



Talking to people who hoard

Respect

Acknowledge that the person has a right to make their own decisions at their own pace.

Have sympathy

Understand that everyone has some attachment to the things they own. Try to understand the importance of their items to them.

Encourage

Come up with ideas to make their home safer, such as moving clutter from doorways and halls.

Team up with them

Don't argue about whether to keep or discard an item; instead, find out what will help motivate the person to discard or organise.

Reflect

Help the person to recognise that hoarding may interfere with their goals or values. For example, by decluttering the home, they could invite family/friends round and have a richer social life.

Ask

To develop trust, never throw anything away without asking permission.