



Expanding life's possibilities.™

Ask the sales director: Common questions about the move-in process

There's a lot to look forward to about transitioning to an active senior living community, like letting someone else worry about housekeeping and maintenance, meeting new friends, enjoying community events, and savoring chef-prepared meals instead of worrying about cooking.



But that transition can also raise a lot of important questions about what comes next and how it all works. In her role as sales director for White Horse Village, Wendy Patton hears a lot of these. Here are some of her answers to the most frequent queries about how the process works.

Once I reserve my home, how long will it take until I can move in?

Congratulations on selecting your home! The first step is to work together on a financial and medical review, which typically takes a few weeks. There's also the exciting process of getting your home ready. We often do a thorough renovation, which means sometimes new residents get to pick out their cabinets, countertops, and all those touches that make it their

home, which can be a really fun process. You can also get a good preview of how some of these changes will look by experiencing our virtual design model with the guidance of our move-in coordinator.

Renovation typically takes about three months, but there are possible variations. Sometimes, if the renovation is only making small changes, a home will be available sooner. So altogether, with the review and renovations, the process could take up to 90 to 120 days, but might be less than that depending on the scale of work.

What about selling the house I'm in now? How does that work?

The great news is that White Horse Village has a relocation support program. At any point in the process of picking out your new home, your sales counselor can connect you with our relocation specialist, whose team will walk you through resources for downsizing, making needed repairs to your house to sell it, and all the rest of the details. Our team will coordinate the details to make the process seamless. If you need the proceeds of your house to pay your entrance fee, we can work with you to figure out how to get that done.

What should I know about the approval process?

For the medical review, we get information from your primary care physician, and then schedule a time to meet with our outpatient manager here. When we look at finances, we ask for documentation of income and assets.

It's an essential part of the process because we're a nonprofit, and we make a promise to our residents to support them even if something unexpected happens with their finances through no fault of their own. We must ensure we can be good stewards of our resources while supporting all our residents.

Everyone's situation is different, but we're ready to support you every step of the way.

What's the benefit of the priority list?

For candidates interested in a particular type of home, the priority list allows you to get in line even before you are ready to move in. You can also join the list for a variety of homes to broaden your options.

You can stay on the list as long as you want—if an opportunity comes up to move in, we will call you. There is no pressure to accept, and you don't lose your place in line if you aren't ready to make that move.

Prospective residents also get perks like participating in select resident programming, including trips, dinners, and lectures. They also have access to various campus amenities. It's a nice way to engage with the community and get to know people before moving in.

The wait time to move into a home can vary, depending on the type you're looking for, so it's good to start the process early.

Wherever you are in your decision process, we are here to help. Call us at 610-675-2054 today with any questions or to schedule a visit.