

## **Area Orientation and Home finding**

- Contact with employee to be transferred
- Sending of Needs Analysis Form to be filled by the employee
- GrenLore representative to make first telephone contact and continue with employee during the whole process.
- Reception of Family/Employee
- Organize hotel accommodations
- City tour
- Organize search and visit of house/school/language schools.
- Schools and bank registrations.
- House contract/negotiation/inventory check in
- Coordination of Personnel Belonging Reception (with Mover company)
- Support to employee for car rental/purchasing/Car repairs shops locations

## **Description**

### **Pre-arrival**

- Identify houses/apartments and schedule appointments for viewing.
- Prepare itinerary and visit agenda.
- Describe typical lease conditions for a property rental contract
- Local customs
- Deposit
- Restrictions

### **Welcome/transfer**

- Meet Assignee at airport, hotel or office
- Confirm itinerary for any last-minute changes
- Hand over information package

### **Information Package**

- MAP - City with position of Hotel clearly marked
- Emergency information
- Police Phone #
- Hospital Phone #/Emergency Doctor #
- Embassy or Consulate Phone #
- Taxi Service Phone #
- Currency exchange information: (rate, familiarization with notes and coins, where to exchange money, documents required)
- Information on US food equivalents (what they are called and where they can be purchased)
- Information on safe/unsafe food and drinkable water
- Safety guidelines do's and don'ts
- Where to walk/shop and how to get there
- Tips & tipping. What is the custom?

### **City tour (one day)**

- Develop & relate tour to needs assessment
- Typical expat areas advantages/disadvantages
- Show major features of the city
- City Tour is representative of the whole city
- Parks

- Churches
- Museums
- Leisure facilities
- Transportation facilities
- Shopping, food, other (market specialties)
- Government offices

### **Schooling overview**

- Provide addresses, name of principal and telephone number as appropriate of:
- Preschool
- International/American Schools
- Coordinate appointments with principals and accompany as necessary.
- Provide information on potential schools to meet child's needs/interests (i.e. schools with concentration on athletics, religion, arts)
- Advise assignee of required forms and paperwork etc. to meet schools

### **Housing Overview**

- Tour limited to pre-selected 1 or 2 specific districts/neighborhoods
- Accompany assignee and family to all scheduled appointments
- Property visits will show a range of housing
- Describe major positives and negatives of each property and area

### **House Hunting (three days)**

- Tour limited to pre-selected 1 or 3 specific districts/neighborhoods
- Accompany Assignee and family to all scheduled appointments
- Preview all properties where possible
- A **maximum of 30 properties** will be shown
- The house-hunting service will be provided for three full days.
- Describe major positives and negatives of each property and area.

### **Lease Negotiation**

- GrenLore will attempt to negotiate favorable lease terms, explaining to the landlord that the tenant is a relocating Assignee.
- Where possible negotiate a clause into the lease allowing the Assignee to terminate the lease early (i.e. upon 60 days prior to written notice, Diplomatic Clause) if the Assignee is transferred by his or her Employer to another area
- For the benefit of Assignee, negotiate favorable conditions. I.e. lease term to match the needs of the Assignee and the family, pets, deposits, repairs & maintenance, extermination/cleaning.
- GrenLore will request client's legal advisors to review property lease prior to signing.
- Lease translation available for separate charge

### **Inspection and Inventory check**

- GrenLore will coordinate inspection with real estate broker/owner

### **Furniture**

If furnished, check inventory content and condition. Make notes as appropriate and sign and date inventory to prove record

The real estate (house/apartment unit, grounds and outbuildings) - Check condition and note all obvious defects-make notes as appropriate and sign and date inventory to prove record.

Copy of inspection and inventory for Assignee will be ready upon arrival.

### **Moving Shipment Assistance**

GrenLore will coordinate with the shipment company the arrival of the Ménage of the employee. A GrenLore representative will assist in any translation during the delivery of the shipment and obtain after the move a list from the employee with any discrepancy or damaged goods. We will then contact the moving company and send the list of complaints. We will also track it down until the complaints go through the regular procedures.

### **Settling-in Program**

#### **Utilities**

- Contact all necessary utility companies.
- Arrange and Coordinate: Connection (Internet, cable, cel phone, etc)
  - Correct billing address
  - Correct date of hook up requirements

#### **Bank**

- Advise Assignee what documents are needed to open accounts (Passport)
- Accompany to bank to provide translation.
- Provide assistance to complete necessary forms.

#### **Car purchase**

- Will take the expat to authorized dealer.
- Provide assistance to complete necessary forms. Accompany to translate.

#### **Cell Phone purchase**

- Where possible obtain English translation of contract.
- Names addresses and telephone numbers of providers.
- Provide assistance to complete necessary forms. Accompany to translate.

#### **Driving**

- Learn how to drive throw the city and check the routes from home to:
  - Schools
  - Supermarket
  - Mayor highways
  - Medical/dental facilities
  - Hospitals, etc.
  - Office
  - Bank

#### **Supermarket visit**

#### **Domestic help assistance**

English translation available during interview and subsequent emergency needs.

## Tenancy management

In order to have a better understanding between the Employee and the Landlord, “GrenLore” will provide with assistance and translation regarding the rented property with the following:

- Be primary contact of landlords/ Real Estate agents and Employee
- Coordinate visit and verify completion of minor repairs.
- Tracking of lease expiration
- Negotiation of rent increase/decrease
- Coordination of the annual renovation by checking the Company’s database, ensuring the employees in law status in the country.
- Coordination and verification of minor repairs that are common in a house such as (Repairs will be billed separately):
- Electricity (change of wall sockets and switches, light bulbs, wiring, water heaters, etc.),
- Plumbing repairs (toilet, kitchen sink, water pumps, unclog pipes, etc.),
- Painting, finishing touches, masonry (small demolitions), change of door locks, etc

## Departure Program

The purpose of this program is to effectively and efficiently return the assignee to their home country.

**Major Elements Include:** Inspection and Inventory, Utility Disconnect.

- Inspection and inventory out
- Furnished content and condition (note defect and sign and date inventory).
- Property condition (note defects and sign and date inventory).
- Cancel club memberships.
- Arrange disposal of any trash following the move out.
- Arrange transfer of school records.
- Arrange pick up of any remaining furniture item not being shipped with assignee to local charitable organization or help with sale.
- Assist assignee with the disposal of any cars not being shipped with assignee. (Interpretation/translation service. Not negotiation)
- Contact all relevant utilities and advice of cancellation and final billing (includes visiting property where necessary).
- Accompany Assignee and family to local relevant authorities for visa/residency, etc. and complete forms to exit country.

## Immigration

- GrenLore manages the entire Visa/Work permit process for foreign and national employees. Our affiliates work directly with the employee and the company to gather and expedite the issuance of required documents for the process. We also coordinate the annual renovation by providing the Company a database ensuring the employee’s in law status in the country.
- We provide a face to face service, meaning that our personnel is present and in contact with the legal entities entitled to process de Work Permit, Visa, I.D. cards, Drivers



License, etc. for our clients. Is, in this matter, that we can obtain a more efficient and expedite return timeframe of the documents been processed.

**Some of our main services:**

- Passport Obtainment/Renewal
- Legalization of Documents
- Visa Approval or Work Authorizations
- De-registration on Departure