

Hoarding Cleanup Services

PRESENTED BY SERVICEMASTER – S&R SYSTEMS

Compulsive hoarding is a complex anxiety disorder that makes it difficult for a person to discard or part with possessions, regardless of actual value.

In addition to excessive clutter,
hoarding can create an unsanitary and
unsafe environment for individuals and pets
including fire hazards, health hazards,
infestations, mold and property damage.

What to Look For In A Hoarding Cleanup Service



- Empathy and Compassion
- Professionalism – Experienced, Insured, Fair
- Safety – Prepared for Biohazard Conditions
- Good Methods to Sort, Clean and Dispose
- Commitment to doing the right thing
- Aftercare follow-up

Phase 1

Understand, Listen, Connect



- Goal is a safe and clean home. Make every effort to understand the problem before proceeding.
- Work with the family and individual to ensure everyone is on board, always keeping the client in charge. Other resources may need to assist: therapist, family members
- Build trust and show the individual full respect.

Phase 2

Plan, Sort, Organize, Clear



- Develop a restoration plan that serves as a roadmap.
- Work with the client through the process of sorting possessions, cleaning and organizing kept items.
- Clear discarded items, trash and debris,
- Facilitate donations or other distributions.

Phase 3

Cleaning and Restoration



- Cleaning and sanitizing affected areas and content.
- Carpet cleaning and/or replacement.
- Mold and water damage remediation.
- Structure repair, painting, plumbing, mechanical needs.
- Periodic deep cleaning services.
- Housekeeping for regular maid services.

Typical Plan



- ✓ Client meeting. Reassure and gain trust.
- ✓ Learn needs goals and desires.
- ✓ Prioritize tasks and agree on approach.
- ✓ Locate most important and valuable items first.
- ✓ Achieve small victories and build momentum.
- ✓ Set up sort station, PPE, equipment, dumpsters, etc...

Typical Plan



- ✓ Methodically sort possessions according to priorities with designated decision maker.
- ✓ Remove debris and discarded items.
- ✓ Organize kept contents and donations.
- ✓ Clean sanitize structure or contents as needed.
- ✓ Address remediation issues – mold, water damage
- ✓ Determine next steps for ongoing needs.

Cleaning and Restoration

Before



After



Contact Info:



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Common Services Required



- Deep cleaning and sanitizing
- Carpet replacement or clean and sanitize
- Tile & grout or wood floor cleaning
- Upholstery cleaning
- Mold remediation, water damage mitigation
- Plumbing, mechanical and structure repair