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SASH[®] CLIENT STORIES

OUR WHITE-GLOVE CARE AND SERVICE IN ACTION



Mr. and Mrs. B

Mr. and Mrs. B, both in their 80's, were moving to a new assisted living community. They didn't know when their reserved room would be ready, but wanted the assurance that their home would be sold. In addition, Mr. and Mrs. B both had limited mobility and had no way get the large home emptied, clean, and ready for sale.

After meeting with SASH, but still months before the closing date, Mr. B passed away unexpectedly. Mrs. B was thrown into the turmoil of events and grief following her husband's death, and had to plan the move without him at her side. With this new turn of events, SASH provided support, flexibility, and privacy to Mrs. B so she could get through the home sale easily. SASH purchased the home with a "floating" closing date, to accommodate her moving day. SASH provided packing and moving services, bought the home "as-is", and closed early so Mrs. B could pay the deposit on time for her new home.

"From the first visit we were made to feel <u>special</u>. The SASH Team couldn't have been more helpful. I honestly don't see how you could do anything more to improve! SASH was a godsend!" Mrs. B

> www.sashprogram.com • 1-888-400-SASH (7274) Selling Advantage for Senior Homeowners®



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SASH CLIENT STORIES OUR WHITE-GLOVE CARE AND SERVICE IN ACTION

Mr. and Mrs. K

Mrs. K needed a home sale immediately. Her husband was in a wheelchair, living at a rehabilitation center following surgery, and their home would not accommodate his wheelchair. Mr. K also needed round-the-clock care. Alone at home, Mrs. K used a walker to get around, and would not be able to do much packing and moving. They wanted to get past the home sale process so they could be together again in a retirement community.



SASH purchased the home, closing in only 3 weeks. SASH also paid for a moving company to help Mr. and Mrs. K with their belongings, and whatever they didn't want could be left at their home. Before they knew it, Mr. and Mrs. K were together again in their new home, telling their friends and neighbors to call SASH!

"It was so easy for us. They were fast and friendly." Mrs. K

Ms. S

Ms. S learned about SASH from a home care agency. She was overwhelmed by the care of her home, and was suffering from mild depression and anxiety. Her home was in poor condition, and the thought of having strangers come in to see it made her more anxious and upset.

SASH provided consistent, gentle support to Ms. S through her home sale process, referring her to an excellent elder lawyer and helping her find a community to suit her needs. By selling to SASH, Ms. S never had to open her home to strangers. The closing date for selling her home was planned around her move into the assisted living community, and as is custom, SASH had flowers delivered to her new home saying "Welcome To Your New Home!"

"The SASH Team was very courteous, and explained things in an understandable way... very informative." Ms. S's son

Ms. C

Ms. C's family heard about SASH after they moved their mother into an assisted living community. Since Ms. C had dementia, her daughter had power of attorney and could sell the home on her behalf. The family needed the cash from the home sale to pay for Mrs. C's care, and did not want to wait for a regular sale.

SASH purchased the home on their time schedule, waiting until after they had a chance to hold a yard sale and sort through the valuable household items. They were allowed to leave all unwanted items, even leftover yard sale items, garbage, and unwanted furniture.

"Your service is a godsend for us. Thank you so much." Ms. C's daughter

Mrs. B

Recently widowed, Mrs. B felt lonely and isolated in her home. Her children encouraged her to sell it and downsize into an active, social retirement community. However, they were busy professionals and would not be able to help.

Mrs. B did not want to be rushed towards the closing date, and with SASH, she was able to choose a comfortable time period for the transition to her new home. SASH provided moving and packing assistance, and the moving service even unpacked her belongings in her new home so she didn't have to lift a finger. SASH bought Mrs. B's home "as-is", so there was no stress about getting it ready!

"Your personnel were so kind... They all knew how anxious I was and were cheerful, encouraging, and kind - God bless them all." Mrs. B

Mrs. H

With her closest family members living two states away, Mrs. H had no idea how she would get through her home sale alone. Using a walker, she had trouble standing for long periods of time and would not be able to pack, sort, or carry items. She had a room picked out at an assisted living community, and wanted to sell soon so she could move in and receive the care they provided.

SASH allowed her to choose a closing date that fit her moving schedule, provided packing and moving assistance, and closed on time as promised. As is custom, The SASH Team even visited Mrs. H in her new home following the sale, providing additional furniture and supplies for her comfort and convenience.

"The SASH Team was great in answering all my questions! Very helpful!" Mrs. H

Mrs. S

Struggling with serious health challenges, Mrs. S did not know how much longer she could stay in her home. Her family tried to keep her independence with in-home care, but her frequent hospital visits made it clear that it was time to sell. SASH stayed in touch with the family during the months of decision-making, available to provide resources if the family needed it. When Mrs. S could no longer stay in the home, the family called SASH to come and purchase the home. They postponed the closing date so that all of the family members could come and pick out household items that were

special or memorable for them. They were happy to just "walk away" from the home without any extra work, and her family was able to get the cash quickly to pay for her care.

"We were treated like we were important to you. You were prompt and professional with the final offer. The escrow process was excellent..." Mrs. S's son

LET SASH[®] HELP YOU ENJOY AN EASY HOME SALE!









Mr. and Mrs. A

Married for 67 years, Mr. and Mrs. A were a sweet couple who had worked hard to provide for their retirement. However, now Mr. A had Alzheimer's and needed round-the-clock care in a quality community. Wanting to be with him, Mrs. A moved into the assisted living area of the same community. Their daughter, the only one available to help them with the move, was overwhelmed by the work involved. She heard about SASH and called for a home visit. After the daughter held a yard sale, SASH purchased the home as-is, allowing the daughter to leave



all unsold yard sale items in the home. With only a 3 $\frac{1}{2}$ week closing, SASH put all the pieces together and provided Mr. and Mrs. A with an easy home sale.

"You have made this so easy for us. You are an answer to our prayers. Thank you!" Mrs. A

Mrs. H

Even with her walker, Mrs. H was having trouble navigating the space in her three-bedroom home. Her family lived over an hour away and could not be available often enough for her care and safety. She found an assisted living community to move to, and the staff there recommended SASH as an easy home sale solution. Her family was relieved that they could just collect her things and leave everything else behind – including two outdoor sheds packed with decades of "stuff" inside. Thanks to SASH's flexible schedule, Mrs. H was able to move in before the holidays and enjoy a wonderful Christmas surrounded by her new community.

"You cannot have the process of selling your home any easier than how the SASH Program made it. We were fully satisfied with the process. My wife and I recommend this program whenever possible."

Mrs. H's son and daughter-in-law

Mrs. S

Still strong and active in her early 70's, Mrs. S knew it was time to be a part of a community where she could receive care and companionship. Her busy family would not be able to assist her with the home sale, and she was very anxious and afraid about the prospect of downsizing.



SASH provided an easy and private home sale as promised. In addition, SASH provided packing and moving assistance, and allowed her to just "walk away" from all the household items that she couldn't take with her. The downsizing service

unpacked her belongings into her new room and took all the boxes with them. Two days later, there was a terrible wind storm that knocked out the power. Thanks to SASH's quick home sale service, instead of finding herself alone in her cold and dark home, Mrs. S was happy, warm, and cared for in the new assisted living community.

"All my questions were answered promptly and thoroughly; I always felt that my needs were important to you." Mrs. S

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