

GOLDEN BRIDGES BRINGS CLIENTS HOME

A BBB Accredited senior and specialty move management company is setting a high standard of ethics in its Quincy, IL marketplace and community.

Moving or downsizing is overwhelming in the best of circumstances. But the truth is that circumstances aren't always the best — moving can be more challenging for seniors, folks moving to a new state or those who simply have a lot of belongings to sort through.

That's where move managers come in. In Quincy, IL, Golden Bridges Senior & Specialty Move Managers have spent the past decade helping their neighbors make smooth transitions to the next phase of their lives.

Partners Susan Scholz, Suzanne Ellerbrock and Nancy Waters, along with recent addition to the team T (Terry) Heberlein, take a deliberate, compassionate and personalized approach to help their clients "live life better."

And it works. According to Golden Bridges, the company has more than doubled its sales each year since it was founded in 2013. Golden Bridges received a BBB TORCH Award for Ethics in 2019 and opened its first physical office space this year.

"Not everybody has this opportunity," says partner Suzanne Ellerbrock. "It's rewarding to know that we are needed in our community."

Golden Bridges is meeting a timely need. The U.S. population aged 65+ will jump nearly 80 percent between 2010-2030. As Baby Boomers retire, more people will downsize or move into retirement communities and care facilities.

In addition to services for seniors, Golden Bridges facilitates specialty moves for people of all ages. The common thread among their clients is that they need support for a major life change.

business is very personal, because we're going through people's lives," Ellerbrock explains.

One of the best things about their line of work, Ellerbrock says, is that she and her team have built long-term trusting relationships with their clients.

She says one client comes to mind who was at risk of losing her apartment due to hoarding tendencies. Golden Bridges was able to help her organize and keep her home, and helped her take care of two homes and 11 storage units over the course of an eight-year relationship.

"Not only is she a client, but she's a friend. Without her, there's times where we wonder if we'd even be here," Ellerbrock says.

Each Golden Bridges team member brings unique expertise, but they also collaborate with partners who

handle services like remodeling, auctioning and traditional moving support. Because of this, Ellerbrock says, a high level of integrity and responsiveness is paramount to maintain clients' trust.

"We apply ethical standards whether it's a client of ours or a client of someone else's," she explains. "We've actually stopped working with some businesses because we didn't feel they had the integrity to serve our clients the way we wanted them served. We cannot afford to have negativity around what we do, because then we wouldn't be able to serve the community the way that we can."



From left to right: Susan Scholz, Nancy Waters and Suzanne Ellerbrock, partners. Center: Terry "T" Heberlein, director of sales & community outreach.

The Golden Bridges team are experts in managing both the physical and emotional aspects of a move. Clients may have to sort through sentimental belongings, address hoarding tendencies or sell a deceased loved one's home.

"Our team members experience the emotions with them. We laugh with them, we cry with them, we listen to their stories and we help guide them through the process," Ellerbrock says.

Golden Bridges' work requires a great deal of mutual trust. "Our

The team works with other organizations of high integrity to serve the community. They volunteer frequently — most recently holding a food drive that provided 500 meals — and are involved in the Quincy Chamber of Commerce, Rotary Club, Kiwanis and BBB.



“We feel that by being a member of the BBB, people know that we will do what we say we’ll do. They know we have been vetted by an organization that does business with integrity,” Ellerbrock explains.

In its first decade, Golden Bridges has helped more than 420 clients with their life transitions. The team is looking forward to more growth and continuing to serve their clients with a high standard of integrity.

“We understand that life doesn’t allow for everyone to take care of their family the way they’d want to,” Ellerbrock says. “Golden Bridges can [take care of them]. We get joy out of that.” **BBB**



Left and above: Golden Bridges team members work in a client’s home.

Torch AWARDS **BBB** *for* **Ethics** SM

Join BBB for a celebration of trust and to honor local organizations and individuals who exemplify high ethics. Lunch will be provided.

Interested in sponsoring the TORCH Awards? Scan the QR code for your region.

SAVE THE DATE:

St. Louis:
October 3

11:30 a.m. - 1 p.m.
Missouri Athletic Club
405 Washington Ave.
St. Louis, MO 63102



Springfield:
November 1

11:30 a.m. - 1 p.m.
White River
Conference Center
600 W. Sunshine St.
Springfield, MO 65807

