



## **FAQ's**

### **What is a professional organiser?**

A professional organiser helps individuals and businesses to declutter, organise and optimise their spaces and storage systems for efficiency and peace of mind.

### **What services do you offer?**

I offer a variety of professional organising services including decluttering and home organisation. For more detail about the services, please visit the services page.

### **How do I get started?**

You can get started by scheduling a free discovery call. During this call, we will discuss your needs, preferences, and goals.

### **What is a Discovery Call?**

During a discovery call we have a 20-minute chat, this allows me to gain a better understanding of your space and what your goals are and provides you with the opportunity to ask any questions you may have. I will request photographs of the rooms to be taken, and they will enable me to provide an estimate of the time needed to complete the results you desire.

If a home consultation is required, (especially if storage solutions are needed, to enable me to measure up and order the correct items), this is charged at £35, however should you go on to book a session this will be deducted from the final invoice.

A deposit of 25% is required to secure your session. I will then send you a booking confirmation.

### **What areas do you serve?**

I serve clients in and around Northumberland, Newcastle Upon Tyne, Tyneside & Durham. If you are outside this area, please contact me to discuss potential arrangements.

### **Do you charge for travel?**

Travel within a 40 minute radius from my base is included at no extra cost. Beyond this distance, there may be an additional cost of 45p per mile.

### **Do you work on weekends or bank holidays?**

I can with prior arrangement, but this will incur an increased hourly rate.

### **How much do your services cost?**

Please visit the pricing & packages page for detailed information on fees.

Package prices include:

- Free discovery call,
- Pre project planning,
- Basic tailored storage recommendations,
- Labelling
- Advice on how to maintain the organised space
- Follow up via email or text for accountability.

### **How long does the organising process take?**

The duration of the organising process depends on the size and complexity of the project. During the discovery call, I will provide an estimated timeline based on your specific needs.

### **Do I need to be there?**

For decluttering, ideally I will work alongside you, helping your decision making. Should you not be available, I can pull everything out, categorise the items ready for you to make decisions, then I organise the items you decide to keep.

For organisation and home staging, you do not need to be present if you have work or other commitments. I can complete the transformation alone for a big reveal when you arrive home!

### **What time are the sessions?**

Sessions generally commence at 10am and end at 4pm. Hours outside of this can be accommodated, depending on your requirements.

### **Do you provide supplies like storage bins and labels?**

I can recommend and source organising supplies as needed, or work with items you already have. You can then purchase the recommended storage yourself, or I can purchase it and you can reimburse me. Labelling is included in my hourly fees/package prices.

### **Do I need to clean or tidy up before you arrive?**

No, there is no need to clean or tidy beforehand. Seeing the space as it is helps me to better understand your needs.

### **Will you make me throw away my belongings?**

No, I will not make you throw away anything that you do not want to. My goal is to help you make informed, thoughtful decisions about what to keep, donate, or discard. I will respect your choices and work collaboratively with you throughout the process.

### **Cleaning**

I will carry out surface cleaning to assist the decluttering process, but I do not provide a full cleaning service.

### **Will you take photos?**

I will need to take photos, not least to help with planning how to configure the space, but to also help you to see the before and after progress. You have the right to refuse this. However, the photos will never be shared without your permission.

### **Testimonials**

I may ask you to provide a written or video testimonial to be used as part of my marketing. Any written testimonials will be de-personalised prior to use.

### **Are your services confidential?**

Yes. I respect your privacy and maintain strict confidentiality. My vehicle nor my clothing are branded to protect your privacy. I am a member of the ICO to ensure adherence to protection laws. Your details will be used to provide services and process payments.

### **I'm embarrassed about my clutter. Is that a problem?**

Not at all! I provide a judgement free service to help you achieve your goals.

**Are you insured?**

Yes, I am fully insured to provide you with peace of mind while we work together.

**Are you qualified?**

As well as a ONC in Exhibition & Display Design and a Diploma in Professional Interior Design, I am CPD certified and am trained and accredited by one of the UK's leading Professional Organisers Dilly Carter from BBC1's Sort Your Life Out.

I am also a member of APDO, adhering to their code of ethics and I am registered with the ICO.

**How do I pay for your services?**

Various forms of payment are accepted, including bank transfers and cash. Payment details will be discussed during the initial consultation.

**Do you offer gift certificates?**

Yes, organising sessions make great gifts. Please get in touch for more information.

If you have any other questions, please feel free to contact me.

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