



PAFENA

RELOCATION SPECIALISTS

CASE MANAGEMENT
SERVICES





CASE MANAGEMENT SERVICES

Pafena can fully appreciate the difficulties that case managers along with injury lawyers, can sometimes encounter in locating a suitable property for their injured clients.

Who could you possibly turn to, that would be unbiased and has capabilities of researching hundreds of properties across the North of England?

For that reason Pafena has an appointed specialist advisor to liaise and where necessary work with case managers and injury lawyers to ascertain the essential requirements for each individual case. Finding the correct type of accommodation in the most appropriate location, is possibly one of the most important factors to aid in the clients rehabilitation process.

EXAMPLE OF SERVICE

After initial meeting and briefing with case manager/lawyer/client, our specialist advisors will conduct the research for a suitable property, whether large or small, to rent or purchase.

Forward details to all interested parties, of relevant properties for consideration and acceptance to create a shortlist.

Arrange appointments with agents/vendors to view, at agreed day and times.

Prepare an itinerary and provide information on all premises to be viewed.

Collect (if required) you/a representative /client (dependant on mobility)to accompany on viewings and return.

Advise on premises seen.

Investigate any requirements or need for internal/external alterations or remedial work to facilitate the inclusion of any specialised/mobility equipment/access.

Provide quotes from professional tradesmen/companies and project manage if required.

Discuss and agree an initial proposal/offer and enter into negotiations to acquire the property on your/clients behalf.

Liaise with all interested parties, assist with contracts and documentation to completion.



ADDITIONAL OPTIONS

MOVE SERVICES

Pafena will organise logistics in the transfer of clients home/personal possessions, from the existing premises to the new premises.

We will source quotes from reputable removal companies for acceptance. Once agreed Pafena will oversee the entire removal process maintaining regular updates.

Additionally there may be a need of:

- ◆ Temporary accommodation/storage up to the move in date.
- ◆ Furniture/equipment hire or purchase
- ◆ Source suppliers of specialised transportation/vehicle rental or purchase.

These are items that Pafena can arrange to have in place at the specified times and location(s).





MOVE-IN/MOVE OUT

Both these services are offered for rental/lease premises, with the intention of protecting the deposit or guarantee, against unnecessary financial claims on the final move-out.

THE MOVE-IN

A Pafena advisor (fully trained inventory provider) will attend the move-in, meeting with the agents/landlord and client/clients representative at the chosen property. It is generally accepted that either the Agent or Landlord would provide an inventory and schedule of condition, which is to detail the contents and overall condition of the property. (On occasion an inventory is not supplied and therefore our advisor will provide details and images on a specially produced report). With the inventory provided our advisor will walk through the property checking all items listed on the inventory, documenting items missing, highlighting disagreement with any descriptions and where necessary taking images of any discrepancies/damages/faults.

After completion, the amended inventory accompanied with our own report will be sent to the Agents/Landlord, your company and client/clients representative, to keep on file for the Move-out.

THE MOVE-OUT

A similar process as the move-in, wherever possible our agent who attended the move-in will attend the move-out, to provide continuity and have the prior knowledge/familiarisation of the property.

Again meeting with all parties at an agreed time, to walk through the property with the original (amended) inventory and to annotate any significant variations to decoration, damages, deterioration, items missing or issues with cleanliness. It is always advisable to have the client/clients representative attend the move-out, to agree/disagree any possible issues on the day, this can save considerable time in concluding matters and expediate the return of the deposit.

After completion our advisor will send a final report to your company, the client/clients representative advising whether a claim would be imminent or that the move-out has been completed successfully and no claims would be lodged.

(Images would be taken of all possible items that may constitute any claims by the Agents/Landlord, these will be used in the event of continued disagreement and the claim is sent before an Arbitration Panel).



RESETTLEMENT SUPPORT

Once your client has moved into the new home and possibly into a completely new area, it is at this time, your client may feel completely vulnerable and if the partner/spouse or family have joined the move as well, it is essential to provide guidance and support for all.

There may be cultural and language difficulties to overcome, advice on using local transportation, registering with doctors, dentists, setting up utility supplies, TV license and council tax payments, organising telephone and broadband connections, insurances and so on, these are all items which are routine to us, but can be worrying and confusing for your client.

If the the home search and move has been provided by Pafena your client will already have a dedicated advisor, it will be this person (a friendly face) who will assist in organising and supporting your client (family members) as required or within an agreed period of time.

WHY CHOOSE PAFENA?

- ◆ Experienced in relocating individuals, company employees & families to the North of England
- ◆ Free initial advice and consultation
- ◆ Client confidentiality
- ◆ Pafena is completely flexible, working with you to determine the best services tailored to your clients specific requirements, budget and timeframe
- ◆ You/your client, will be allocated a dedicated personal advisor for direct contact, guidance & support at all times
- ◆ Pafena is an Independent company, not connected to or with, any Letting Agents/Estate Agents and therefore totally unbiased to negotiate the best possible property/rental prices on behalf of your company/client
- ◆ Research capabilities covering many properties and locations
- ◆ Cost effective – local area advisors with local knowledge, so no wasted journeys for inappropriate properties or locations.
- ◆ Organisation, co-ordination and continuity from beginning to end
- ◆ Reducing unnecessary time away from your workplace, relying on Pafena to provide appropriate information, obtain quotations from professional tradesmen/companies
- ◆ Property negotiation skills
- ◆ Project manage
- ◆ Member of the Association of Relocation Professionals
- ◆ Member of The Association of Professional Inventory Providers



PAFENA

RELOCATION SPECIALISTS

E MAIL@PAFENA.COM / W WWW.PAFENA.COM