

September 18, 2018

Testimonial for Moving Made Easy

It is with considerable gratitude and with a deep appreciation of Brynyce Owen's work that I write of my experience.

Moving Made Easy assisted my mother when she moved to independent living in a retirement complex earlier this year. As can be imagined, the shift was exceedingly challenging. She had resided in the family home for over fifty years and my father had died only 18 months beforehand. Like many of her generation, the large home was filled with memories, possessions and a lot of other, superfluous objects. She also has some health conditions that exacerbated her anxiety attached with such an enormous upheaval.

My nephew and I were responsible for her move and wellbeing. Unfortunately he lives in the South Island and I have a very demanding job. We therefore needed to engage someone who had the wide range of skills required to assisting people in moving.

Mrs. Owen recognizes that such a milestone in a person's life is not just physically demanding but is emotionally upending and psychologically taxing. She also showed a keen awareness of the stress this type of situation puts on all family members. She was practical, compassionate, clear in her communication and pragmatic in assisting us all at this time.

She undertook a comprehensive management of packing-up all my mother's possessions, helped her decide which to take with her and systematically worked through the remaining things for sale, donation or disposal. This was by no means an easy task but she accomplished it in a remarkable timeframe and took not inconsiderable care in ensuring that any item that could be sold for value provided a return for my mother. I was also very happy to support a positive ethic of donation and opportunities to support others she made possible. She and her staff were punctilious in sorting all items and provided me with regular updates of progress as well as raising any questions they might have in a timely and courteous manner.

I would like to pay particular attention to her manner. As may be appreciated with an event of such magnitude, there were some challenging times. Mrs. Owen brought to every aspect of her work a deep empathy and compassion that was and is truly appreciated. She has an acute sense of emotions involved in moving after such a long time and in circumstances still close to the death of a spouse and while she showed great sensitivity to my mother remained clearly but gently focused on the tasks necessary to such a change in her life.

This requires an understanding of what is in the best interests of her clients but, more importantly, is enhanced by her remarkable sense of proportion. Mrs. Owen understands how small issues become very large and how bigger issues may be brought down to more manageable scale. She maintains, at all times, a caring, practical and abiding ethical position that, it seems to me, is a hallmark of herself as a person as much as it reflects the underlying values of her business.

I cannot express how grateful I am for her help to us at this time and how fortunate we all were in being able to secure her services. I am unequivocal in my endorsement of Mrs. Owen and Moving Made Easy and hold complete respect for her and her work.

Peter [REDACTED], PhD