



Virtual Destination Services

IOR's Guided Virtual Services allow our Assignees to receive the same tailored support as our traditional Destination Services while providing more flexibility and without sacrificing quality. Our experienced and caring team of local Consultants is there to advise, guide, and advocate for Assignees and their families. Assignees gain the flexibility and convenience to go to appointments on their own time while being fully supported by knowledgeable and proficient Destination Consultants.

Area Orientation

- Customized Google Earth Map to highlight key landmarks and points of interest (office, school, airport, city center, transportation hubs, etc.)
- Video call* with local Consultant to review location-specific information, provide general guidance, and answer questions on a variety of topics including but not limited to:
 - Location overview
 - Landmarks and points of interest
 - Grocery stores/shopping
 - Schools/education
 - Local government registration/documentation
 - Rental practices
 - Sports/social clubs
 - Local transportation
 - Local amenities and leisure activities
 - Medical facilities
 - Banking
 - Safety/health & travel advisories
 - Sample rental housing
 - Places of worship

Settling In

- Advise or accompany assignee virtually* to facilitate social security registration
- Advise or accompany assignee virtually* to facilitate driver's license application and car registration
- Advise or accompany assignee virtually* to facilitate opening a bank account

School Search

- Provide overview of school systems and registration requirements, and assist virtually* with registration process
- Arrange appointments to visit schools where allowed
- Provide follow-up assistance with the completion and submission of application forms if needed

Home Finding

- Conduct housing needs analysis
- Source suitable rental housing options according to budget and preferences
- Provide links to online rental property profiles, including photos, virtual tours, maps, directions, and rental requirements
- Conduct live tours of selected properties with assignee via virtual medium*; delivered wherever possible
- Conduct lease review, negotiation, and signing via email or e-signature software whenever available
- Coordinate initial lease payments as authorized
- Provide information for assignee to initiate utility hook-ups
- Conduct live property move-in inventory with assignee via virtual medium*
- Provide rental insurance information

Concierge Services Coordination

- Video call* with local Consultant to support any immediate needs related to topics covered in Area Orientation as well as topics including:
 - Grocery delivery
 - Laundry/dry cleaning pickup or delivery
 - Child/daycare services
 - Vet/pet care
 - Gym/recreation
 - Auto servicing/repair
 - Housing repair and improvement requests
 - Doctors, dentists
 - Beauty services
 - Bill payment

All programs receive access to IOR's proprietary app with City Guides, Rental Market information and Tips and Advice!



Virtual Destination Services

Lease Negotiation

- Coordinate lease process for selected property, including:
 - Lease negotiation, preparation, and non-legal lease review
 - Review lease terms with assignee to ensure understanding
 - Request Diplomatic/Transfer clause
 - Conduct signing via email or e-signature software
 - Obtain all required information from Landlord to facilitate ongoing communication for assignee and Landlord
- Provide copy of fully executed lease to assignee and company
- Coordinate any pre-move-in repairs
- Conduct move-in inspection via virtual medium* for assignee in-person and DSC virtually to document property condition, and provide detailed inventory inspection report to assignee and company

Lease Cancellation

- Advise and assist with the termination of lease, to include:
 - Ensure assignee sends lease termination letter to Landlord in accordance with lease terms
 - Complete live pre-move-out inspection via virtual medium* with assignee if possible to determine any action needed to prepare property for final walk-through
 - Conduct live final walk-through of property via virtual medium* with assignee if possible and provide Property Condition report to company and assignee
 - Coordinate and negotiate dilapidation claims and any repairs if needed
 - Coordinate and assist with recovering security deposits from Landlord (up to three attempts for security deposit recovery)

Departure Services

- Advise and assist with the termination of lease, to include:
 - Ensure assignee sends lease termination letter to Landlord in accordance with lease terms
 - Complete live pre-move-out inspection via virtual medium* with assignee if possible to determine any action needed to prepare property for final walk-through
 - Conduct live final walk-through of property via virtual medium* with assignee if possible and provide Property Condition report to company and assignee
 - Coordinate and negotiate dilapidation claims and any repairs if needed
 - Coordinate and assist with recovering security deposits from Landlord (up to three attempts for security deposit recovery)
- Coordinate and assist with the following, but not limited to:
 - Closing utility accounts, disconnection of phone(s)
 - Facilitation of final account payments
 - Deregistration of any local government requirements (i.e. notice of departure)
 - Recovering school deposits
 - Terminating bank accounts, any local licenses, and club/association memberships
 - Terminating appliances and furniture leases, disposal or sale
 - Redirecting mail

*Virtual medium examples include FaceTime, Zoom, Microsoft Teams, etc.