



### **From a Client's Perspective**

“Where does one start? My father’s place was filthy and certainly had accumulated more than his share of stuff. We spoke to him on a variety of occasions but would either get mad or make false promises. He lived by himself and was physically compromised. His health wasn’t any better. I knew he was depressed, full of anxiety, and the few times we did show up, he wouldn’t allow us to touch anything. On the rare occasion that we forced our cleaning and organizing on him, much to our dismay, his placed actually worsened over time. Little pathways formed with belongings precariously stacked all throughout the house. It was dangerous or practically inhabitable for him to live there. How in the world was I going to connect with him and generate a sense of urgency within him? His problem was greater than I could handle.



Texas Hoarders is a newly formed division of New Start Biorecovery. A New Start Biorecovery was featured on 3 episodes of Hoarding-Buried Alive and remain as some of their top rated shows and is currently listed on show’s resource page.

## **Help in Your Time of Need**

Hoarding is a debilitating disorder for everyone involved, regardless of the severity. The struggles associated with hoarding are numerous and varied. Texas Hoarders sees people who hoard not as bad people needing to become good, but an ill people needing to become well. Most people are unwilling to admit they are real hoarders. Therefore, it is not surprising that people's hoarding careers have been characterized by countless vain attempts to prove they could manage their homes like other people. The persistence of this illusion is astonishing. Some hoarders have felt at times that they were regaining control, but such intervals—usually brief—were inevitably followed by still less control which led in time to pitiful and incomprehensible demoralization. By every form of self-deception and experimentation, they will try to prove themselves exceptions of the rule.

## **Capable of Any Job**

Texas Hoarders is known throughout Texas for their affordable, caring, and professional hoarding services. While we haul junk, do trash outs, and debris removal, Texas Hoarders' employees are strenuously trained in dealing with the hoarding disorder. Each Texas Hoarders' team member attends training which includes triggers which cause people to hoard, the varied psychological components behind the disorder, and how to make the most progress while working with people afflicted with the hoarding disorder. We don't simply come in and throw out a person's belongings! We take a customized approach to each individual customer to make sure each plan is both executable and contributes towards achieving maximum results.

## **Hoarding Cleaning Services**

We do not simply enter a home that is affected by hoarding and throw everything out. The reality is that beneath the mountains of clutter and chaos there will be items of importance and value that should be kept. Our attention to detail and understanding of this fact places Texas Hoarders in a category above and beyond our competitors. During the remediation process, we can package and transport items to storage units during the process of removing unwanted items. We have helped hundreds of individuals over the years in not only restoring their homes, but also in restoring their lives. Texas Hoarders has numerous hoarding cleaning options, which range from a complete clean out to organizing and recovering items of importance.

## Message From The President — From Me To You

After working many years in the hi-tech industry in various sales and business development capacities, I became disillusioned. I persistently felt that these companies were over committing and under delivering their products and services all the while quotas rose and customer satisfaction issues increased. I felt I needed to compromise my values to keep up with company demands. I felt trapped and depressed.

One day, I read a newspaper article in the local paper that caught my interest. A nurse in Austin was doing bio recovery (crime scene, suicide, death, and hoarding) cleanings. I quickly recalled a traumatic event in my life. My sister passed away and, because she was living alone, her body wasn't discovered until a few days later. I was aghast that neither law enforcement, coroner, nor EMS offered services to clean up the mess that was left behind. So, I "took it on the chin" and cleaned it myself. To this day, the memory of this cleaning is the single most powerful image I have when I think of my sister. No one should ever have to re-traumatize themselves by doing the cleanup on their own. Anyhow, the nurse went to cover everything that entails in doing biohazardous cleanings. Work that I didn't know even existed at the time. My interest peaked. That was it! I found my calling and I humbly feel that legacy my sister left for me was to enter this field of work.



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