



PAFENA

RELOCATION SPECIALISTS

RELOCATION





## RELOCATION

Relocating a new or valued employee to a new location and workplace can be a very important step for any company, that's why Pafena offers a variety of relocation services across the northern counties, to assist companies and their employees. Whether the transfer is on mainland England or international, an individual, family or group move, our aim is to provide support, guidance and total continuity throughout the assignment, overseeing all aspects of the relocation process up to completion.

Initial discussions would be to ascertain whether your company has a current Relocation Policy Document in place, if not, we can work with you to produce a document specifically for your relocating employees or simply advise on the most efficient way forward for your company and its particular circumstance.

It is more commonplace for companies/employees to rent property as opposed to purchase, in some cases, the employee will rent for a short term whilst looking to purchase a new home in their new location, whatever route you choose Pafena can offer advice on rental prices and home sale/purchase market values.

Once your chosen relocation package has been determined, a dedicated advisor will be assigned to liaise with you and your employee, making all necessary arrangements maintaining regular communication.

Below are the services Pafena can provide for your company.

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## MOVE MANAGEMENT

With an agreed relocation package and budget, Pafena will relieve you of all worries and takes total control in the removal of your employee(s) from one location to the new location, within the specified time frame, keeping you supplied with regular updates and ongoing communications.

This may involve organising all or part of the services listed below.

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## AREA ORIENTATION/FAMILIARISATION

The designated Pafena advisor, will collect the employee along with family (if required) from an agreed meeting point, to be escorted around the immediate and surrounding areas, of the new work location and returned.

An information pack will be provided and items of interest, amenities, facilities will be highlighted or visited. If requested, visiting and viewing sample housing, properties and schools are also included.

Generally allow 1 full day.



## SCHOOL SEARCH

At Pafena when conducting a family relocation, we know how important a child's education can be to your employee and more often, is included as one of the top decisions in the relocation process. That is why we research all schools to match the required level of the child's education, in the chosen home location and catchment areas.

We will advise, pass on relevant Ofsted reports and schools prospectus, arrange visits and guide through the registration process.

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## HOME SEARCH

Having been briefed of the employee's housing requirements, budget and location(s) our advisor will conduct research to locate suitable properties\*, make appointments to view at day and times agreed with employee/company.

The designated Pafena advisor, will collect the employee, provide an itinerary and include details of each property to be shown, give guidance and assist in decision making.

Once a property has been chosen, our advisor, if required, will then enter into the negotiation and acquisition services as stated below.

\*The number of suitable properties viewed in a single day may vary, depending on specified requirements, budget and location(s).





## PROPERTY NEGOTIATION/ACQUISITION

Once your employee has selected the appropriate property, our advisor will enter into negotiations to acquire the chosen property on their/your companies behalf.

Pafena's objective will be to negotiate a reduction of the advertised price for either purchase or rental properties and in some cases with regard to rental, may be able to negotiate for inclusion of additional items, eg. furniture, TV or appliances.

With a final price agreed, Pafena will oversee the provision, checking and signing of contracts/documentation, liaising with all interested parties as necessary, up to completion.

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## MOVE SERVICES

Pafena will organise logistics in the transfer of your employees home and personal possessions, from their existing home to the new home.

We will source quotes from reputable removal or shipping companies (depending whether national or international move) for your acceptance. Once agreed Pafena will oversee the entire removal process maintaining regular updates.

Additionally there may be a need of:

- ◆ Temporary accommodation up to the move in date.
- ◆ Furniture hire
- ◆ Car rental

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



## MOVE-IN/MOVE OUT

These services are offered for rental accommodation, with the intention of protecting the employees deposit or companies 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 employee at the new/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 your employee, 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 employee attend the move-out, to agree/disagree any possible issues on the day, this can save considerable time in concluding matters and expediting return of the deposit.

After completion our advisor will send a final report to your company/employee, 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

Now your employee has moved into the new home and possibly for some, this may be the first real visit to the UK.

At this time, especially outside of the working environment, your employee may feel completely vulnerable and if the partner/spouse and 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 employee.

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

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## WHY CHOOSE PAFENA?

- ◆ Experienced in relocating 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 company/employees own requirements, budget and timeframe.
- ◆ The employee 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/employee.
- ◆ Cost effective – local area advisors with local knowledge, so no wasted journeys for inappropriate properties or locations.
- ◆ Research capabilities covering many properties and locations
- ◆ Organisation, co-ordination and continuity from beginning to end
- ◆ Reducing unnecessary time away from the workplace, relieving the stress and anxiety of your employee by having our support & guidance.
- ◆ Property negotiation skills
- ◆ Member of the Association of Relocation Professionals
- ◆ Member of The Association of Professional Inventory Providers



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