



VIP Relocation Support

HomeServices Relocation (HSR) recognizes that executives may require additional attention at times. We can provide any type of customized executive level benefits. HSR has a process for executive moves and typically assigns a Senior Consultant experienced with VIPs to assist executive-level transferees. The VP of Client Services touches base weekly with the Senior Relocation Consultant to discuss the status of the executive's file. The VP of Client Services also calls the executive during the first week of the program to find out how things are going and to make the executive aware of the role the VP of Client Services has in the relocation process. The VP continues to maintain contact with the executive throughout the move.

All suppliers are made aware of the importance of an executive move by a call from the Vice President of Client Services and as indicated on all referral correspondence. Additionally, status reports are provided to the client contact weekly. This extra level of awareness to the executive's relocation experience helps to make the client more comfortable knowing their executives are receiving the care and attention they deserve.

Executive-level service is menu driven, and specific to the needs of the individual transferee and their family/spouse/partner. Some of the services that can be selected include:

Increased administrative support

For example, we perform services typically owned by the transferee and provide additional coordination services, such as more direct communication with a transferee-designated assistant.

Increased destination services support

Extended home finding tours, extended property search, extended move in and concierge services.

Increased supply chain services support

In addition to sharing information and providing direction to suppliers, providing personalized household goods move support (e.g., on-site management of loading/unloading of goods and unpacking and putting away of the goods); management oversight of move in services, etc.

Expanded consultant availability

Full accommodation and support for the executive and client's schedule.

Expense report preparation assistance

Extra level of awareness to the executive's relocation experience.