



OVER 25
YEARS OF
SERVICE
EXCELLENCE



**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 aims 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

SERVICE LOCATIONS

Ontario

Alberta

Quebec

Saskatchewan

British Columbia

Manitoba

New Brunswick

Newfoundland and Labrador

Nova Scotia

Northwest Territories



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.
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Area Orientation

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

*Customized services
for relocating
employees and their
families.*

Pre-decision 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 their lifestyle and at what price.

Temporary Accommodations

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

Departure Package

- 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 of Purchase
 - Recreation
 - Utilities and Household Requirements

**To be given first priority.*



Packages

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.



**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 Destination App giving them a comprehensive database about their destination city to review.
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Arrival

- A “meet and greet” airport pickup 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.
- Everyone has access to a personal customized app – including a wealth of destination information.
- Briefing call conducted to thoroughly review and customize needs and requirements.

City Orientation

Day 1 – City Exploration

- Driving/walking tour of the city highlights.

Day 2 – Introduction to Neighbourhoods

- Customized tour based on the needs/requirements of the transferee.
- Driving/walking tour of local neighbourhoods 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.

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 and Credit Cards*
- Education
- Daycares or Preschools
- Utilities
- Insurance
- Car Lease or Purchase
- Health Care
- Recreation
- Household Requirements
- Ongoing Assistance

**To be given first priority.*



VIRTUAL DESTINATION SERVICES

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

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.

Destination Research Package

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

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:
 - Social Insurance Number
 - Health Insurance
 - Driver's License
 - Banking
 - Utilities
 - Insurance
 - Automobiles
 - Health Care
 - Recreation
 - Household Requirements
 - Public Transportation

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 and budget.
- Provide property details including contact information for each suitable listing.
- Verbal overview of neighbourhoods of interest.

Virtual Departure

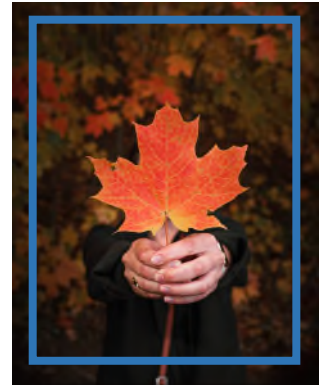
- Counsel transferee on lease termination.
- Provide direction on how to close out utilities.
- Review change of address requirements.
- Provide guidance on cancelling any other services based on client needs.



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 compiled and written by our Welcomehome Relocation Specialists which ensures information is practical, relevant, objective, and timely.



Information Included

- Relocation Specialist Introduction
- 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!

How is the information presented?

- Interactive mapping capabilities
- Downloadable documents/Text
- Pictures/Infographics
- Videos

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 also offers this solution on a subscription basis to our partners and clients.

“Nothing gives you peace of mind when relocating, like trusted professionals dedicated entirely to helping you!”

Judy McDougall, President



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