

# Moving with Care & Confidence

Butler Umzüge GmbH – Your trusted partner for disability-friendly and senior relocation across Germany and Europe, proudly supporting DAK-Gesundheit care insurance clients.

BUTLER UMZÜGE GMBH

DAK-GESUNDHEIT PARTNER



# Who We Are

## Butler Umzüge GmbH

Based in Berlin, we serve clients across Germany and Europe with warmth, professionalism, and genuine care. We specialise in accessible, barrier-free relocations for seniors, disabled persons, and those with care needs.

## Contact Us

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**Web:** [www.Butler-Umzuege.de](http://www.Butler-Umzuege.de)

**Hours:** Monday – Saturday, 08:00 – 22:00

# Moving with Trust — Mit Vertrauen Umziehen

Our motto says it all. At Butler Umzüge, every move is handled with integrity, empathy, and expert hands. Whether you are relocating across town or across Europe, you deserve a team that truly understands your needs.



# Understanding Moving Costs

Relocating can feel financially daunting — especially when health or care needs add complexity. Butler Umzüge provides full transparency on moving costs so you can plan with confidence and make the most of any financial support available through your care insurance.

## Transparent Quotes

No hidden fees. Receive a clear, itemised estimate tailored to your situation.

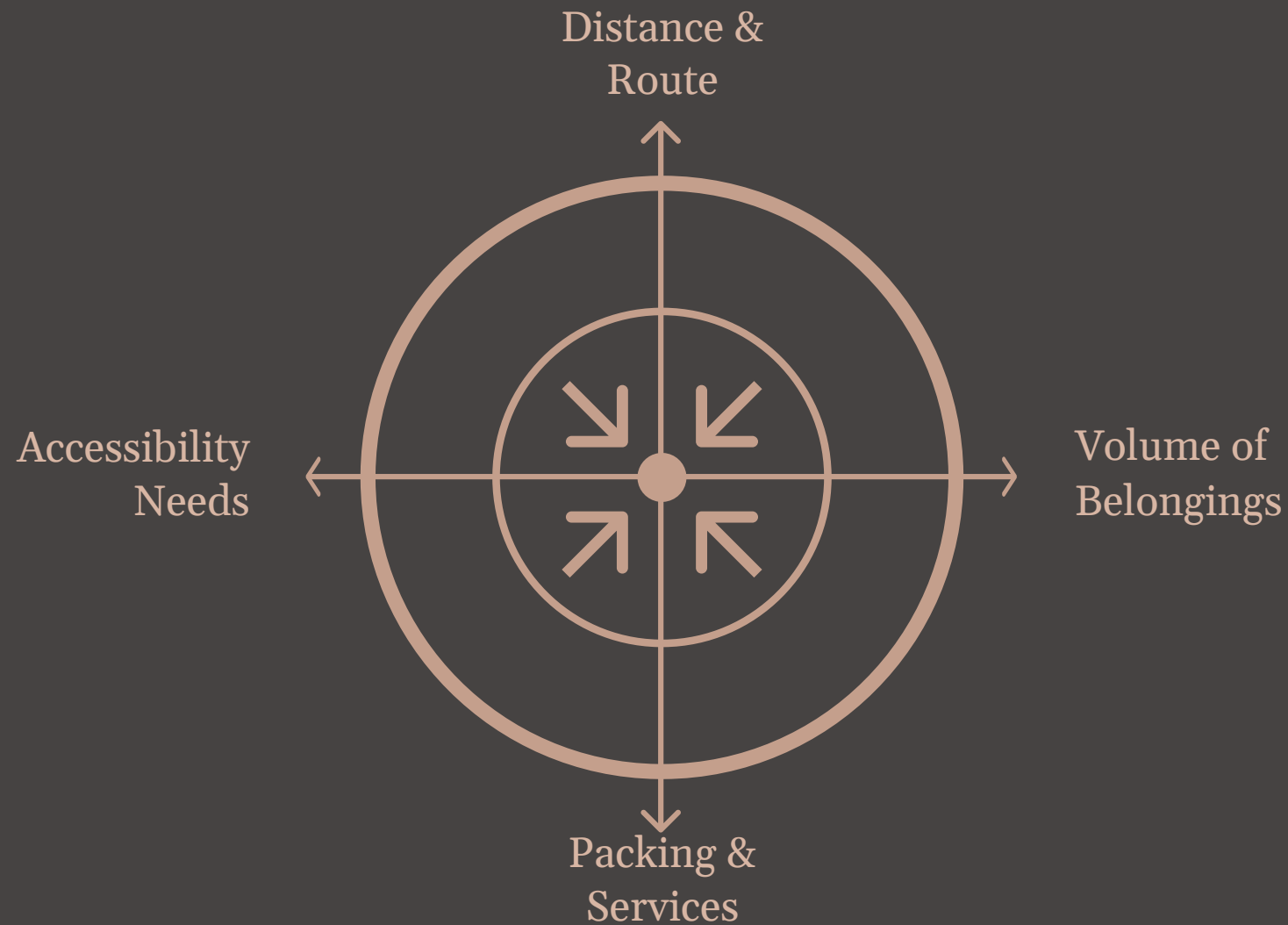
## Care Fund Eligibility

Certain moving costs may be covered by DAK-Gesundheit or care allowances.

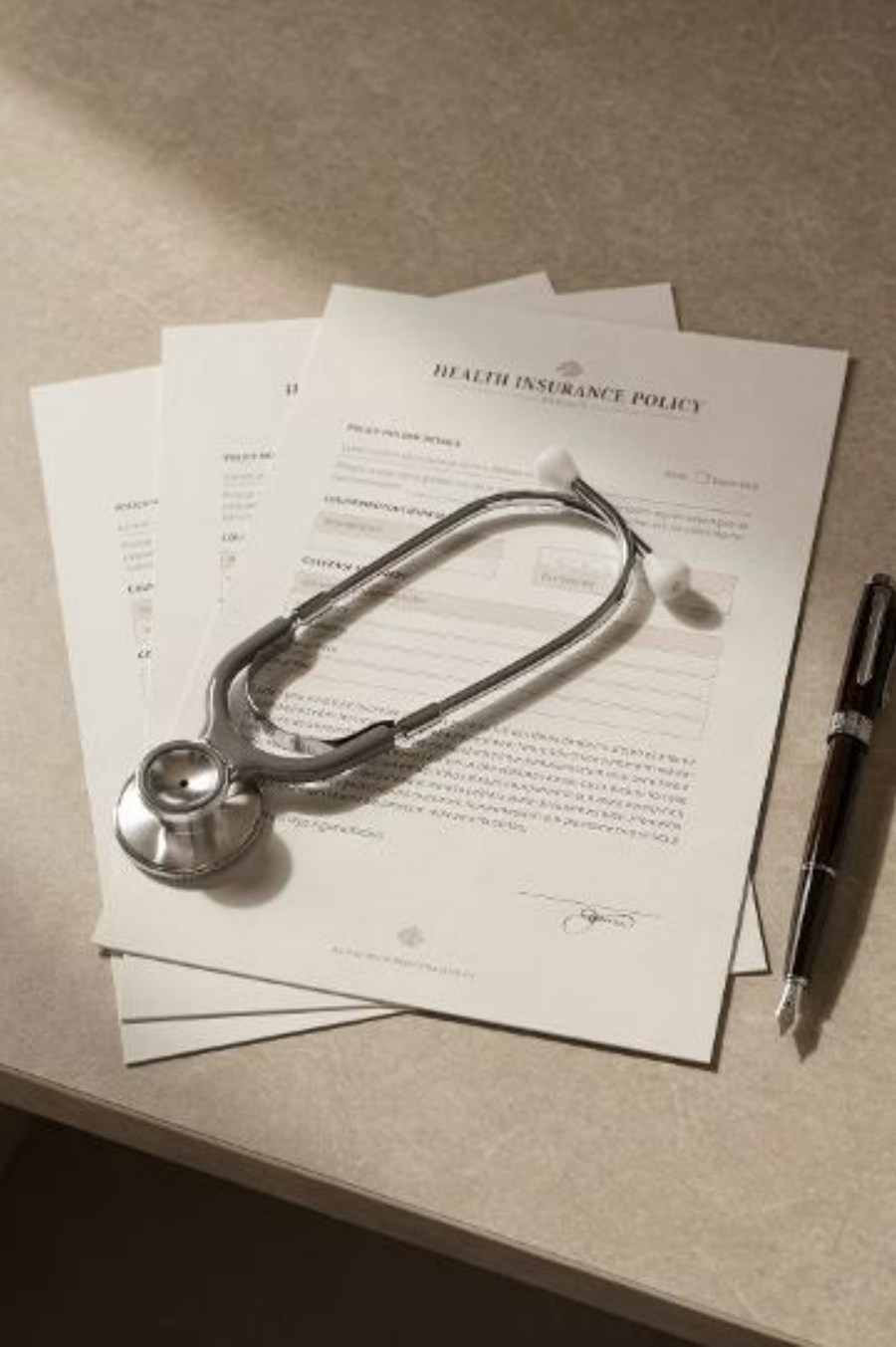
## Flexible Packages

Choose only the services you need — from full-service to assisted partial moves.

# What Affects Your Moving Costs?



Understanding these four core cost drivers helps you plan your budget wisely. Butler Umzüge will work with you to find the most cost-effective solution that meets your specific care and accessibility needs.



## CHAPTER 2

# DAK-Gesundheit Moving Services

As a DAK-Gesundheit insured person, you may have access to a range of relocation support services. DAK-Gesundheit recognises that a well-planned, timely move can be essential to maintaining health, independence, and quality of life.

# What DAK-Gesundheit Can Cover

## Moving Cost Allowance

Under certain care-related circumstances, DAK-Gesundheit may contribute financially to your relocation costs. Eligibility depends on care level and medical necessity.

## Care-Adapted Housing Support

Insurance support may extend to modifications in your new home — ramps, grab rails, and barrier-free adjustments to suit your care level.

## Advisory & Coordination Services

DAK-Gesundheit offers case management services that help coordinate medical, housing, and relocation needs under one roof.

# How to Apply for DAK-Gesundheit Moving Support



Contact DAK



Gather Docs



Submit Application



Receive Approval

The application process is straightforward. Butler Umzüge can assist you in preparing the documentation needed to support your claim, ensuring nothing is overlooked.

CHAPTER 3

## Professional Relocation Assistance

Butler Umzüge provides end-to-end professional relocation assistance tailored specifically for individuals with disabilities, seniors, and those dependent on care. Every detail is managed so you can focus on settling into your new home.



# Our Core Relocation Services



## Full Packing Service

Our trained team carefully packs every item, from fragile keepsakes to heavy furniture, using professional materials and methods.



## Secure Transport

Purpose-equipped vehicles with loading ramps and securing systems ensure safe transit of all your belongings, no matter the distance.



## Unpacking & Setup

We don't just deliver — we help unpack, assemble furniture, and set up your new home so it's comfortable and ready from day one.

# Barrier-Free Moving — Designed Around You

## What Makes Us Different

We are trained in accessibility-first moving practices. Our team understands the physical and emotional challenges of relocating with a disability or care need — and we adapt every step accordingly.

## Our Accessibility Features

- Wheelchair-accessible transport vehicles
- Ramp and lift-equipped loading equipment
- Slow-paced, patient handling of clients
- Communication in plain, clear language
- Coordination with care staff or family members

# Every person deserves a move that respects their dignity.

At Butler Umzüge, we believe that relocation should never feel overwhelming. Our barrier-free approach ensures every client — regardless of mobility or care needs — experiences a smooth, respectful, and empowering transition.



# Health Insurance Relocation Tips

Coordinating a move with your health insurance can seem complex, but with the right preparation it becomes manageable. Here are practical tips to help you navigate the process with your DAK-Gesundheit cover in place.

## 1 Notify DAK-Gesundheit Early

Contact your insurance provider as soon as you decide to move. Early notification allows time to review eligibility and arrange any required assessments.

## 2 Request a Care-Level Review

Moving to a new environment is an ideal opportunity to request a reassessment of your care level (Pflegegrad), which may unlock additional support.

## 3 Keep All Documentation

Save quotes, invoices, and correspondence. Insurance claims require clear evidence of costs and medical necessity.

## More Smart Tips for Your Move

### → Update Your Address Promptly

Notify DAK-Gesundheit of your new address immediately after moving to ensure uninterrupted service and correspondence.

### → Check Local Care Providers

Before moving, confirm that adequate care services — such as Pflegedienst or day care centres — are available in your new area.

### → Ask About Transition Benefits

Some transitions between care settings qualify for short-term emergency benefits. Ask your DAK-Gesundheit advisor what applies to your situation.

## CHAPTER 5

# Your DAK-Gesundheit Moving Guide

Think of this as your step-by-step companion through every stage of your relocation — from the first phone call to settling into your new home. Butler Umzüge and DAK-Gesundheit work hand in hand to make this journey as smooth as possible.



# Your Moving Timeline

8 Weeks Before

Contact Butler Umzüge and DAK-Gesundheit. Assess your care needs and begin gathering documentation.

1

2

6 Weeks Before

Receive your moving quote. Submit insurance support applications with all required paperwork.

3

4 Weeks Before

Confirm moving date. Begin decluttering and preparing belongings for packing.

4

Moving Day

Our team arrives on time, handles everything with care, and ensures you're comfortably settled in your new home.

# Stress-Free Moving Solutions

## The Challenge

Moving is consistently rated one of life's most stressful events — even for healthy individuals. For seniors or those with disabilities, the emotional and physical burden can feel even greater.

That's why Butler Umzüge has designed every part of our service to reduce stress and restore a sense of calm and control.

## Our Solution

- Single point of contact throughout your move
- Regular updates and clear communication
- Flexible scheduling around care routines
- Patient, unhurried service at your pace
- Emotional sensitivity as standard practice

You focus on the new  
beginning. We'll handle  
the rest.



# What Makes a Move Stress-Free?



## Early Planning

Starting early gives you time to make decisions calmly, without last-minute pressure. We recommend beginning the process at least eight weeks in advance.



## Trusted Support

Having a reliable partner like Butler Umzüge means you are never alone in the process. Our team is available Monday to Saturday, 08:00–22:00.



## Clear Checklist

Our moving coordinators provide a personalised checklist tailored to your health, care, and logistical needs so nothing is missed.

## CHAPTER 7

# Butler Umzüge Relocation — Across Germany & Europe

From Berlin to Bavaria, from Hamburg to the European continent — Butler Umzüge operates nationwide and internationally. No matter where your journey takes you, our team brings the same level of care, professionalism, and dedication.



# Our Service Areas

## Local Moves

Relocations within Berlin and surrounding regions handled with speed and precision, ideal for those moving to care-adapted housing nearby.

## National Moves

We cover all of Germany — from the north coast to the Bavarian Alps — with consistent quality and reliable scheduling throughout.

## European Moves

Need to relocate internationally? Our European network ensures your belongings and wellbeing are cared for across borders.

# Efficient Moving Services in Germany

## Efficiency You Can Count On

We know your time is valuable and that disruption to care routines can have real consequences. Butler Umzüge is built for efficiency — precise logistics, experienced teams, and proactive communication.

- Punctual arrival and departure
- Optimised loading and unloading processes
- Real-time updates during transport
- Minimal disruption to your daily care routine



CHAPTER 9

# Health-Focused Moving — A Different Approach

At Butler Umzüge, health is not an afterthought — it is at the centre of how we design and deliver every move. Our health-conscious approach recognises that physical and emotional wellbeing must be protected throughout the relocation process.



# Health-Conscious Moving Principles

1

## No Physical Strain on Clients

Clients are never expected to lift, carry, or exert themselves. Our team handles all physical tasks so you can conserve your energy.

2

## Medication & Medical Equipment First

We always ensure medications, mobility aids, and medical devices are packed last and unpacked first — so you're never without what you need.

3

## Breaks Built Into the Schedule

We pace the move around your energy levels, incorporating rest periods and flexibility so the day does not become overwhelming.

4

## Familiar Routines Respected

We work around your care routine — mealtimes, medication schedules, and therapist visits are all factored into our planning.

# Moving with Health Insurance — What You Need to Know

## Care-Level (Pflegegrad) & Moving

Your Pflegegrad determines what financial and practical support you may receive. A move that enables better care at home can sometimes be partially funded through your care insurance.

## Residential Care Transitions

If you are moving from home into a care facility, or between care facilities, specific transition benefits may apply under §§ 40, 41, and 42 SGB XI.

## Home Adaptation Grants

DAK-Gesundheit may contribute up to €4,000 per measure for home adaptations — such as installing a stairlift or widening doorways — when linked to a move.

# Key Insurance Terms to Know

Term	Meaning
Pflegegrad	Care level (1–5) that determines the extent of insurance benefits
Pflegegeld	Monthly cash care allowance paid directly to the insured person
Wohnumfeldverbesserung	Home environment improvement grant (up to €4,000 per measure)
Kurzzeitpflege	Short-term care during transitional periods such as moving
Verhinderungspflege	Substitute care when the regular caregiver is unavailable during the move



## CHAPTER 11

# DAK-Gesundheit Support Services — An Overview

DAK-Gesundheit offers a broad range of support services to help insured persons navigate major life transitions, including relocation. Their dedicated care management team can connect you with the right resources, advisors, and financial support at every stage.

# DAK-Gesundheit Services at a Glance



## 24/7 Helpline

DAK-Gesundheit provides round-the-clock telephone support for urgent care and health-related queries during your move.



## Case Management

Personalised case managers help coordinate healthcare, care services, and relocation logistics as an integrated package.



## Home Care Coordination

DAK-Gesundheit can help arrange home care services in your new location before you even arrive, ensuring continuity of care.



## Financial Benefits Advice

Specialist advisors explain all applicable financial benefits and how to claim them — from Pflegegeld to home adaptation grants.

# Seamless Relocation Planning

The key to a smooth move lies in meticulous planning. Butler Umzüge assigns a dedicated relocation coordinator to every client, who manages every detail — from the initial survey to the final box being unpacked.

01

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## Initial Consultation

A free, no-obligation consultation to understand your unique needs, timeline, and care requirements.

03

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## Bespoke Moving Plan

A detailed, personalised plan shared with you, your family, and any care professionals involved.

02

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## Home Survey

An in-person or virtual assessment of your current and new home to plan accessibility routes and logistics.

04

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## Execution & Follow-Up

Professional execution on moving day, followed by a post-move check-in to ensure everything is as expected.

CHAPTER 13

# Relocation Services for Families

Moving as a family unit — particularly when a loved one has care needs — requires careful coordination and compassion. Butler Umzüge supports the entire family through the process, ensuring that the needs of every generation are met with equal care and respect.



# Supporting Families Throughout the Move

## Caregiver Coordination

We liaise directly with family carers, professional care staff, and medical teams to ensure the move is aligned with the care plan.

## Emotional Support Guidance

Relocating a parent or loved one into new care can be emotional. Our team approaches every situation with empathy and sensitivity.

## Family Communication Hub

We keep family members informed at every stage — near or far — so everyone feels involved and reassured throughout the process.

# Senior Housing Transitions — Handled with Care

## Types of Senior Moves We Support

- Independent home to assisted living
- Assisted living to nursing care facility
- Between care facilities (same or different city)
- Downsizing to a smaller, more accessible home
- Moving closer to family members
- Relocating following hospitalisation or rehabilitation

## Our Promise

Whatever the reason for your senior move, we bring the same level of dignity, patience, and professionalism. Every transition is unique and deserves individual attention.

# Senior-Friendly Moving — By the Numbers

12+

Years of Experience

Serving seniors and care-dependent clients across Germany and Europe.

98%

Client Satisfaction

Consistently high satisfaction ratings from senior clients and their families.

7

Days a Week Available

Our phone lines are available Monday to Saturday, with emergency support beyond.

€0

Consultation Fee

Your initial consultation and home survey are completely free of charge.



## CHAPTER 15

# Moving with Care Allowance (Pflegegeld)

If you receive Pflegegeld from DAK-Gesundheit, you may have greater flexibility than you realise when it comes to using these funds for moving-related support. Understanding your entitlements empowers you to make the most informed decision for your move.

# Using Your Care Allowance for Your Move

1

## What Pflegegeld Covers

Pflegegeld is a monthly cash benefit you can use flexibly — including to compensate informal carers who assist with the move process.

2

## Combining Benefits

Pflegegeld can often be combined with Verhinderungspflege and Kurzzeitpflege during a transition period, maximising your support package.

3

## Claiming Home Improvement Grants

Separately from Pflegegeld, you may claim up to €4,000 for each home adaptation required in your new property — up to four adaptations per residence.

# Financial Aid for Senior Moves — A Complete Picture

1



## Pflegegeld

Monthly care cash allowance

2



## Wohnumfeldverbesserung

Up to €4,000 per home adaptation

3



## Kurzzeitpflege

Short-term care support during transition

4



## Verhinderungspflege

Substitute care when regular carer unavailable

5



## Sozialamt

Local authority support for low-income movers

6



## Butler Umzüge

Flexible payment plans

Multiple funding streams can be combined to significantly reduce the out-of-pocket cost of your move. Butler Umzüge's advisors will help you identify every applicable benefit.

# Moving Help for Caregivers

## You Are Not Alone

If you are a caregiver coordinating a move on behalf of a loved one, the weight of responsibility can feel enormous. Butler Umzüge is here to share that burden — so you can focus on emotional support while we handle the logistics.

## Caregiver Support from Butler Umzüge

- Dedicated point of contact for caregiver communications
- Coordination with care facilities and medical teams
- Flexible rescheduling if care emergencies arise
- Guidance on claiming Verhinderungspflege during the move
- Empathetic, patient team who understand caregiver stress

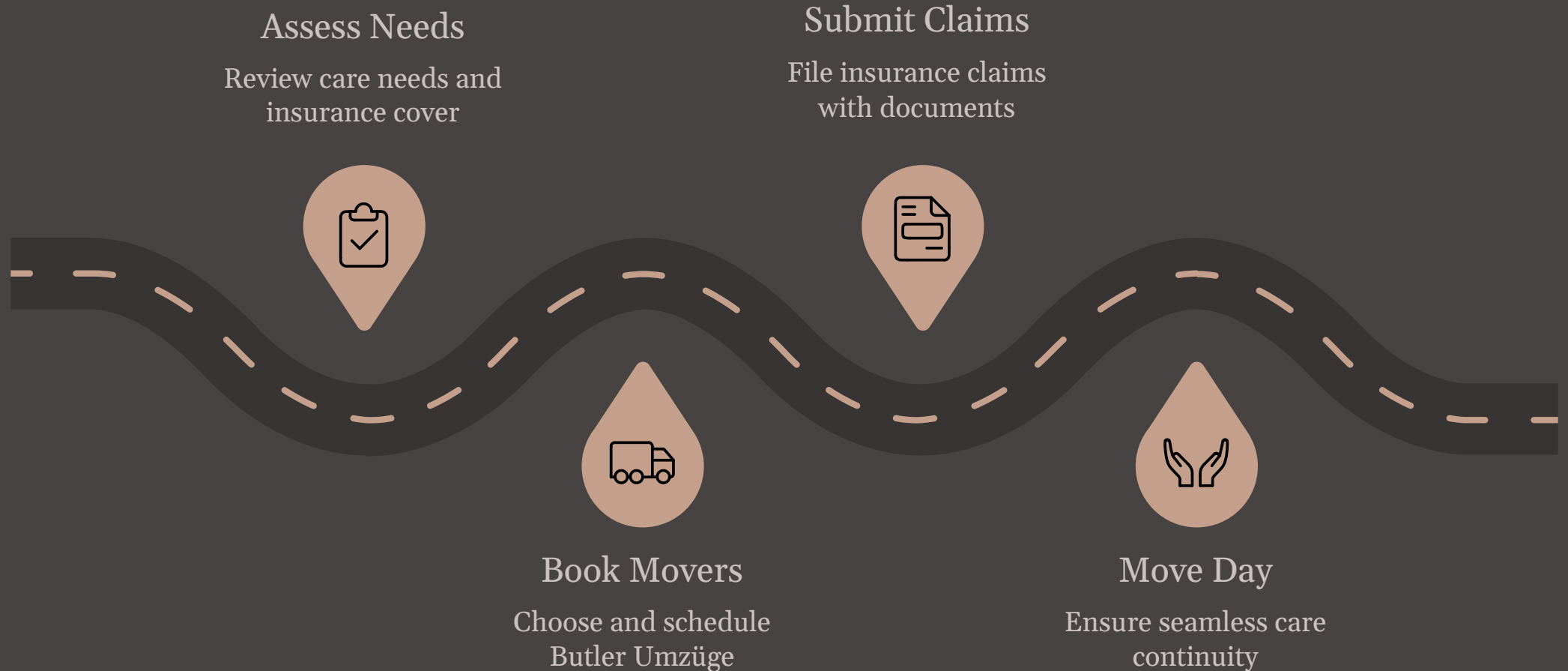


## A Word for Caregivers

"Caring for someone you love while organising a major move is one of the hardest things to do alone. That's exactly why we're here — to be your professional support system every step of the way."

— *The Butler Umzüge Team*

# Relocating with Care Insurance — Step by Step



Following this structured approach ensures nothing falls through the cracks — from insurance claims to care continuity. Our team guides you through each step with patience and expertise.

CHAPTER 19

# Professional Senior Movers — Our Team

Our senior relocation specialists are not just skilled movers — they are compassionate professionals trained to work with elderly and disabled clients. They understand that behind every box is a life, a story, and a person who deserves the very best care.



# Training & Standards of Our Team



## Specialist Training

All team members complete specialist training in senior and disability-friendly relocation practices.



## First Aid Certified

Every moving crew includes first aid-certified staff to ensure client safety throughout the move.



## Empathetic Communication

Trained in clear, calm communication with clients experiencing cognitive or sensory challenges.



## Background Checked

All staff are background-checked and committed to upholding the highest standards of trust and integrity.

# Affordable Moving Solutions for Seniors

## We Believe Cost Should Never Be a Barrier

Seniors on fixed incomes or care benefits should not have to choose between a safe move and financial stability. Butler Umzüge offers flexible pricing, instalment plans, and guidance on maximising insurance coverage to keep your move affordable.

## Ways We Keep Costs Manageable

- Free initial consultation and home survey
- Transparent, itemised quotes with no surprises
- Flexible payment plans available
- Assistance claiming all applicable insurance benefits
- Scalable service packages — pay only for what you need

# What Our Clients Say

“

"Butler Umzüge made our mother's move from her home of 40 years into supported living feel dignified and loving. We cannot thank them enough."

— *Family in Hamburg*

”

“

"As someone with limited mobility, I was terrified about moving. The team was patient, reassuring, and incredibly professional. I felt safe the whole time."

— *Client in Berlin*

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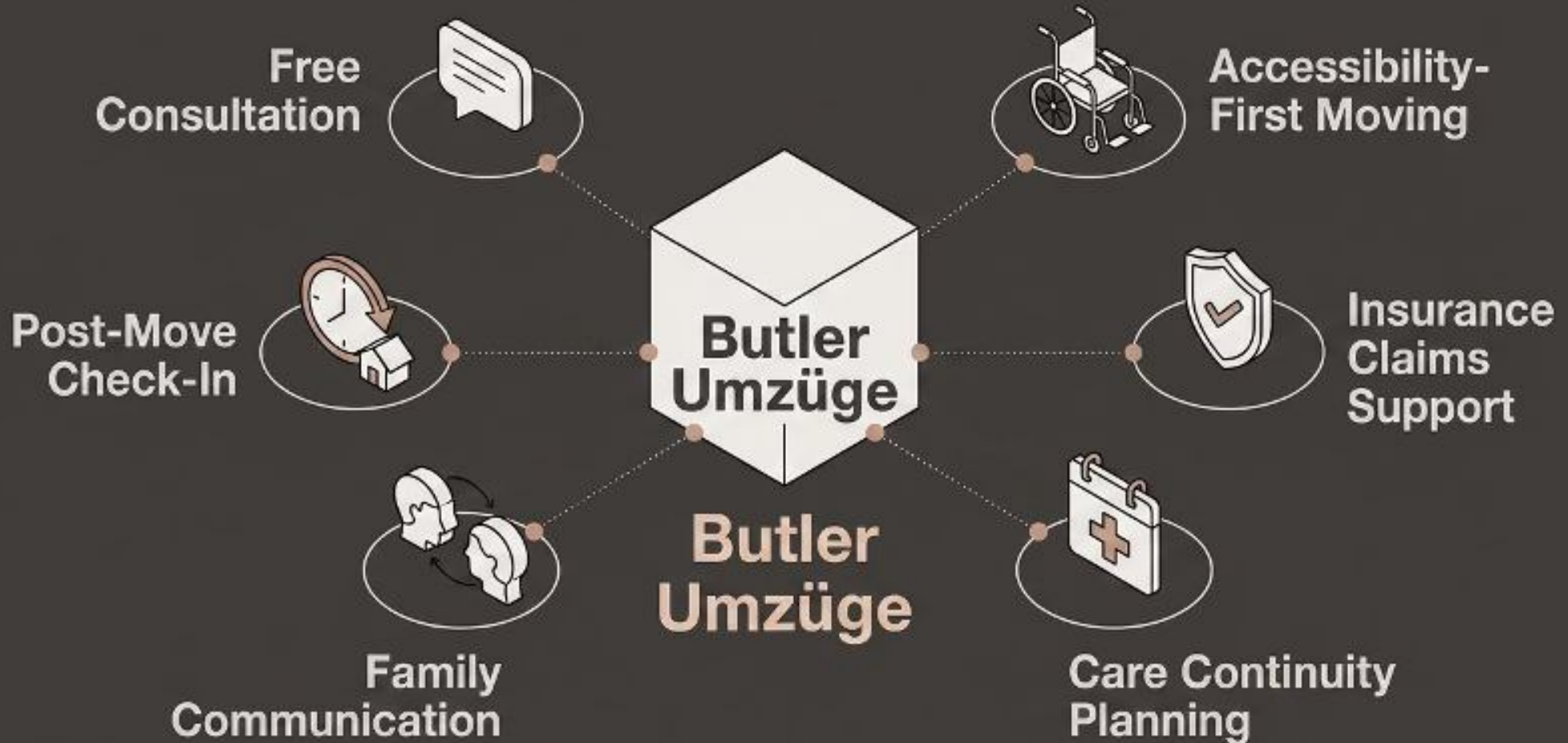
“

"They helped us navigate the DAK-Gesundheit claim process and we received far more financial support than we expected. Highly recommended."

— *Client in Munich*

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# Simplified Senior Relocation — Our Complete Package



Everything you need, coordinated by one trusted team. From first contact to follow-up, Butler Umzüge is your single partner for a complete, care-conscious relocation experience.

# Post-Move Support — We Don't Stop at the Front Door



## Post-Move Check-In

Within 48 hours of your move, your coordinator will contact you to ensure everything is in order and you are settling in comfortably.



## Minor Adjustments

If anything needs repositioning or small assembly tasks remain, we return promptly at no additional charge.



## Local Service Connections

We can connect you with local care services, pharmacies, and support networks in your new neighbourhood.



## CHAPTER 22

# Relocation for Elderly Care Needs — Special Considerations

Moving someone with complex care needs — such as dementia, limited mobility, or chronic illness — requires specialist knowledge and careful preparation. Butler Umzüge has developed specific protocols to support these situations with the highest level of compassion and competence.

# Special Care Protocols We Follow

## Dementia-Sensitive Moving

We maintain familiar object placement where possible, communicate calmly, and coordinate with memory care specialists to minimise disorientation during the transition.

## Mobility Aid Management

Wheelchairs, walkers, hoists, and medical beds are treated with priority — always accessible and never packed away where the client cannot reach them.

## Medical Equipment Transport

Oxygen concentrators, dialysis machines, and other vital equipment are transported with specialist care and installed first in the new home.

# Relocation for Care-Dependent Individuals — Rights & Entitlements

## Your Rights Matter

Care-dependent individuals in Germany have legally protected rights to accessible housing, continuity of care, and financial support during relocation. Butler Umzüge helps ensure these rights are upheld at every stage of your move.

## Key Legal Provisions

- § 40 SGB XI – Home environmental improvements
- § 41 SGB XI – Day care benefits
- § 42 SGB XI – Short-term care (Kurzzzeitpflege)
- § 39 SGB XI – Substitute care (Verhinderungspflege)
- § 37 SGB XI – Care allowance (Pflegegeld)

# Frequently Asked Questions

Can DAK-Gesundheit pay for my entire move?

Not entirely, but certain elements — home adaptations, care continuity, and short-term care — may be substantially covered. Our advisors will help you identify every applicable benefit to reduce your personal contribution.

How far in advance should I book Butler Umzüge?

We recommend booking at least 6–8 weeks in advance, particularly for complex moves with care requirements. However, we also offer emergency moving services when circumstances require it.

What if my care level changes during or after the move?

Notify DAK-Gesundheit as soon as your circumstances change. A Pflegegrad reassessment can unlock additional support and is often easier to request when tied to a significant life event like relocation.

## More FAQs — Your Questions Answered

Do you move medical and care equipment?

Yes. We have the expertise and specialist equipment to move medical beds, hoists, wheelchairs, oxygen concentrators, and other vital devices safely and with priority handling.

Can I get help with downsizing before the move?

Absolutely. We offer a pre-move decluttering and donation service to help you decide what to take, what to pass on, and what to let go — making your new home feel fresh and uncluttered from day one.

Is your service available on weekends?

Yes. Butler Umzüge operates Monday to Saturday, 08:00–22:00. Weekend moves are available and can often accommodate last-minute changes in care scheduling.

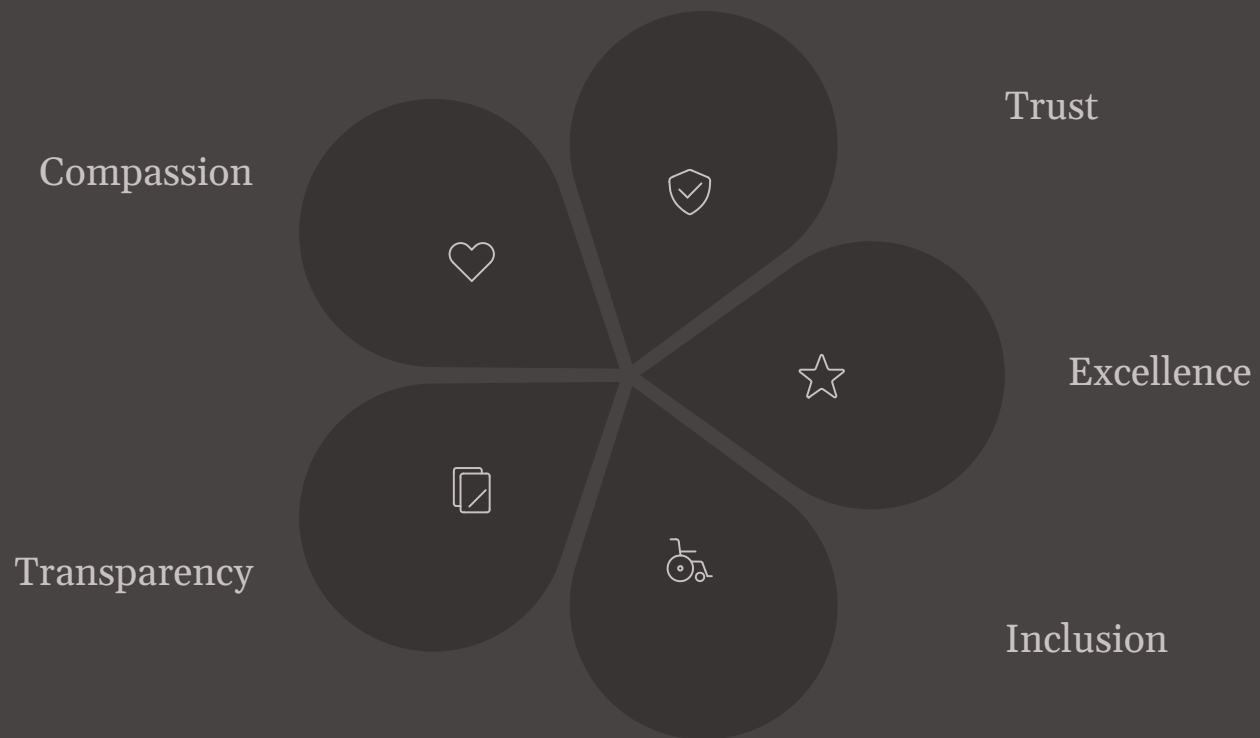


#### CHAPTER 24

## Relocation Made Easy — The Butler Umzüge Difference

When you choose Butler Umzüge, you are not just hiring a removal company. You are gaining a dedicated partner who understands the full complexity of senior and disability-related relocation — and who is committed to making the experience positive, dignified, and memorable for all the right reasons.

# Our Values



# Health & Relocation — A Holistic Approach

## Mind, Body & Home

The place we live has a profound impact on our health and wellbeing. A move to a more suitable, accessible home can reduce falls, improve mental health, ease caregiver burden, and increase independence. Butler Umzüge sees every move as a health intervention — not just a logistics exercise.

## Health Benefits of a Well-Planned Move

- Reduced risk of falls in a barrier-free environment
- Improved mental wellbeing through reduced isolation
- Better access to care and medical services
- Increased independence and daily functioning
- Reduced strain on family caregivers

# The Right Home Makes All the Difference



## Barrier-Free Bathrooms

Level-access showers, grab rails, and non-slip flooring can dramatically reduce the risk of falls and improve daily independence.



## Wide Doorways & Access

Homes with wide corridors and doorways allow wheelchair and mobility aid users to move freely and independently throughout their space.



## Accessible Kitchens

Lower worktops, pull-out shelves, and knee clearance under counters enable greater kitchen independence for wheelchair users and those with limited reach.

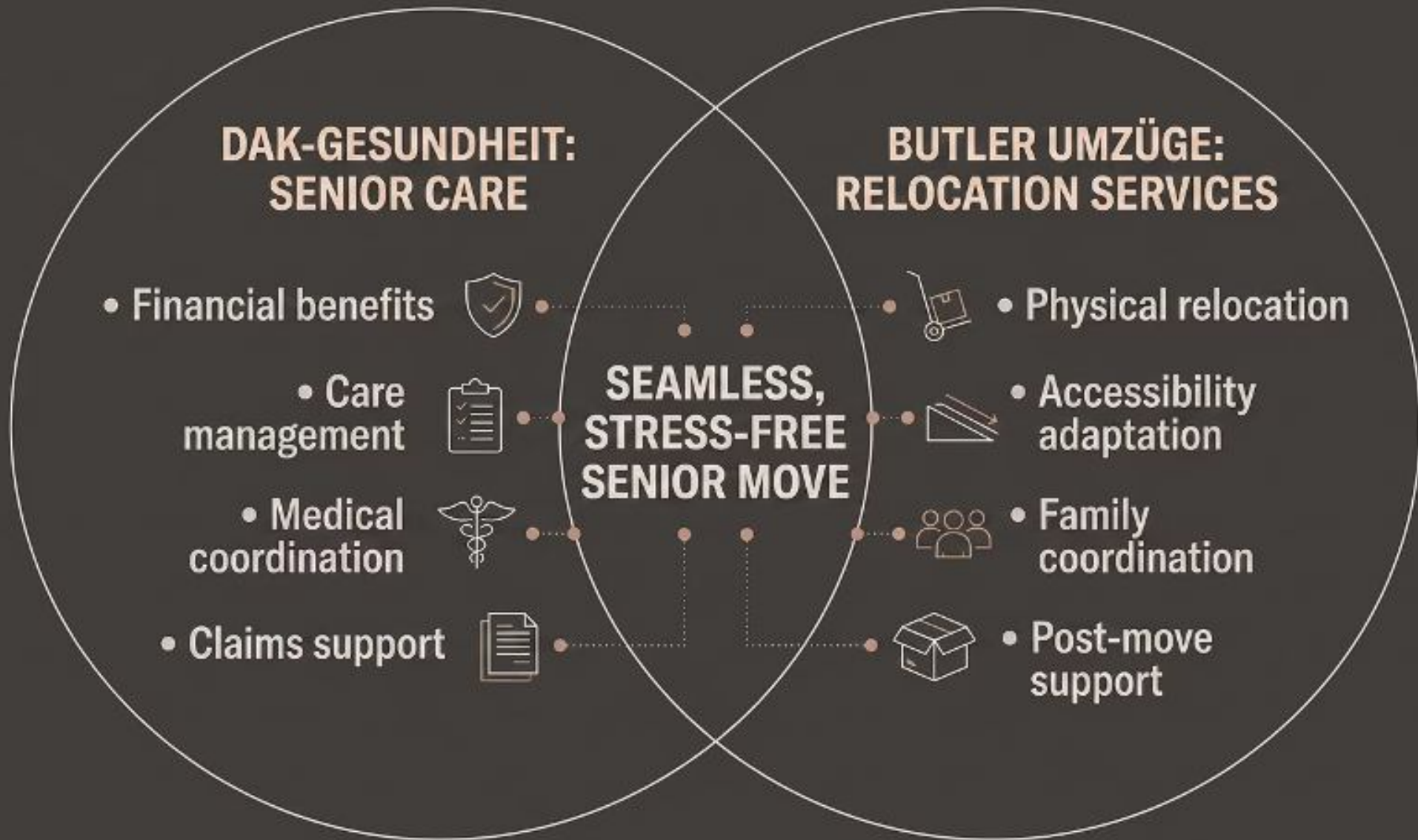


CHAPTER 26

## DAK-Gesundheit & Butler Umzüge — A Trusted Partnership

Butler Umzüge proudly works alongside DAK-Gesundheit to provide integrated support for insured clients who are planning a health-related relocation. Our collaboration ensures that medical, financial, and logistical aspects of your move are seamlessly connected.

# How the Partnership Benefits You



Together, DAK-Gesundheit and Butler Umzüge cover every dimension of your move — ensuring financial support, medical continuity, and logistical excellence work as one integrated service.

# Tailored Moving Solutions — No Two Moves Are the Same

We firmly believe that every person's situation is unique. That is why Butler Umzüge never offers a one-size-fits-all approach. Instead, we build a bespoke moving plan around your care level, health conditions, living situation, and personal preferences.

## Pflegegrad 1–2

Light assistance packages with packing, transport, and unpacking support — ideal for those with early-stage care needs maintaining strong independence.

## Pflegegrad 3–4

Full-service moves with care team coordination, medical equipment priority handling, and comprehensive family communication throughout.

## Pflegegrad 5

Highly specialist moves for those with the greatest care needs — full coordination with care facilities, medical professionals, and legal guardians as required.



CHAPTER 28

## Getting Started with Butler Umzüge

Your journey to a stress-free, care-conscious move begins with a single phone call or email. Our friendly team is ready to listen, answer your questions, and begin building a plan that is right for you — completely free of charge.

# Ready to Move? Here's How to Reach Us



## Call Us

**030 845 188 55**

Monday – Saturday, 08:00 – 22:00. Speak directly with a relocation specialist who understands your care needs.



## Email Us

**Info@Butler-Umzuege.de**

Send us your enquiry at any time. We respond to all emails within one business day.



## Visit Our Website

**www.Butler-Umzuege.de**

Browse our full range of services, read client stories, and request a free quote online at your convenience.



## Visit Us in Berlin

**Alt-Friedrichsfelde 90, 10315 Berlin**

Our Berlin office is accessible and welcoming. Appointments are available Monday to Saturday.

# Your New Beginning Starts Here

At Butler Umzüge, we are proud to be part of some of life's most significant moments. Whether you are moving for care, for family, for health, or for a fresh start — we are here to make it a positive experience you will remember with a smile.

✔ Contact Butler Umzüge today for your free consultation: **030 845 188 55** ·  
Info@Butler-Umzuege.de · [www.Butler-Umzuege.de](http://www.Butler-Umzuege.de)

