

HOARDING SOLUTIONS. COMPASSION AND EXPERIENCE.

*Service*MASTER
Restore

clutter
CLEANER



HOARDING: THERE IS HOPE.

If you are dealing with a hoarding situation, don't be embarrassed, hoarding is not due to poor organization or laziness. Compulsive hoarding is a complex anxiety disorder that makes it difficult for a person to discard or part with possessions, regardless of actual value. Hoarders may feel the item will be useful one day or feel sentimental about it. Many have dealt with this problem their entire lives, and often only after other family members become involved is the issue addressed.



In addition to excessive clutter, other serious effects of compulsive hoarding can include fire or health hazards and infestations. It also may become impossible to prepare or eat food in the home or to have appliance, electrical or plumbing repairs conducted because service technicians cannot enter the home.

A TEAM YOU CAN TRUST.

At ServiceMaster Restore®, we know that successfully handling a hoarding situation calls for an honest, realistic approach and skills that can only come from special training and a 60-year legacy of professional cleaning. Working together with Matt Paxton, founder of Clutter Cleaner, ServiceMaster Restore brings the training and experience necessary to help resolve a hoarding situation, large or small. We restore homes—and lives.



COMMUNICATION IS CRITICAL.

- We show respect and compassion.
- We take time to build trust.
- We ask permission before doing anything.
- We listen to the hoarder's needs
- We treat the person as if he or she were a member of the family.

THE EMOTIONS CAN BE OVERWHELMING FOR BOTH THE HOARDER AND FAMILY. WE UNDERSTAND.

People battling a hoarding disorder may feel lost, judged or afraid to let others get close for fear their “secret” will be uncovered. And in some cases, they may not even be aware that there is a problem. That’s why it’s vital that the cleaning and restoration team be composed of people who understand what it’s like to face tough challenges and who can understand the situation. At ServiceMaster Restore, our professionals know how to compassionately interact with hoarders—our goal is not to judge but to earn trust over the course of the project to help each individual.



A STORY CAN TELL SO MUCH

We take the time to listen to their stories. Matt Paxton, founder of Clutter Cleaner, knows this from experience. He began his business over a decade ago by cleaning out his grandmother’s basement, and listening to her stories about cherished possessions. He quickly learned that hoarding is not about stuff, it’s about life, love and oftentimes, grieving. It’s the tragic losses or life events that many of these individuals have survived and are trying to cope with through hanging on to possessions.

A hoarding situation requires special expertise in extreme cleaning and restoration. It also calls for listening, compassion, respect, humor and above all, trust. All these reasons are why Matt Paxton chose ServiceMaster Restore to exclusively work with Clutter Cleaner: to connect with restoration experts he could trust as much as families and customers have always trusted him.

RESTORING HOMES, RESTORING LIVES.

At ServiceMaster Restore, we have more than 60 years’ experience in all types of professional cleaning and disaster recovery. We’ve dealt with every kind of critical restoration situation, and our expertise, proven methods and extensive national network give us the ability to handle the toughest job. Plus, our experience working with families facing restoration challenges has taught us that we are not just restoring homes, we are restoring lives. So from the moment we walk in the door, we treat each person and their possessions with care and attention.

WORKING TOGETHER FOR SUCCESS.

In addition, ServiceMaster Restore professionals take pride in serving others, demonstrating true compassion in critical situations following disasters. We are dedicated to making a difference in people’s lives and helping them get back on track. It’s empathy that comes from within—a perfect complement to the heartfelt dedication of Matt Paxton and Clutter Cleaner—and vital to navigating the feelings involved in a hoarding situation.

WHY SERVICEMASTER RESTORE?

We have:

- An understanding of the disorder
- A proven process
- The right experience
- The right team

A THOROUGH PROCESS FROM START TO FINISH—AND BEYOND.



Together, ServiceMaster Restore and Clutter Cleaner have developed a proven process to help people affected by hoarding and overwhelming clutter to clean out a home and continue to move towards a clutter-free life. The process is divided into three main phases:

Understanding, listening, connecting.

Because our goal is to keep the home clean, we make the effort to fully understand the problem before proceeding. We work with the family and hoarder to make sure everyone is on board, always keeping the hoarder in charge. This may include reference to a local therapist or social services. We build trust over time and show our customer full respect.

Creating a plan, cleaning, sorting.

We develop a cleaning plan that serves as a road map to the entire cleanout. We help reorganize spaces and remaining possessions. Our teams handle all the details, including donation, recycling and disposal of unwanted items, and help families sanitize and display kept items in the home. We can also sort, document and help deliver donated items to the customer's selected nonprofit organization.

Family, aftercare, follow-up.

We ensure that the individual and family create a plan to keep and maintain a clean home. We also provide short-term phone support to see if the home is being maintained or if additional help is needed.

Whether we're working with the family, the hoarder, therapists, a psychologist or other industry partners, we bring insight that will help the entire process go smoothly and successfully, with the customer always in control.

AN INDUSTRY LEADER

With more than 4,500 franchises around the world, ServiceMaster Restore and ServiceMaster Clean have been in the cleaning and disaster, restoration business for more than 60 years. ServiceMaster Restore methodology meets or exceeds industry standards, adhering to criteria established by the Institute of Inspection Cleaning and Restoration Certification (IICRC). We have built a solid reputation for extreme cleaning and disaster recovery, including mold mitigation, water and smoke recovery, and more.

SERVICEMASTER RESTORE SCOPE OF SERVICES FOR HOARDING:

- *Reassure family members and explain the process.*
- *Help locate lost jewelry, hidden money and/or other valuable items.*
- *Remove debris.*
- *Coordinate recycling and shredding.*
- *Help distribute donations.*
- *Assist in distributing kept items to family members (local and national).*
- *Facilitate paperwork required by government agencies, lawyers and trusts.*

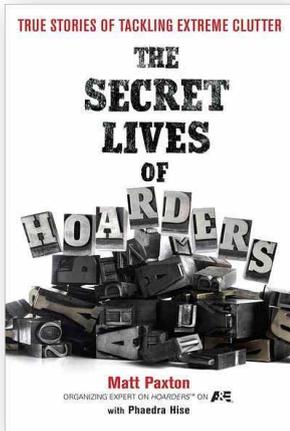
ADDITIONAL SERVICES INCLUDE:

- *Fire, smoke and disaster restoration.*
- *Water damage and restoration.*
- *Mold remediation.*
- *Carpet cleaning/drying, fabric cleaning and hard surface floor care.*
- *Deodorizing service/odor removal.*
- *Drywall replacement.*

Matt Paxton
Founder,
Clutter Cleaner



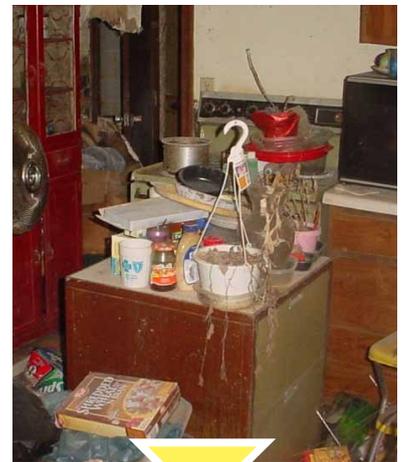
HELPING FAMILIES DEAL WITH HOARDING.



Clutter Cleaner is a nationally recognized extreme-cleaning company that has been successfully cleaning out hoarded homes and estates for ten years. The company was founded by Matt Paxton, who, after some personal struggles of his own, realized that his true desire was to help people and make a difference in their lives. He began with his grandmother...cleaning out her basement and seeing “an amazing look of relief and joy” on her face. He wanted the same for others so he began cleaning out the homes of his aunts and neighbors and soon built a successful business. Matt is a best-selling author and has also appeared many times on national television in the *Hoarders* TV show.

Through Clutter Cleaner, Matt has committed himself to helping families around the world live a happier and healthier clutter-free life. For over a decade, he has worked with professional organizers, senior move managers, medical and homecare professionals, therapists, and government agencies to develop a highly effective cleaning process.

BEFORE



AFTER



HOPE BEGINS WITH A PHONE CALL.



HOW DOES THE CONTACT START?

The first step is when a hoarder or family member calls us for help. We will then learn as much as we can about the individual and the particulars of the situation.

IT'S ALL ABOUT TRUST AND RESPECT.

In order to help obtain a successful result, we connect directly with the hoarder to get permission, even if a family member has already called. This is one of the most important aspects of the process, because it gives the person control and they understand that we respect them.

Getting the call can take patience and time. But acquiring their trust on the front end is imperative to get started on the road to a clean and organized home. When we get a call, we learn about the home, which event possibly caused the situation and directly ask if the hoarder really wants to change. All of this allows the individual to understand that we're there to help and not to judge. We seek to become a trusted friend.

WE ENGAGE THE HOARDER IN OUR PROCESS.

Once we've received a hoarder's call and permission, we encourage them to send us photos of the home. Patience again comes into play, as it might take one day or as many as 90 days to get the photos. However, we've learned by experience that, once they provide us with the photos, this can reduce their anxiety and make it easier for them to invite us into the home. This step is critical, as it helps assure that they will follow through with the cleanup, which is key to everyone involved.

Our personal engagement with the hoarder is extremely important, as it can save days of anxiety and fear once we start the cleanup.

WE ARRIVE AT THE HOARDER'S HOME READY TO CLEAN.

Our one-on-one relationship, starting with the initial call, is all about care, trust and respect. So when we arrive at the home, the person feels comfortable with our procedure, understands his or her role in the cleanup and knows that we're there to help.

WE CHECK IN AFTER THE HOME HAS BEEN COMPLETED.

Old habits rarely change overnight. That's why we will follow up with the customer, for a short period of time, to provide positive support in an effort to keep the home clean and clutter-free.

A PROVEN PROCESS.

1 UNDERSTANDING

- Connecting with the hoarder and understanding what caused the problem
- Working with the family and appropriate support professionals
- Taking time to earn the trust of the hoarder

2 PLANNING AND CLEANING

- Develop a cleaning plan
- Sorting, organizing and cleaning with the hoarder
- Arranging for items to be cleaned, donated, recycled, stored or disposed of
- Working directly with the individual and family for a successful outcome

3 FOLLOW-UP

- Encourage aftercare to ensure that cleaning and the commitment to change continues
- Short-term contact with the customer



**TRUST
THE EXPERTS.**



A hoarder's home can be dangerous, unhealthy or both—and dramatic action is required to address the problem and help the individual get on the road to recovery. You need experts who can carefully navigate the issues so that all involved can achieve their goals. There is hope. Things can start to get better.

You need people who truly care—and who treat each customer like a member of the family.

Restoring homes, restoring lives. For an understanding, professional approach to helping solve a serious problem, we are your trusted choice.

ServiceMaster Restore teams have participated in specialized training to understand the hoarding disorder, how to effectively communicate with hoarders and how to properly execute the cleaning process.

Clutter Cleaner national memberships:



"I cannot begin to express the depths of my gratitude for the work you did in my dad's home this past week. Ten years ago, I began to worry...Five years ago, my worry turned into concern for his well being. And two years ago, I started to lose hope. But today, I feel nothing but hope...and possibility...and appreciation."

Ft. Lauderdale, Florida

"A year later and the house is still clean. You all walked with me through a really lonely and frightening time in my life...and I've never looked back—except to smile."

Toronto, Canada

"Thank you for all your help. I know there is still a long road to go, but the first dent has been made. My mother will receive the counseling and has expressed progress toward not letting this happen again."

Las Cruces, New Mexico

"We saw our mom yesterday, and she did smile... She's gone through a lot since her husband died, and you guys were really good to her."

Denver, Colorado



Call 1-888-226-0030 today or visit www.servicemasterhoarders.com