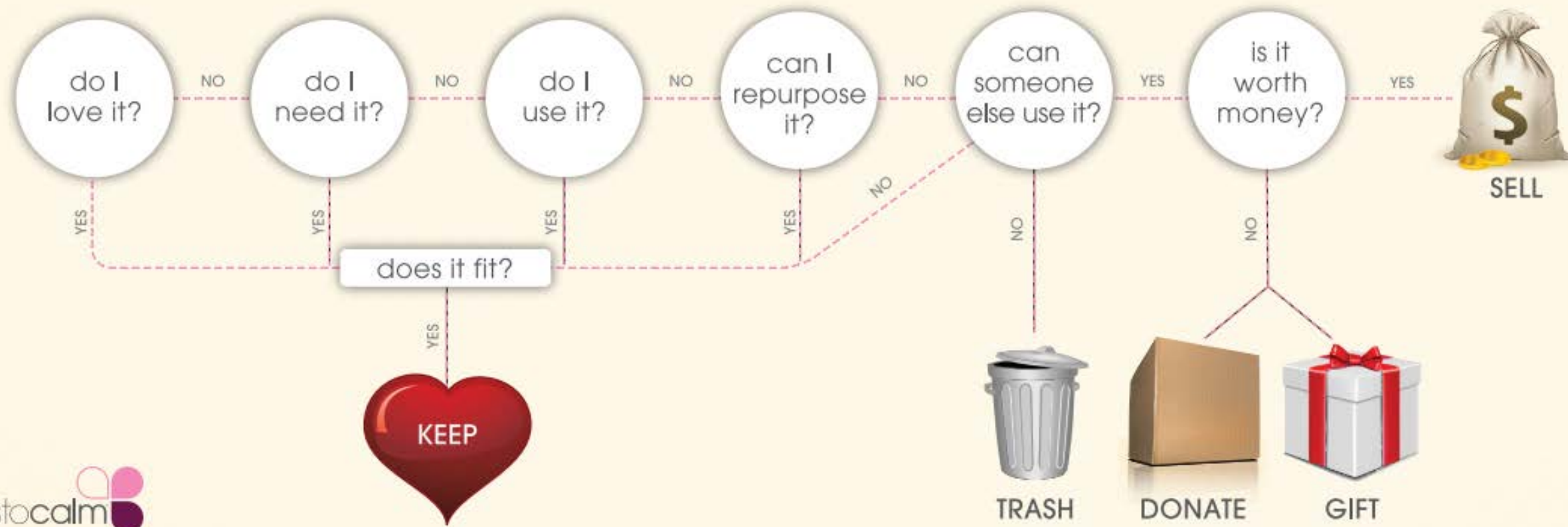
HOME & ESTATE
CLEAN-OUT

be ORGANIZED



rightsized with our "GOT STUFF" QUESTIONS

keep, trash, donate, gift or sell?





Jacobs Ladder Job Center, Inc.



SUPPORT THE COMMUNITY

with creative donating





Documents for **safe keeping**

LIFE EVENTS

- Birth Certificates
- Death Certificates
- Marriage Licenses
- Divorce Papers
- Adoption Papers
- Citizenship Papers
- Veterans Documents
- Passports

ESTATE PLANNING

- Will
- Letter of Instruction
- Trust Documents
- Burial Plot, Funeral Arrangements
- Power of Attorney/Guardianship

BANK ACCOUNTS

- List of Bank and Investment Accts
- List of Safety Deposit Boxes

PROOF OF OWNERSHIP

- Housing, Land and Cemetery Deeds
- Escrow Mortgage Accounts
- Proof of Loans, Debts, Mortgages Owed & Paid
- Stock Certificates, Bonds, Brokerage Accounts
- Partnership & Corporate Operating Agreements
- Vehicle Titles

PASSWORDS & USER NAMES

- Utilities
- Credit Cards
- Bank Accounts
- Social Media
- Electronics
- Websites
- Medical Providers

RETIREMENT

- Social Security
- IRA
- 401(k) Accounts
- Pension Documents
- Annuity Contracts

HEALTH CARE

- Personal and Family Medical History
- Durable Health-Care Power of Attorney
- Authorization to Release Health-Care Info
- Records for Major Medical Events
- Living Will
- Do-Not-Resuscitate Order



gather critical DOCUMENTS



before and after

STAGE for a house that CALMS

Clean - Appealing - Livable - Minimal - Straight



Build a move TEAM



start **PACKING** now!





MOVE
MANAGEMENT

PROFESSIONAL
ORGANIZING

chaostocalm

HOME & ESTATE
CLEAN-OUT

Looking for opportunities to educate your team?

We offer FREE 15-45 minute sessions designed specifically to provide your team with useful information they can share with their clients. Using experience gained from managing hundreds of moves, we've developed fun courses full of real-life advice, techniques, and tricks for making the entire moving process easier and less stressful.

Floor Planning 101

Will your client's furniture fit in your new home? Learn the basics of how to create custom floor plans along with designer tricks for maximizing space and functionality.

Repurpose, Resell & Donate

Clients have perfectly good things they're reluctant to throw away? Let's get creative! Come find new uses for items, options for selling, and local resources for donating and recycling.

Moving?

Tools to help plan and execute a smooth transition from one home to another. Get planning tools and advice guaranteed to save time and money.

Packing Like a Pro

Learn tricks and techniques for safely and efficiently packing. Demonstrations by professional packers will include real-life examples of basic and complex household items.

Move Management

Clients feeling overwhelmed by the massive amount of work moving creates? A move manager can provide tools and services that will make moving easy. Learn who they are and what they can do for you.

Paperwork Paralysis?

Learn the "Five A" system for getting (and keeping) paperwork under control. This foolproof method makes conquering piles easy work. No matches required!

Successful Staging

Homes that are beautifully staged command higher prices and sell faster. Learn the "CALM" system to turn your house into one buyers can't wait to live in.

Got Stuff? Let's "Right"Size!

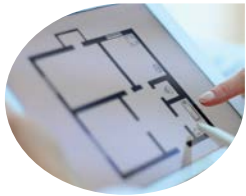
Sellers overwhelmed because of have too much stuff? Join this fun session that provides tips and tricks for "RightSizing" without stress or exhaustion.

Hiring The Right Mover

With hundreds of choices, how do you choose the right moving company? We'll review roles and responsibilities, common terminology and the questions to ask so you can confidently hire the right team.

Custom Courses and Sessions

We are happy to use our experience and resources to create an educational and fun session on a topic of your choice.



Let's Get Moving! A Checklist for Hiring the Right Movers

We've all heard a frightening tale of a move gone bad; movers that don't show, charges way over the estimate, damaged items, or even worse - hijacked prized possessions. There is no doubt that having a reliable, trustworthy moving company can make the difference between a smooth move and a fist-clenching nightmare. Fortunately, a little work on the front end can almost always help avoid calamity. We've created the checklist below to help you make the best choice.

RESEARCH

Ask friends, neighbors, colleagues, and family who have recently moved about their experience. Would they recommend the company they used? Why?

Aim to have three companies to call and compare.

Cyber stalk - this is a time where a little digging can really pay off. Check out the Better Business Bureau (www.bbb.org), the moving company's Facebook page, YELP, Angies List, and any other web-based reviews you can find. Look for recent reviews and if there are negative comments, the way the company handled the situation.

Make sure you're dealing with an actual moving company, not a broker collecting a fee as a middleman.

Confirm the company is registered, insured, and in good standing. Interstate moving companies should have a DOT and Motor Carrier number. To verify which companies are registered and in good standing go to www.FMSCA.gov.

HOLD INTERVIEWS

Always request a home visit, if they are unwilling or unable to perform one then move on (pun intended!).

Ask a lot of questions....

- How long have they been in business?
- Do they use employees or contractors? (Employees tend to be better.)
- How do they handle damaged items?
- Do they rent trucks or have their own?
- Who will your contact be before, during and after the move?
- Do they charge by the weight, the hour or number of movers?
- If your move is long-distance, what is the delivery window? Will they guaranty the delivery date?
- Will anyone else's belongings be on the truck with yours or will it only contain your items?
- What additional fees or services do they charge for?
- Is there anything they won't transport?
- Do they have availability on the day(s) you need to move?
- Does the estimate include any crating? How will they pack TV's, mirrors and other large or fragile items?
- Is there money due upfront? (Do NOT pay a large deposit or in full upfront.)
- What forms of payment do they accept?
- Is there a cancellation policy?
- Do they have a minimum?
- Will they provide references?

GET EDUCATED

Moving companies are required to give you a copy of the booklet, "Your Rights and Responsibilities When You Move" and a copy of the FMSCA's "Ready to Move Brochure". These are great tools and worthwhile reads. If a moving company does not give you a copy it is a red flag.

Determine which type of insurance is best for you. Movers offer Basic Carrier Liability, Full Value Protection and Declared Value Coverage (see sidebar). Additionally, you can purchase additional or a policy for certain high-value items.

BEFORE SIGNING

You should receive a written Estimate, Bill of Lading, Inventory and Order for Service.

Never sign a blank or incomplete document (other than the Bill of Lading which is started at the beginning of the move and finished after delivery).

Don't sign anything "releasing" or "discharging" the movers from their responsibilities.

Look carefully for hidden charges. Things like Fuel Charges, Stretch Wrap Fees, Long Walk/Distance and Large Item Charges can add up and more than double your cost.

Do a final walk through looking for damage prior to approving and signing the final documents.

MORE INFO

Check out www.ProtectYourMove.gov

There is great information at the Federal Motor Carrier Safety Association's (FMCSA) website at www.FMCSA.dot.gov

A basic Google search will reveal a plethora of information. Here is one we like - <http://www.movers.com/moving-guides/index.html>

Understanding Moving Insurance

Full (Replacement) Value Protection

This is the most comprehensive insurance option. The initial estimate provided **must** include this level of protection. Items will be transported with this policy unless the client specifically waives it (see Released Value below). With Full Value Protection if any article is lost, destroyed or damaged while in the mover's possession, the mover will, either 1) repair the article to the extent necessary to restore it to the same condition as when it was received, or pay for the cost of those repairs; or 2) replace the article with an article of like, kind and quality, or pay for the cost of such a replacement.

Released Value Insurance - Waiver of Full (Replacement) Value Protection

The good news is that Released Value Insurance is free. The bad news is that it offers minimal protection. With Released Value the mover assumes liability for no more than 60 cents per pound, per article. To put that in perspective, a dining room table weighs approximately 100 pounds giving it \$60 of coverage. An Xbox One weighs about 10 pounds and would carry \$6.00 of coverage.

Third-Party Insurance

This is an additional policy that is purchased separately and sits on top of the Released Value coverage. With this insurance, the mover is still liable for 60 cents per pound per item. Any losses above that amount are recovered from the third-party insurance company.



www.ChaosToCalm.com | 704.795.calm(2256)

Your calm solution for moving, downsizing, rightsizing & organizing

Why use Chaos to Calm for Your Packing Needs?

General	Chaos to Calm	Movers
<ul style="list-style-type: none"> Bonded and Fully Insured 	✓	✓
<ul style="list-style-type: none"> Use Only Employees (not contractors) 	✓	Some
<ul style="list-style-type: none"> Able to Accommodate Large Projects with a Team as Large as 10 	✓	Some
<ul style="list-style-type: none"> Perform Thorough Background and Drug Tests and Carefully Vet Employees 	✓	Some
<ul style="list-style-type: none"> Own Moving Trucks and are Licensed to Transport Client Belongings 		✓
<ul style="list-style-type: none"> Senior Certified and Specialists 	✓	
<ul style="list-style-type: none"> Female Owned and Based Out of Charlotte 	✓	Some
Packing Services		
<ul style="list-style-type: none"> Pack boxes to Insurance Standards 	✓	✓
<ul style="list-style-type: none"> Pack in an Organized and Mindful Way with Like Items Together 	✓	
<ul style="list-style-type: none"> Use Color-Coded Labels that Identify Destination Rooms each with a Unique Color 	✓	
<ul style="list-style-type: none"> Write Detailed Content Descriptions on all Boxes 	✓	
<ul style="list-style-type: none"> Neatly Stack Boxes Out of Your Way 	✓	
<ul style="list-style-type: none"> Use Signs on Moving Day to Make Sure Boxes Land In Correct Rooms/Areas 	✓	
<ul style="list-style-type: none"> Label Lamp and Electronics Parts to Assist in Reassembly/Reconnection 	✓	
<ul style="list-style-type: none"> Work at Your Pace and are Focused on Reducing Your Stress Level 	✓	
<ul style="list-style-type: none"> Will Pre-Pack Items to Assist with Decluttering and Staging 	✓	
Supplies		
<ul style="list-style-type: none"> Use Professional Grade Supplies 	✓	✓
<ul style="list-style-type: none"> Deliver and Restock Supplies 	✓	✓
<ul style="list-style-type: none"> Use Labels Easily Visible on Front and Top of Box (rather than write on box) 	✓	
Unpacking and Resettling Services		
<ul style="list-style-type: none"> Remove Contents from Boxes 	✓	✓
<ul style="list-style-type: none"> Put Items Away in a Neat and Orderly Manner 	✓	
<ul style="list-style-type: none"> Remove Packing Supplies 	✓	✓
<ul style="list-style-type: none"> Return to Remove Second Load of Supplies 	✓	
<ul style="list-style-type: none"> Make Beds, Set Clocks, Reconnect Small Electronics, Place Décor, Hang Art 	✓	
<ul style="list-style-type: none"> Wipe/Dust Items as Needed 	✓	
Additional Services		
<ul style="list-style-type: none"> Relationships with Trusted and Vetted Moving Companies with Different Specialties 	✓	
<ul style="list-style-type: none"> Coordinate Storage with Public Facilities 	✓	
<ul style="list-style-type: none"> Assist with Pre-Move Organizing and Rightsizing 	✓	
<ul style="list-style-type: none"> Will List, Box and Deliver Donations and Provide You with a Receipt 	✓	
<ul style="list-style-type: none"> Coordinate Liquidation, Consignment and Auction of Items with Trusted Resellers 	✓	

We strongly believe at Chaos to Calm that there is no better gift than to help others. Below is a list of donation facilities that service the greater Charlotte area and beyond. If you have a facility you would like to add to our list, please let us know. We are always excited to find new ways to give back.

HOUSEHOLD ITEMS

AMVETS	amvetsnsf.org	704-393-2359
Catholic Social Services	cssnc.org	704-370-3283
Crisis Assistance Ministry	crisisassistance.org	704-371-3000
CVAN (Battered Women)	cvan.org	704.788.1108
Goodwill Industries	goodwillsp.org	704-987-1920
Habitat for Humanity - Cornelius	ourtownrestore.org	704-896-8957 ext. 120
Habitat for Humanity – Kannapolis	cabarrusrestore.org	704-786-4000
Habitat for Humanity – Salisbury	habitatrowan.org	704-642-1222
Salvation Army	salvationarmycharlotte.org	800-528-0244
Lydia's Loft	lydiasloft.org/	704-948-7797
National Kidney Foundation	kidney.org	704-393-5780
Cooperative Christian Ministry	cooperativeministry.com	704-786-4709
Charlotte Rescue Mission (will take mattresses)	charlotterescuemission.org	704-334-4635
Room at the Inn (Homeless)	urbanministrycenter.org	704-347-0278

FOOD

Carolina Refugee Resettlement	carolinarefugee.org	704-535-8803
Matthews Help Center	matthewshelpcenter.org	704-847-8383
Second Harvest Food Bank	secondharvestmetrolina.org	704-376-1785

CLOTHING

AMVETS	amvetsnsf.org	704-393-2359
Catholic Social Services	cssnc.org	704-370-3283
Crisis Assistance Ministry	crisisassistance.org	704-371-3000
CVAN (Battered Women)	cvan.org	704.788.1108
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Habitat for Humanity – Salisbury	habitatrowan.org	704-642-1222
Salvation Army	salvationarmycharlotte.org	800-528-0244
National Kidney Foundation	kidney.org	704-393-5780
Cooperative Christian Ministry	cooperativeministry.com	704-786-4709
Charlotte Rescue Mission	charlotterescuemission.org	704-334-4635
Lydia's Loft	lydiasloft.org/	704-948-7797
The Bin	the-bin.org	704-948-5612

CLOTHING - SPECIFIC

Women's clothing, shoes & accessories	Christian Ministries Give-Back Boutique	givebackboutique.com	704-663-3677
Women's business clothing	Dress for Success	dressforsuccess.org/charlotte	704-525-7706
Men's business clothing	Jacob's Ladder/Opportunity House	jacobs laddercharlotte.org	704-332-5822
Shoes	Soles for Souls	soles4shoes.org	866-521-shoe

ELECTRONICS AND ENTERTAINMENT

Phones, computers, cartridges, reusable batteries	Best Buy	bestbuy.com	888-237-8289
Computers, CD's, Videos, DVD's	Green Disk	greendisc.org	800-305-disk
Phones, computers, cartridges, reusable batteries	Staples	staples.com	800-333-3330
Books, CD's, DVD's	Local Libraries	YellowPages.com	Yellowpages.com
Craft Supplies	Local Senior Centers	YellowPages.com	
Family friendly DVD's	Kid Flicks	kidflicks.org	kidflicks@aol.com
Magazines	Local Hospitals, Senior Centers, Care Communities	Yellowpages.com	Yellowpages.com

PERSONAL CARE/MEDICAL

Medical equipment	PACE (Program for All Inclusive Care for Elderly)	pacesp.com	704-887-3840
Personal care items, OTC meds	Room at the Inn (Homeless)	urbanministrycenter.org	704-347-0278
Prescription medications	Local Police Department	YellowPages.com	704-664-3311
Toiletries	Clean the World	cleantheworld.org	407-574-8353

ODDS AND ENDS

New and used stuffed animals	Stuffed Animals for Emergencies	stuffedanimalsforemergencies.org	charlottesafechapter@gmail.com
Tools	Charlotte Community Tool Bank	charlotte.toolbank.org	704-469-5800
Jewish related charities	Friendship Circle	friendshipcirclenc.org	704-366-3984
Local online site – offer anything you'd like to give	FreeCycle.com	freecycle.com	Freecycle-Charlotte@yahoo.com



www.ChaosToCalm.com

704.795.calm (2256)

Your calm solution for moving, rightsizing, organizing and home clean-outs

7 Ways a Move Manager Will Make You More Money

by Lori Fike, CSMM

There are three things I believe we can safely agree on. First, making more money is a good thing. Second, we'd like to a U_Y more money while working less. Third, we would like to make more money, working less, with happy clients that are easy to deal with.

Sometimes we get lucky and the planets align showering upon us the above trifecta like manna from Heaven. The rest of the time we have to come up with ways to create it for ourselves. To help you on your way, I have two words – Move Manager. Trained and experienced in helping clients with every aspect of a home move or transition, a Move Manager could be your new best friend.

Move Management is a growing field of trained and certified professionals focused on making relocations easier and smoother for clients. With services that range from decluttering and down-sizing, packing, unpacking and complete resettling; they offer a single source of help for clients tackling the massive "To-Do List" moving creates. A Move Manager is on hand to help your client emotionally, physically and logistically throughout the moving process. And the underlying beauty is that their service fees are paid by the client and not out of your commissions.

<YfY 'UFY 'gYj Yb'k Umg'U'A cj Y 'A UbU[Yf'k]''\ Y'd 'nci ' YUfb'a cFY, k \]Y'k cf_]b[''Ygg UbX 'WYU]b['U VYHYf' W]YbhYI dYfjYbW''

1) Time is Money

Getting a home ready to put on the market can take clients weeks, even months. Often your clients are busy with their lives and just don't have time. Sometimes the mere thought of tackling the pre-move prep may have them so overwhelmed they become paralyzed. Move Managers know what to do and how to get it done. Focused on getting the house ready to be listed efficiently and quickly, they have proven processes, trained staff, and the resources to get a house decluttered, cleaned up, cleaned out, and staged in days. Faster to market equals faster to sell.

2) Move Managers Specialize in "Stuff"

I'm willing to bet your clients have stuff. Lots of stuff. Way more stuff than they need and certainly more stuff than you want in their house when you list it. Seeing as organized homes command higher prices, paring down and straightening up can directly impact the sale price of a home. Move Managers efficiently, yet compassionately, work with clients to cut back on the extras so homes are minimal. They are experienced in gently guiding clients through the process of deciding what to keep, donate, sell, gift and discard. As a bonus they deliver donations, facilitate consignments and will even pre-pack unneeded items in preparation for the move.

3) Buyers Want Storage Space

Buyers want plenty of storage space. Cramped closets, creepy basements, junked up garages that don't fit cars, and overflowing attics don't help when you're looking to show off a home's storage capacity. Home and estate clean-outs are part of a Move Manager's wheelhouse so they have no fear when it comes to your client's skeletons in the closet - at least the literal ones! By clearing out and organizing these areas storage spaces show as clean, spacious and plentiful. A beautiful thing for buyers who have a plethora of their own stuff!

4) Staging Magic

Research consistently shows that staged homes sell faster. Move Managers know how to create a warm and inviting home that potential buyers can easily envision living in. From depersonalizing and decluttering to furniture and décor placement, they can create miracles.

5) One Stop Shopping

Because Move Managers facilitate the entire moving process, in addition to their own expertise, they come with a network of trusted service providers. Their collection of vetted professionals is on hand to help with everything from air conditioning to washing machine stabilization and all the nuts and bolts in between. So when your client realizes that they forgot to make arrangements for Yoshi the dog on moving day, no worries, your Move Manager has a pet sitter on hand.

6) They'll Handle Time Consuming Tasks

Organizing, packing, and cleaning-out can be time consuming and for most seller's it's the ugly side of moving. Having professionals on hand to clear the client's plate of these necessary evils frees them up to maintain a certain level of normalcy during the transition. It also allows them to focus on other important tasks.

7) Move Managers Are There to Hold Hands

Move Managers are people that clients lean on. A large portion of their training and time is spent focusing on assisting clients with the emotional aspects of moving. As a steady, encouraging force throughout the move process, you can count on them to help keep your clients focused on the end result, moving forward and headed in the right direction.

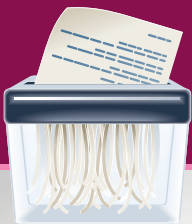
So there you have it – seven ways a Move Manager can help you make more money, working less and while creating happier clients by providing an easier and less stressful moving process. It's like manna from Heaven... without worrying about carbs and fat!

When you are ready to get organized a great way to start is by focusing on “types” of items rather than specific “areas”. For example, you may work on your collection of socks or coats (“type”) rather than a closet or drawer (an “area”). There are several benefits of this method, but clients tell us their favorites are that 1) it is manageable and tends not to be as overwhelming, and 2) by pulling out and looking at all of your socks (we know you have an amazing collection) you can better judge what you really need to keep and what you can safely let go of.

Prior to starting be sure to stock up on trash bags and set up a box for “Donations” and “Items to Gift”. Once the boxes are full load them in your car and deliver them to their new home. Replace and repeat!

Here is a list of 60 things to get you started on your path to becoming “rightsized”.

1. Mugs
2. Pens, Pencils, Markers, Crayons
3. Socks, Pantyhose
4. Tupperware, Plasticware
5. Books
6. Magazines
7. Recipes
8. Catalogs
9. Cooking Utensils and Bakeware
10. Keys
11. Unused/Expired prescriptions
12. Unused Kitchen Gadgets and Appliances
13. Purses
14. Vases, Dried Flowers
15. Food/Canned Goods
16. Spices
17. Mail
18. Expired OTC Medicine, Vitamins
19. Toys, Games, Puzzles, Cards
20. Electronics
21. Kids Artwork
22. Duplicate Photos
23. Linens, Towels, Blankets
24. VHS Video Tapes, DVD's, CD's
25. Computer Software, Floppy Discs
26. Knick-Knacks and Décor You Don't Love
27. Dead Plants, Bulbs, Seeds
28. Planters, Pots
29. Holiday Decor You Don't Love
30. Serving/Entertaining Pieces
31. Abandoned Craft Projects, Craft Supplies
32. Make-Up, Toiletries
33. Old Credit Card & Bank Statements
34. Lotions, Perfumes
35. Travel Samples
36. Dead Batteries
37. Greeting Cards
38. Extra Tools
39. Candles
40. Pet Paraphernalia
41. Costume Jewelry
42. Coupons
43. Old Receipts
44. Hats, Gloves, Scarves
45. Paint
46. Old Bills, Tax Returns (over 7 years)
47. Cleaning supplies
48. Coat Hangers
49. Newspapers
50. Partially Used Notebooks
51. Unneeded Business Cards
52. Old Take-Out Restaurant Menus
53. Eyeglasses
54. Separated Socks and Earrings
55. Extra Buttons
56. Travel Brochures, Maps
57. Shoes, Belts
58. Old Address Labels
59. Past Calendars
60. Old Pillows



CALM YOUR PAPER CHAOS

What to **save** what to **shred**...

1 YEAR Paystubs
Credit Card Stmts
Utility Bills

Qtly Investment Stmts
Medical Receipts
(routine health)

Stock Sale Docs
Annual Investment
Stmts
Bank Stmts

3 YEARS

5 YEARS

Medical Receipts
(serious condition)

Satisfied Loans
Tax Returns &
Supporting Docs

7 YEARS

**WHILE
ACTIVE/
OWNED**

Sales Receipts
Disputed Bills
Warranties
Insurance Policies

Property Tax Records
Auto Records
Medical Records
(ongoing condition)



Documents for **safe keeping**

LIFE EVENTS

Birth Certificates
Death Certificates
Marriage Licenses
Divorce Papers
Adoption Papers
Citizenship Papers
Veterans Documents
Passports

ESTATE PLANNING

Will
Letter of Instruction
Trust Documents
Burial Plot, Funeral Arrangements
Power of Attorney/Guardianship

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List of Bank and Investment Accts
List of Safety Deposit Boxes

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Stock Certificates, Bonds, Brokerage Accounts
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Utilities
Credit Cards
Bank Accounts
Social Media
Electronics
Websites
Medical Providers

RETIREMENT

Social Security
IRA
401(k) Accounts
Pension Documents
Annuity Contracts

HEALTH CARE

Personal and Family Medical History
Durable Health-Care Power of Attorney
Authorization to Release Health-Care Info
Records for Major Medical Events
Living Will
Do-Not-Resuscitate Order