



Independent and Domestic Support Challenges & Troubleshooting

When working with an assignee who is familiar with the US, the area where they are moving to, or someone who is very independent, we find they don't understand the value our local consultants bring to the table. Programs and support can end up cancelled. Here are some common assignee objections and talking point responses for your consideration to help explain services, your contribution, and expertise.

Objection	Response Suggestions
I am returning to this location and I'm familiar with the housing there.	I'm excited to welcome you back! I will be a resource on current market conditions, as they can change quickly. I will also help you to streamline your search so you can focus on other aspects of your move and your work.
I have online resources, why do I need Destination Services?	As your local Destination Consultant, I am an on the ground expert to help you navigate the rental market, as well as other location services in the area. The real-time expertise I can provide will allow you to focus on other areas of your move and new job, rather than doing all the work on your own. Think of me as your housing and area concierge support.
I don't have time to speak with my destination services consultant or to meet with them.	Time is absolutely of the essence and that's why your company has provided you with this support. Delegating to me can streamline your settling-in down the road, allowing you to focus on other aspects of your move and on your work. [I am available 7 days a week, including evenings, to schedule calls and tours to help accommodate your busy schedule.]
I can search online for my housing and don't need this support.	It's true that most properties for you to consider are going to be online, but in addition to delegating the search to me, I am constantly active in your new housing market and can validate some of the things you are seeing using my

	<p>experience. Additionally, some online resources are not up to date or accurate. I can save you time by identifying them before it's too late.</p>
<p>I can't go on tour during the work week.</p>	<p>While it's understandable that it's hard to take off work when starting a new job, there is value to viewing properties during the week. Some apartment communities may offer mid-week specials that will not be available during the busier weekend. I may be able to arrange a video tour or real-time FaceTime tour if you are unable to leave work during leasing office hours. Keep in mind, you typically need to be in person to start the leasing process and properties can move quickly.</p>
<p>My recruiter, manager, or friend said that I don't need to use these services.</p>	<p>The feedback from locals in the area is valuable, and your destination services are offered to help make your transition a seamless process. Delegating to me can streamline your settling-in down the road, allowing you to focus on other aspects of your move and on your work.</p>
<p>I don't need rental help.</p>	<p>I can provide many services besides rental finding. If you have secured a lease or plan on purchasing, I can meet cable or utilities services at your home to turn on services. I can provide you information for obtaining your driver's license, finding a car, and purchasing insurance. I can also take you on an area tour, offering info for beauty services, gyms, libraries, cultural activities, recreational activities, or other local services to help you settle into your new city.</p>