

Service Descriptions for University of Manchester

Household Goods Moving Services

- Pre-move survey at the assignee's origin and detailed quotation
- Counselling on customs procedures and restricted items specific to the move
- Assistance with the completion and collation of all required documentation to include, but not limited to, transit cover and customs documents
- The export packing and protection of all items being moved, with expert care of delicate or specialist goods (e.g. pianos)
- Complete inventory of effects as they are packed for transportation
- Transportation of effects using the full variety of transportation methods (land, sea and air)
- Overseeing of customs clearance
- Storage and transit cover protection (as required)
- Trained and experienced packing and moving teams
- Delivery services include unloading, un-crating, setting and placement of furniture in the new home, reassembly of furniture disassembled by the crew during the pack (handyman costs may be incurred), unpacking of cartons to nearest flat surface, removing empty packing material on the day of delivery



Relocation Services - Area Orientation

Prior to the Area Orientation

- Detailed analysis of the assignee's needs to determine the most relevant aspects of the Area Orientation. These are prioritised when designing the programme
- The assignee is introduced to their Local Consultant who will accompany them
- Within two days prior to assignee's arrival a written, detailed itinerary is shared

During the Area Orientation

- Welcome Pack of initial information, which is discussed with the Local Consultant prior to commencing the trip
- Based on individual needs and requirements an accompanied Area Orientation is conducted to familiarise the assignee with the local area

After the Area Orientation

- Detailed report on the executed activities. The main learnings are addressed, and potential findings and experiences can be fed into any other programmes



Relocation Services - Home Search

- Local market/neighbourhood overview
- Provision of country information
- Collect and return assignee to hotel / office
- Source properties within the client policy and allowance guidelines, and assignee requirements
- Accompanied service to view available properties and provide a local orientation
- Negotiation of lease to best outcome for the assignee
- Explanation to the assignee of the legal formalities of the lease
- Arrange for the assignee to sign an indemnity letter (where applicable)
- Liaise with client/assignee to facilitate payment of deposit and initial monies
- Co-ordinate and arrange the move in inspection and hand over of keys to the assignee
- Facilitate connection of utilities and phone lines and bank accounts (as per host country norm)
- Provide details for local registration requirements e.g. social security, doctor, dentist, tax card, bank (where necessary by country)



Relocation Services - Settling-in

- The content of the accompanied day will be dependent on the assignee's priorities and local conditions
- Provide personalised information about the new surroundings in line with assignee and family requirements
- Explain country specific particularities (e.g. emergency services, insurances)
- Accompany the assignee (and family, if applicable) on an orientation of the new location according to the assignee's needs. Tours can include an overview of the transportation system, local shops, banks and key amenities such as clubs, recreation and shopping
- Information and guidance with setting up bank accounts and credit/debit cards
- Provide information and explain procedures regarding statement printing, standing orders, telephone and internet banking, cash machines/ATMs, international bank transfers and fees
- Provide assistance with Drivers License
- Registration with Doctors/Embassies/Other Authorities
- PLEASE NOTE: Registration is subject to local government regulations/procedures and may incur an additional charge





Your People. Our Passion

universityofmanchester@sterlinglexicon.com