

— 20 —  
YEARS OF SERVICE  
EXCELLENCE



WELCOMEHOME  
**RELOCATIONS**

Servicing the Dynamic Lifestyle

**Are you on  
the move?**  
**Let us welcome  
you home.**

*Our promise to you...*

**EXPERIENCE  
FLEXIBILITY  
INNOVATION  
RELIABILITY  
COLLABORATION**

.....

As the leading provider of Destination Services in Canada, Welcomehome Relocations aim to be the “best-in-class” service provider to the business community in meeting their needs when relocating employees and their families. Our goal is to provide our clients with the personalized service they need when navigating the details of relocating, and ensuring a smooth and effective relocation to their new locale. From establishing themselves in a new community, to ensuring their most individual needs are met, our specialists will work with our clients to make it a stress free and enjoyable experience.

“Our national team is dedicated to successfully relocating employees and their families.”

- Nitin Badhwar, Vice-President

# Your Relocation experts for a soft landing in Canada.



## SERVICE LOCATIONS

ALBERTA: Bonnyville, Calgary, Cold Lake, Drayton Valley, Edmonton, Fort McMurray, Grande Prairie, Hinton, Lloydminster, Medicine Hat, Peace River, Red Deer, Slave Lake, Wainwright

BRITISH COLUMBIA: Fernie, Kamloops, Kelowna, Penticton, Sparwood, Vancouver, Greater Vancouver Area, Vernon, Victoria

MANITOBA: Winnipeg, Brandon

NEW BRUNSWICK: Moncton, Fredericton, Saint John

NEWFOUNDLAND & LABRADOR: St. John's

NORTHWEST TERRITORIES: Norman Wells, Yellowknife

NOVA SCOTIA: Bridgewater, Dartmouth, Halifax, Pictou, Waterville

ONTARIO: Barrie, Belleville, Brockville, Burlington, Cambridge, Guelph, Hamilton, Kingston, Kitchener-Waterloo, London, Markham, Mississauga, Oakville, Ottawa, Port Hope, Sarnia, Sault Ste Marie, St. Catharines, Sudbury, Timmins, Toronto, Greater Toronto Area

PEI: Charlottetown

QUEBEC: Saguenay, Montreal, Greater Montreal Area, Ottawa-Gatineau, Quebec City

SASKATCHEWAN: Saskatoon, Regina



# ACCOMPANIED DESTINATION SERVICES

## **Rental Search**

Assist with finding accommodation based on the needs of the transferee.

Research private listings, property managers, and enlist the assistance of a real estate agent, should it be required based on the budget.

Provide a value-added service that allows the transferee to be comfortable in making an informed decision about the home they choose to rent. Assist with lease negotiation.

Assist with lease negotiation.

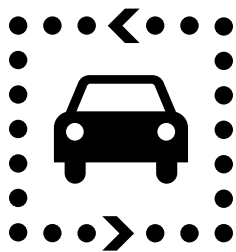
## **Area Orientation**

- Familiarize client with areas requested, make suggestions based on client.
- Ensure the client has a clear picture of what is available to suit his/her lifestyle and at what price.

## **Predecision Trip**

- Familiarize client with areas requested, make suggestions based on client lifestyle, budget etc.
- Ensure the client has a clear picture of what is available to suit his/her lifestyle and at what price.

# Customized services for relocating employees and their families.



## Temporary Accommodations

- Assist with locating and securing fully furnished suites, condominiums or houses for short-term or temporary accommodations.

## Departure Packages

- Assist with lease termination.
- Post move out inspection of property providing documentation of services to be performed, responsibilities outlined for services.
- Close out of utilities.
- Change of Address for specific accounts.
- Close out of any other services based on client needs.

## Settling-In Assistance

- Comprehensive and flexible menu of administrative services tailored to the assignee's specific needs.
- The following partial list represents the most commonly requested services, but we excel in catering to our clients' special and unique requirements.
- Social Insurance Number\*
- Health Insurance and Health Care\*
- Driver's License\*
- Vehicle Registration\*
- Banking
- Education and Daycare
- Car Lease or Purchase
- Recreation
- Utilities and Household Requirements
- *\*To be given first priority.*

## 5 Day Executive Package

- Area Orientation (1 day)
- Rental Search (2 days)
- Settling In – customized to fit client's needs (2 days)

## 6 Day Executive Package

- Area Orientation (1 day)
- Rental Search (2 days)
- Settling In – customized to fit client's needs (3 days)





## Signature Plus

What distinguishes our Signature Plus Service?

- Whenever possible, only our most senior Relocation Specialists will be assigned to work with these transferees.
- Higher end transportation available as required\*
- A welcome basket will await the transferee and their family at their hotel or TA.
- A local prepaid cell phone will be provided at the hotel or TA for International VIP's.
- During any full day of service, the transferee and their families will enjoy breakfast and lunch.\*\*
- Fresh flowers and some necessary supplies will be provided upon arrival at their permanent housing.
- 8 hours of Welcomehome Lifestyles Concierge and Errand Services is included

\*Additional charges will apply

\*\* Breakfast will consist of typical coffee shop type offerings. Alcohol not included.

## Signature Plus Service Details

### Pre-Arrival

- Introductory phone call from Relocation Specialist.
- Detailed needs assessment will be conducted with the transferee and their spouse to determine expectations.
- Before leaving for their new community, our Relocation Specialist will build rapport with the transferee by providing information such as a listing of the important documents they need to bring with them and anything else that might be of interest, for instance, sample housing listings.
- Access will be provided to the Destination Login feature on our website giving them a comprehensive database about their destination city to review.

### Arrival

- A “meet and greet” airport pick up will take place with the transferee being dropped off at their prearranged hotel or TA.
- The Relocation Specialist will have a meeting with the transferee and their family to review the agenda and service expectations.
- A Custom Welcome Package will be provided.
- Sit down review of Welcome Package and itinerary for the day.

### City Orientation

#### Day 1 – City Exploration

- Driving/walking tour of the city highlights.

#### Day 2 – Introduction to Neighborhoods

- Customized tour based on the needs/requirements of the transferee.
- Driving/walking tour of local neighborhoods including notable amenities.
- Child Car Seats provided if required.

### Temporary Accommodations

- Assist with locating and securing fully furnished suites, condominiums or houses for short-term or temporary accommodations
- Provide a welcome basket to the property just prior to transferee's arrival.

**Your Canadian  
Relocation Experts.**



## Rental Search

- Rental Search customized to the needs of the transferee
- The Relocation Specialist will assist with all dealings with the landlord including lease review, document signing and deposit transactions.
- A walk thru inspection will be conducted.

## Settling-In Services

This list represents the most commonly requested services, but we excel in customizing our clients' special and unique requirements.

- Social Insurance Number\*
- Health Insurance\*
- Driver's License\*
- Vehicle Registration\*
- Banking & Credit Cards\*
- Education
- Daycares or Preschools
- Utilities
- Insurance
- Car Lease or Purchase
- Health Care
- Recreation
- Household Requirements
- Ongoing Assistance
- *\*To be given first priority*



## Lifestyle Solutions

- The following list represents the most commonly requested Welcomehome Lifestyles concierge and errands services, but we excel in customizing our clients' special and unique requirements.
  - o Household Management
  - o Concierge & Errand Services
  - o Personal time management assistance
  - o Vacation Package
  - o Moving Package
  - o Learn more at [www.whlifestyles.com](http://www.whlifestyles.com)



# VIRTUAL DESTINATION SERVICES

## Destination Research Package

- A comprehensive information package is produced based on transferee's new address.
- Topics will include:
  - o City Profile
  - o Social Insurance Number
  - o Health Insurance
  - o Driver's License
  - o Banking
  - o Utilities
  - o Health Care
  - o Recreation/Lifestyle
  - o Shopping
  - o Public Transportation

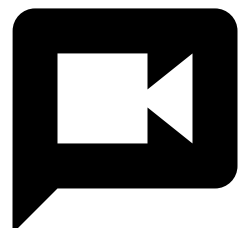
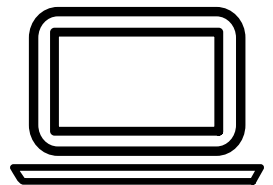
## Virtual Education Assistance

- Combines phone consultation and research.
- Source out school/daycare options.
- Set up appointments with principal/director
- Set up school tours.
- Supply information on registration process.

## Virtual Settling-In Assistance

- Combines phone consultation and research.
- Includes a customized research package with the following topics, plus additional subjects as requested by employee:
  - o Social Insurance Number
  - o Health Insurance
  - o Driver's License
  - o Banking
  - o Utilities
  - o Insurance
  - o Automobiles
  - o Health Care
  - o Recreation
  - o Household Requirements
  - o Public Transportation

**Innovative approach to destination services ensures that relocating employees receive the support that they need, the way that they want it.**



## Virtual Home Finding

### *Temporary Accommodations*

- Combines research with ongoing phone support
- Assist with locating and securing fully furnished suites, condominiums or houses for short-term or temporary accommodations.
- Review of criteria set out by our client.
- Research available units based on the needs assessment with the transferee.
- Contact landlords and property managers to confirm property details and availability to ensure it meets the necessary criteria.

### *Rental Search*

- Combines research with ongoing phone support
- Assist with finding accommodation based on the needs of the transferee as determined by the needs assessment.
- Connect with private landlords, property managers and real estate agents depending on the market/budget.
- Provide property details including contact information for each suitable listing.
- Verbal overview of neighbourhoods of interest.

## Virtual Departure

- Counsel transferee on lease termination.
- Provide direction on how to close out utilities.
- Review change of address requirements.
- Provide guidance on cancelling any other services based on client needs.

# MOVE MANAGEMENT



- Welcomehome's Move Management service oversees all the aspects of your employee's physical move.
- Single point of contact. From the pre-moving consultation to final invoicing, the Move Management Coordinator will act as the single point of contact for the corporate client as well as the employee.
- Select the carrier, provide a quote, coordinate the move (if required pay the moving company on your behalf)
- Full audit of the movers billing.



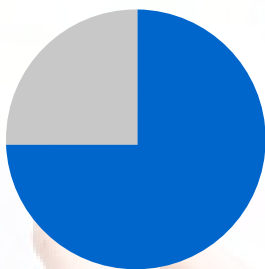
# WHR STATS!

## Canada Wide Market Research

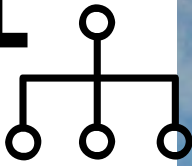
- We routinely track a wide variety of economic data (real estate activity, property sales and rental transactions, cost of living trends, population statistics, etc.) in every major market across Canada. By leveraging our extensive network of Relocation Specialists, we can guarantee the most accurate and timely information about market statistics and trends. We issue customized reports on an ad hoc basis or on a regular schedule depending on our clients' requirements.
- Topics include:
  - House prices
    - o Average sales by neighbourhood – resale and new
    - o Specific house types – average sales
    - o Comparative tool
  - Rental house prices
    - o Rental housing type – condo, apartment, house etc.
    - o Low, medium, high end dwellings
    - o Furnished or unfurnished
    - o By neighbourhood
  - Seniors' homes
  - Vacancy rates
  - Furniture rental costs
  - Utility costs
  - Health care costs
  - Transportation costs
  - Food prices – breakdown by category
  - Hotel prices
  - Fuel prices
  - Recreation costs
  - Education costs – public and private
  - Insurance costs – car, house, tenant
  - Income tax rate

## Comparable Value Estimates

- Welcomehome's Comparable Value Estimates (CVE) will provide organizations with a formal analysis to set meaningful budgets and to help manage the employee's expectations. Welcomehome's CVE report make it possible for companies to avoid overspending on housing allowances and by setting realistic expectations prior to the move, circumvent instances of dissatisfaction or disappointment on the part of assignees related to their new accommodations.



# ADDITIONAL OFFERINGS



## Trusted Partner Services

In order to provide our clients with the most effective and comprehensive services, we have developed a network of trusted partnerships. Our partners can help us offer our clients:

Worldwide Destination Services

Visa and Immigration Services

Automobile Leases, Purchases and Rental Programs

Foreign Exchange Services

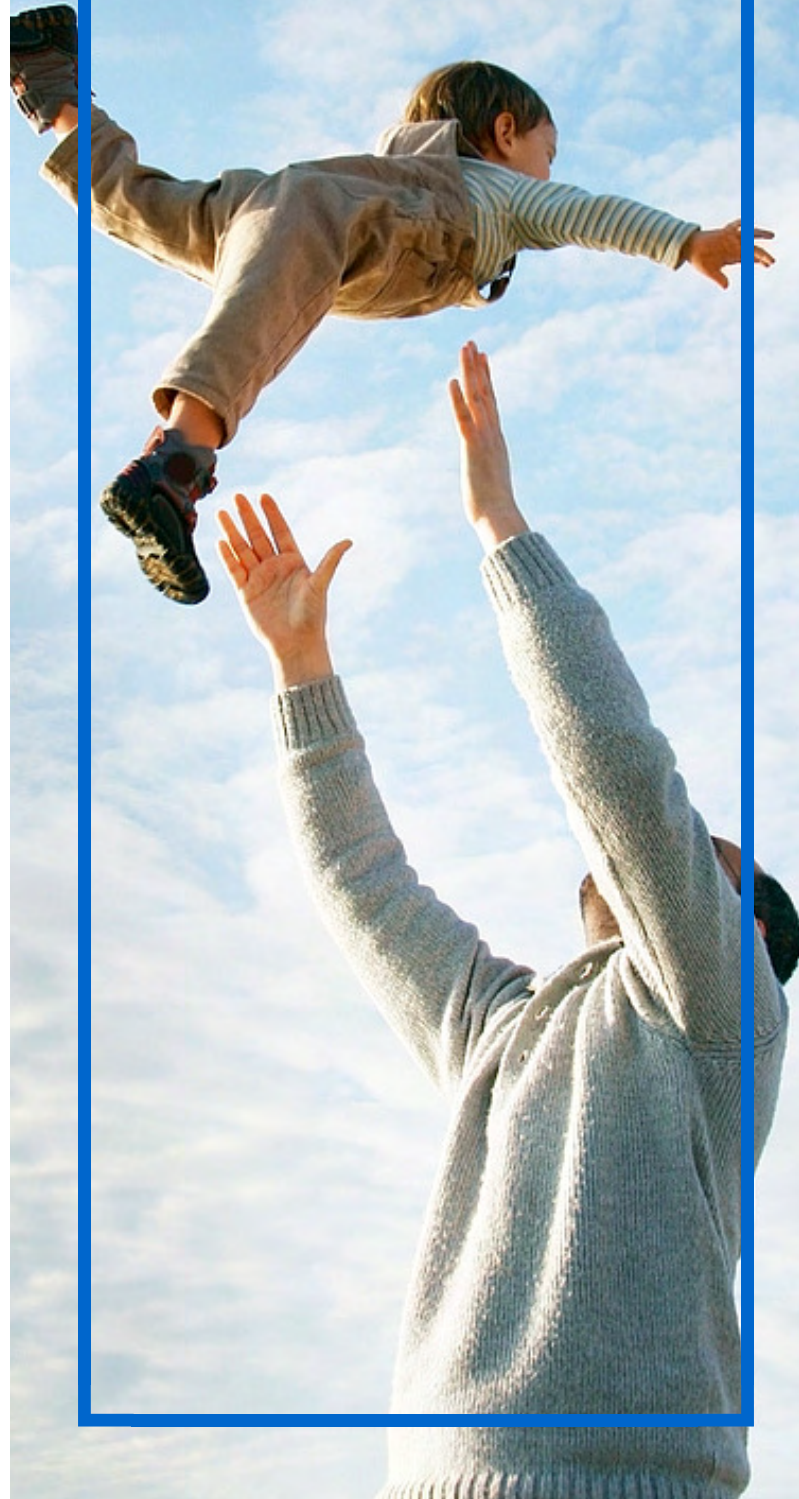
## Policy Consultation, Review and Development

According to your organizations' specific relocation requirements we can help you design, build, and implement a successful domestic or global relocation policy.

## Welcomehome Lifestyles

We Organize, run errands, transport and generally help where help is needed. Welcomehome Lifestyles is a premium concierge and errand service deeply experienced in providing a high level of customer service, especially during periods of significant stress. Our goal is to bring new ease and comfort to people's everyday existence. We want to simplify your life, taking over unwanted tasks, giving you back your time. Our portfolio includes a wide range of concierge services and a tried and true network of suppliers. We specialize in household management, concierge & errand services, seniors assistant, organizers, moving and put-away services, vacation services, virtual assistants, event planning, decorators/designers, and efficiency packages. Visit [www.whlifestyles.com](http://www.whlifestyles.com) to learn more.

**Customized services  
for relocating  
employees.**



# DESTINATION LOGIN

The next generation of relocation solutions...



As part of a holistic approach to servicing our clients, we have developed a comprehensive online catalogue of information which includes detailed material about each city we service across Canada. This wealth of information includes answers to the most frequently asked relocation questions and provides a variety of information that assist the employee throughout their relocation. From anywhere in the world and on any device, they will be able to independently research their new city prior to their arrival. The content is written and maintained by our Welcomehome Relocation Specialists which ensures information is practical, relevant, objective and timely.

This tool is like having access to a team of Relocation Specialists who can provide you with information instantly! *The Destination Login is offered complimentary to each employee we assist.*

Welcomehome now offers this solution on a subscription basis direct to the Relocation Counselor.

The Destination Login includes information about:

- Government Services
- Canadian Healthcare
- Schooling and Education
- Banking
- Driving and Public Transit
- Lifestyle and Recreation
- Utilities
- In Case of Emergency
- Canadian Culture
- The Metric System
- Relocating with Children
- *And much more!*

Information is presented in a variety of formats:

- Downloadable documents/Text
- Maps
- Pictures/Infographics
- Videos



"Nothing gives you peace of mind when  
relocating, like trusted professionals  
dedicated entirely to helping you!"  
- Judy McDougall, President

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## CONNECT WITH US:

