



Avenidas Village Helps Los Altos Couple

Martin and Barbara Packard live in Los Altos Hills and have come to rely on the various ways that Avenidas Village helps its members.

“Communicating with the Village has been so simple to do through the telephone and email, and they’ve always been so prompt,” Martin points out.

The Packards have always loved their large yard, but they needed an experienced gardener to tend to it. They contacted the Village and in short order, the Village had a vendor on board who fit the Packard’s specifications to a tee. They now have long chats with the gardener and together they enjoy picking out new plants to try.

The next situation that Avenidas Village staff tackled on behalf of the Packard’s was to find in-home assistance several days a week to help out. The Village found not just one but two vendors in their preferred network of over 150 service providers.

“Additionally, the Village was even able to arrange for a third helper for us on very short notice when one of our original aides couldn’t make it,” Barbara states.

Avenidas Village also stepped in to assist Barbara and Martin when their chimney flue broke. Within the hour, the Village had arranged for a vendor to contact them, go to their home and fix this for them.

Barbara enthuses: “It is much more than just good luck and a credit to the Village’s screening system that we have been referred to a gardener and three different helpers who really match our needs—all stemming from one phone number!”



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