



Managing the Selling Process With Family From Afar

Selling the home of a senior who might be going to a long-term care facility can sometimes involve a family member or members who live at some distance, presenting unique challenges.

TIPS

Leverage technology: Stay connected with virtual tours, video calls, and secure online tools.

Establish clear communication: Keep open and regular contact with family, attorneys, and involved parties.

Determine responsibilities: Define responsibilities to avoid confusion.

Plan visits: Schedule visits for key milestones like inspections and closings.

Respecting the emotional component

Many seniors have lived in their homes for 25 or more years, with friends nearby and memories associated with the home. The thought of selling their home and moving can be very emotional; they don't know what it will be like and what this next chapter holds.

The selling process can awaken complex emotions. With the potential for intense feelings, it's important that the sales experience be as positive and smooth as possible. Some considerations that will help include:

- Acknowledging that this is an emotional experience. Sometimes, just knowing that the people involved in the process appreciate its impact can help seniors work through the emotional aspect of the move.
- Keeping the process transparent. Everyone involved in the selling process should read any contract before it's signed. This minimizes confusion and helps all family members stay on the same page.
- Simplifying the selling process. Seniors or their families should gather key documents like the sale contract, maintenance records, insurance documents, utility bills, appraisals, HOA records (if applicable), and warranties before listing the home.
- Reassuring that all aspects of the sale and the move are being considered—from coordinating a potential estate sale to hiring packers and working with a senior move manager.
- Being understanding about downsizing. As seniors move to smaller spaces, helping them decide what to sell, discard, donate, pass to family, or keep can be invaluable.
- Helping organize the move. It may be many years since a senior moved; it's a potentially unfamiliar and uncomfortable process for them. Offering suggestions for organizing, such as how furniture fits in their new space and using color-coded stickers to designate what goes where, can be a tremendous relief.
- Emphasizing the benefits of their new living arrangement. There is great value in talking about what they can expect, like a welcoming atmosphere, fun activities, new friends and plenty of amenities. A representative of the community to which they'll move can offer tips to smooth the transition. 🏠