

Departure Services Programs: a Good Investment

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When employees begin an expat assignment, they are routinely provided with Destination Services, including homefinding, school finding, area orientation and settling in services. It is obvious that newcomers need assistance in their host country.

But what about when they move on? More and more companies see the value and necessity of a departure program. These one-half to 2 day programs typically include:

- Mail forwarding
- Utilities cancellation
- Medical and School records retrieval

While **Departure Programs** provide extra assistance during a busy and stressful time, they **can also save money**. Landlords are increasingly reluctant to return the total security deposit. With the economic climate and landlords finding their rental properties decreasing in value, they are doing all they can to claim damages. The primary goal of a departure program is to ensure that the security deposit is returned. Our Destination Services Counselors (DSCs) will:

- Conduct a pre-inspection walkthrough with the transferee, identifying repairs to be made
- Recommend painters/handyman/trades to bring the home to its move in condition (normal wear and tear excepted)
- Schedule and attend the walkthrough inspection with the landlord
- Negotiate a maximum return of the security deposit

A critical part of the incoming program is the completion of the **Move in Inspection Report**. This comprehensive report details, room-by-room, the condition of the house at move in. Over the course of a 2 or 3 year lease, landlords and tenants forget

whether that stain was on the living room carpet or the window screen was ripped. Comparing the move in report (which we ensure was signed by the landlord) gives us leverage to properly assess damages.

Transferees, especially if relations with the landlord are strained, appreciate having a third party to negotiate on their behalf. **This small program provides big benefits, and lets transferees return home knowing all the loose ends in the host country have been tied up.**



International Move Countdown Reminders Checklist

Attached is IOR's detailed 8-page **International Move Countdown Reminders checklist**, a useful tool for both HR and transferees. The checklist covers all aspects of the move from the time of assignment acceptance to settling-

in next steps. It also incorporates an **Essentials Carry-On List** and a **Pre-Departure Shopping List for Overseas Moves**

BETH VAN DEN BERG, a native of Canada, now lives in Glenview (Chicago) Illinois, where she works as an account manager in IOR's corporate head office. Prior to her move to the US, Beth worked for a large Canadian university in their cooperative education department and also ran her own human resources and career consulting business. She is a member of the Canadian Club of Chicago and an active board member of the Canadian Women's Club of Chicago.

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