



Providing simple, cost effective solutions

A refreshing approach to managing employee relocation


Countrywide
integrated solutions local expertise

www.cwcps.co.uk

Introduction

Through Countrywide Relocation Solutions you can access all the skills and experience that are necessary to move your employees in the most cost effective and efficient way.

A specialised business requires expert attention

Relocation management is a specialised business. Employers need to deal with a range of diverse issues from residential property to taxation, from removals and storage to international assignments, from education needs to employment counselling, to name but a few.

Each area is specialised territory and therefore requires expert attention. In a complicated and diverse environment, you need a relocation company who can provide you with core property and employee liaison services and who can also access specialist support for related services to help you and your employees to manage every aspect of the relocation.

Countrywide Relocation Services presents simple and cost effective solutions. We are relocation professionals who can provide you with a comprehensive relocation service that will cater for all your requirements no matter how diverse. Our approach enables you to access, through a single point of contact at Countrywide Relocation services, the very best services that the relocation market has to offer.

About us

Countrywide Relocation Services is part of Countrywide plc the UK's largest estate agency and financial services Group.

Together with Countrywide Plc's other specialist relocation companies PKL Relocation, Property Seen and A3 Relocation Services we offer a comprehensive relocation solution.

Countrywide have been providing relocation services since the early 1980's making it one of the longest established and most experienced relocation service providers in the UK.

Our services have been designed to reduce the cost of relocation. We will ensure that you get the best value from your relocation spend and that both you and your employees receive the best advice and service the market has to offer.

Countrywide Relocation Solutions is a relocation management company with a new and refreshing approach to managing employee relocation.



Home mover services

Supporting your employees in the sale, letting or management of their old home.

Guaranteed sale price

We can provide a Guaranteed Sale Price service for the employee's old home enabling the employee to purchase immediately in the new location without reference to a chain. GSP services can be provided either using our funds or your own.

Home sale management

Where a Guaranteed Sale Price is not being provided, for example for new recruits, we can still assist you by managing the marketing of the home and by relieving employees of this responsibility enabling them to concentrate on their new job.

Home rental management

The employee may not wish to sell the old home or may simply be moving away on a secondment. We can help by managing the letting of the home and by handling all of the associated administration.

Vacant property management

In some situations the employee may not wish to either sell or let the old home. We can ensure that the property continues to be well maintained throughout the vacant period so that the employee does not have to worry about the condition of their home.

Household removals & storage

We have established partnerships with the UK's largest and most reliable household removers and storers. So whatever the size of the job or the distance to be covered, we can ensure that the employee's goods will arrive safely and on time.

Surveys & valuations

We can arrange for surveys and valuations ensuring that the information provided is relevant and appropriate to the employee's needs.

Financial services

An initial appointment with one of our mortgage consultants will save your employee time and could save them thousands of pounds on the terms of their mortgage. Our professional mortgage consultants are authorised to provide mortgage advice and recommendations unique to individual circumstances and, unlike many mortgage advisors, do not charge an advice fee.*

Countrywide Mortgage Services

Countrywide House, 88 - 103 Caldecotte Lake Drive, Caldecotte, Milton Keynes, Buckinghamshire, MK7 8JT.

Your home may be repossessed if you do not keep up repayments on your mortgage.

*Whilst we do not charge for our advice, please note that there will be a £199 administration fee for residential mortgages and £349 for Buy-to-Let mortgages, which is payable when your mortgage contracts exchange (conclusion of missives in Scotland).

Conveyancing

We can simplify and accelerate the conveyancing process by providing access to tried and tested solicitors who have contracted to adhere to our strict service standards.

Destination services

Finding the right home for your employee and assisting with any other issues that they might face in the new area.

Home search

Finding a new home can be a problem when the employee may not be familiar with the new area. The employee may only have limited time to visit estate agents and their family may be hundreds of miles away. We will ensure that the employee receives details of properties that match their requirements and we can also, if required, pre-view selected homes before arranging accompanied visits and help the employee to negotiate the best price for the new home.

Area information & orientation

The provision of information on the new location is an essential component in any relocation policy. We can provide a comprehensive range of information on the new area either in hard copy or web based which will include topics such as leisure facilities, available housing and schools.

Education assistance

Finding the right home often means first of all finding the right school for the children. Our education specialists will do the groundwork so that the employee will be able to make informed decisions when deciding which school best suits their children's needs. Visits to the school, accompanied by an education specialist, can also be arranged to help the employee to make the best use of the visit and make sure that all the right questions are asked.

Our education specialist can also assist with special need requirements and appeal procedures.

Temporary accommodation

The employee may be on a secondment to the new area or may need to move the family before finding a permanent home. We can search for temporary accommodation, assist with negotiating the lease, preparing the inventory and be on hand to advise on all issues relating to the rented property.

Partner employment & careers

Moving the employee can often impact the partner's career. Finding suitable employment in the new area can therefore be critical to the success of the relocation. We employ specialist career counsellors who are able to help find alternative positions.

Property care

If the employee is leaving the old home vacant, perhaps whilst on secondment in the UK or on an overseas assignment we can ensure that it continues to be well maintained by providing a full property care programme.

Other family needs

Each relocation is individual and however comprehensive your relocation policy, there will always be occasions when it does not cater for a special need. This may be an elderly relative who needs to be close to the family, an unusual family pet or a special item of furniture that falls outside of the scope of the removal tariff. Our job is to provide you and the employee with solutions when such challenges arise.

Employer support services

Managing your relocation whether it entails group moves, recruitment, senior management placements or employee career progression moves.

Relocation expense tracking and reporting

WE can arrange for the employee's expenses to be paid in accordance with your relocation policy. Expenses will be categorised depending upon their eligibility for tax treatment and P11Ds, PSAs, accruals and overseas tax reporting are integral components of this service.

Housing cost differential reports

The difference in house prices between low and high cost locations can represent a barrier to relocation. It is important that a fair and transparent method is used to determine reasonable compensation. We can supply like for like valuations either by employing automated valuation models or by using the services of Chartered Surveyors in both locations to assess the relative values.

Employer support services

Managing your relocation whether it entails group moves, recruitment, senior management placements or employee career progression moves.

Relocation policy design and consultancy

We are able to provide you with advice across the entire spectrum of employee relocation related issues. Whether you require assistance in constructing a new relocation policy, adapting an existing policy to deal with new circumstances or advice on a specialised requirement we can help you to create the policy that is right for you and your employees.

Property portfolio management

If you own or rent residential property, perhaps to provide temporary accommodation for employees, we can provide a complete block management service which will include maintenance and tenancy management.

Group move management

Unlike career progression or recruitment relocations, a group move will involve highlighting to your workforce the benefits of moving to the new location. The foundation for a successful group move must therefore be built upon sound planning and communication. We can help you to achieve this by assisting with the design of the relocation policy, communicating the announcement, arranging for group tours to the new location, making presentations to staff with specialist speakers on schooling and education, setting up information rooms and supporting you throughout the duration of the move.

Management information and reporting

Keeping you informed is probably one of the most important jobs that we will undertake as your relocation supplier. You will have a dedicated account contact who will understand and implement your relocation policy. You will regularly receive information electronically and in hard copy relating to the performance of the caseload that we are handling for you and we will be available to attend face to face reviews to ensure that effective communication is maintained at all times.

International services

An international relocation presents many challenges for the employee and family. There is a new culture to assimilate, a new language to understand and domestic arrangements to be made including doctors, dentists, banking services, driving licences and a host of other matters that are taken for granted in the native country.

There is also accommodation to organise and possibly education issues to tackle. Our services will take care of the details and support the family allowing the employee to concentrate on the new job.

Familiarisation programme

Enabling the employee and family to become accustomed to the new area has many positive advantages. During a pre-move visit any concerns can be addressed by our advisors. By giving an overview of the area and its facilities the family will have the confidence of knowing their way around the new area from day one.

Home finding programme

Following a detailed consultation with the employee to determine the requirements, we will research the housing market to find properties which match the employee's needs whether to rent or to purchase. We can provide a detailed itinerary and an overview of the area and meet the employee upon their arrival in the UK to accompany them on property viewings. All negotiations with vendors or landlords will be undertaken by our dedicated advisors who will be responsible for ensuring that the employee is accommodated on schedule. Rental contracts will be inspected by our legal advisors, utility companies contacted and inventories arranged.

Short term accommodation

The employee may be moving to the UK on a short term secondment and require temporary accommodation. Utilising the principles described in the Home Finding Service, we can locate and secure rented or serviced accommodation and also undertake hotel bookings.

Tenancy management

Should your employee be moving overseas we can manage the letting of the UK property, ensuring that an appropriate lease is used and managing the rental throughout the duration of the assignment.

Education assistance for foreign nationals

For those families with school age children education is a key factor when considering a move. Often housing requirements have to adapt to school catchment areas. We have a thorough knowledge of international schooling facilities in the UK and we can assist foreign nationals by making the necessary arrangements with the appropriate school of choice for their children.

Language training

Getting to grips with a new language as well as a new job can be a daunting prospect. We are able to engage the appropriate language training experts to enable the employee and family to absorb the essentials of the new language so that they will be able to communicate confidently.

Settling in services

We can provide a tailored solution to match the employee and family needs. Services can include setting up UK bank accounts, arranging for the family to be registered with doctor and dentist surgeries, explaining and helping with arranging insurance, driving licences, finding specialist shops as well as churches, local clubs and support groups.

Post move assistance

To help the employee and family with issues that may arise after they have settled into their new home we can provide a six-month help-line service.

Departure assistance

When the time comes for the employee to return to their native country or to move into permanent accommodation in the UK, we can assist by managing the exit from a lease or the sale of a property. We can also engage the services of relocation agencies in the home country to support the employee with any domestic requirements relating to their repatriation.

Want to know more about Relocation Solutions?

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