HomeServices Relocation
A Berkshire Hathaway Affiliate

TruePartner®
The Relocation Industry's
Most Trusted Partner®

Understanding your global talent recruitment and relocation goals

HomeServices Relocation (HSR) is a leading provider of international relocation management services. Operating through our international partner network, HSR's comprehensive resources represent fulfillment capabilities in more than 147 countries.

Helping organizations expand talent worldwide

Our full-service international assignment management services can be tailored to meet the unique and individual needs of each client. Services are delivered through our single point-of-contact coordination. Our global mobility consultants work one-on-one with both transferees and clients, ensuring seamless integration of assignment goals.

Regardless of requirement or location, our commitment is to help companies realize improved business performance through the translation of policy into personalized and well-executed support for your employees and their international moves.

- Short-term assignments
- Permanent transfers
- Extended business travel
- International group moves

HomeServicesRelocation.com

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Whether you are moving employees within a country or around the world, HomeServices Relocation can help you get where your business is taking you. Our global services are delivered by experts in customer care and experience.

We work seamlessly with your team in the planning and execution of a relocation program that meets your business objectives so you can focus on recruiting, developing and retaining talent. HomeServices Relocation is committed to being the superior provider of destination services for our clients and their employees. Our services are an extension of your company and your HR department. We understand our impact on employee engagement for our clients.

Global Mobility Core Services

- Pre-departure Coordination
- Area Orientation
- Expense Management
- Travel Services
- Temporary Housing
- Home Finding / Purchase
- Household Goods Transportation
- Banking / Social Security
- Visa and immigration
- Spousal Support
- Cross Cultural & Language Training
- U.S. Property Management
- Expatriate Policy Counseling & Assignment Management
- Repatriation Assistance
- Global Settling in Services

Pre-departure Coordination

HSR will counsel the candidate on the relocation process and partner them with a relocation-trained real estate professional. The assigned agent will provide a personal orientation, address lifestyle issues and review the current real estate market and agency practices.

Area Orientation

HSR can also oversee a pre-decision trip with area tours in any domestic or global location. A global relocation-trained real estate professional who specializes in the assigned geographic area will be recommended to assist with a complete analysis of the new destination. After an initial meeting to discuss priorities, the professional will provide the employee with a personal orientation tour including neighborhood overviews, cost of living calculations, school visits, recreational and leisure visits, and any other crucial needs, lifestyle or cultural issues to support complete acclimation to the new location. Further details regarding the destination are provided with a welcome packet containing community reference material and links to important resources.

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Expense Management

One of the most time-consuming activities with any move is to process, record and report expenses. We will audit all relocation expenses and provide reimbursements to the transferring employee and service provider in accordance with the relocation policy. Expense disbursements are made on your behalf without interest charges or advance payment required.

Detailed reporting and analysis is available online through our web-based iReports Console or via automated, scheduled reporting delivered through email. A wide variety of reporting formats are available, and custom reporting and data extracts can be generated upon request at no additional charge.

Travel Services

HomeServices Relocation offers a full suite of travel-related tools and services including cost-competitive airline, hotel, car rental, transportation services and general expense management. Our travel solutions make business travel less complicated for travelers and less costly for employers. Our seasoned travel advisors work closely with transferees solving for the most critical time constraints and logistics challenges. HSR has integrated corporate pre-negotiated hotel rates and car rental discounts that we pass along to clients and their employees.

Temporary Housing

With our formal relationships with numerous housing partners, your employees have a choice of short-term options. As part of our needs assessment with the employee, we identify family requirements and arrange for accommodations that best meet the needs of your employee and policy. Housing costs can be reimbursed to the employee, or direct billed to HSR.

Home Finding/Purchase

We assist with the home-finding needs of relocating employees and their families across the globe. HSR offers an exclusive buyer representation option that allows real estate professionals to work on behalf of your assignee. The real estate professional will identify the most appropriate housing in pre-selected neighborhoods for the relocating employee's needs and desires. They will provide a competitive market analysis on prospective properties, counsel them on the current real estate market and agency practices, assist with negotiations and conduct special research to help the family make the right financial choice.

Household Goods Transportation

We have contractual relationships with many household goods carriers, providing services both domestically and overseas—we receive significant discounts on waivers of peak season surcharges and competitive rates on household goods storage. The Global Services Consultant compiles and reviews estimates with your employee while being mindful of corporate policy compliance and will assist your employee if a claim needs to be filed after delivery.

Banking / Social Security

HSR's international services consultant works closely with each employee to administer and deliver benefits outlined in the policy. They will offer assistance and resources regarding proper documentation and banking/financial considerations, obtaining a driver's license and social security advisement. Based on this knowledge, the international services consultant provides advice and support through the home finding and settling-in processes and acts as an on-going resource for the duration of the assignment.

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Visa and Immigration

HomeServices Relocation contracts as necessary to assist transferees in obtaining the necessary permits, passports and the proper visas/work permits required by the host country. We can coordinate services through the client's preferred provider or our recommended provider.

Spousal Support

Through our partner relationships, experienced counselors will assist spouses/partners with career placement and area assimilation. Programs can be customized to meet the needs of the individual spouse and career based on client policies.

Cross Cultural & Language Training

Language training should begin prior to leaving the home country and for a most effective program, continue in the host country upon arrival. Based on the host country location, length and nature of the assignment requirements, HSR will coordinate the appropriate services through our partner which offers a variety of formats to assist employees and their family with both cultural and language training programs. HSR can also coordinate these services through your company preferred provider.

U.S. Property Management

If an employee does not wish to sell their home while on assignment, we offer a full-service program including a property evaluation, locating a tenant and managing the lease. We can also oversee management of the property if the employee chooses to have their home remain vacant. In either case, we work with our local partners to provide counseling, support and administration of details.

"Anna is the most professional relocation specialist I have worked with in my career, that includes 3 corporate sponsored international moves to the UK, Eastern Europe and Russia! She worked tirelessly to help me with the unique aspects of my move as well as other colleagues from my company. Please make sure she gets the recognition she has earned."

Cynthia R., Manufacturing Company

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Expatriate Policy Counseling & Assignment Management

Your Global Services Consultant works closely with each employee to administer and deliver policy benefits. We provide assistance and resources regarding schools, dependent care, proper documentation and banking/financial considerations. Based on this knowledge, the Consultant provides advice and support through home finding and settling-in, and acts as an ongoing resource for the assignment's duration.

Repatriation Assistance

When the assignment is complete, HSR will coordinate all program benefits and services to repatriate the employee. Acting as their advocate, the Global Services Consultant provides policy counseling and coordinates all services to ensure that the transfer to their home country is successful.

Global Settling-In Services

HomeServices Relocation offers a custom suite of settling-in services to address the specific needs and priorities of employees who are relocating. Our comprehensive settling-in services are designed to accelerate the moving processes, familiarize assignees with lifestyle resources and local/state government requirements. The assigned destination services consultant will guide your relocating employee through each step of required actions, devoting the necessary time and expertise to securing essential services.

- Security Deposits
- Rental/Lease Assistance
- Utility Hook-up
- Local Transportation
- Auto Purchase
- Driver's License Applications
- Doctor, Dentist and Hospital Information
- Area Shopping and Leisure
- School Search and Child Care Options
- Recreational Activities
- Emergency Preparedness
- Local Weather
- Information for Pet Care

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