

## Destination Services and Move Management – change can be so positive



### Auris takes care of the details to keep your transfer as smooth as possible.

Auris Relocation works with companies, executives, employees and their families, as well as private individuals. We provide advice and support on relocation to Switzerland. Our all-round service is modular: customers choose the entire package or combine selected elements to suit their individual needs.

#### Human resources strategy and corporate policy consulting

Auris advises companies that are moving their activities to Switzerland. From the outset, we generate added value through cost management and comparisons or weigh potential economies against their potential impact. We provide strategic input on personnel needs, advise on sourcing new hires, and ensure compliance with immigration laws. Indeed, our advice is often so on point that clients use it as the basis for their corporate policy here in Switzerland.

#### Orientation

The orientation program provides an initial insight into Switzerland's remarkable quality of life. Programs are tailored to each transferee's profile by consultants familiar with the region. They are helpful for people who have yet to decide whether to relocate, for getting a preliminary overview of the housing market or for an introduction to schooling – all so essential to expectation management.

All transferees and family members receive access to the **AurisAdvisoryApp**, a non-commercial online tool that provides a wealth of up-to-date information relevant to a move to Switzerland. It features sections on topics such as the local real estate markets, the tax system, education and healthcare, among others.

#### Arrivals

Upon request, Auris Relocation coordinates transferee arrivals in or departures from Switzerland. When it comes to airports, hotels, and railway stations, we are a mine of information.

#### Schooling and childcare advisory

Choosing the right school for transferees' children is paramount, and we at Auris aim to satisfy the individual needs and expectations of every family. Switzerland offers a wide range of local, bilingual, international, and boarding schools. An overview of the different educational models is a valuable start. Following a preliminary analysis, Auris suggests various options together with their pros and cons to the incoming family. Our consultants then assist with school visits and registration. We also provide help with suitable pre-school, daycare, and other forms of childcare assistance. We recommend that transferees make the choice of school a top priority, first, to ensure placement and, second, to define the housing search more clearly.

#### Temporary accommodation

For short stays or as an interim solution before moving into a new home, Auris Relocation provides practical help in finding temporary accommodation. Our strong relationships with providers of furnished flats and serviced apartments facilitate this greatly.

#### Furniture rental coordination

In some cases, Auris will advise that rental furniture is the best solution. Deadlines are often tight, so we work with trusted partners to best serve the transferee's needs within the required timeframe.

#### Home search

The Auris consultants involved in this vital phase of the relocation process are intimately familiar with the local area. They are knowledgeable, friendly, and above all dedicated to finding the best solution for our clients. We pride ourselves on our ability to listen; after all, it is what our name stands for. Our web-based **AurisRelocationOnline** platform helps smoothen the intense proactive process. A Key Account Manager uses the input received to establish and fine-tune the transferee's needs and weigh them in the context of the local market. We are experts in expectation management.

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The Relocation Consultant then identifies and evaluates properties and creates a shortlist of potential contenders, neatly presented in the **AurisRelocationOnline** tool. The procedure continues with accompanied viewings, feedback analysis and application processing. The Relocation Consultant pushes the candidate's application(s) until satisfaction is obtained. And our work does not stop even after a property has been secured.

In subsequent steps, we verify the rental agreement and negotiate on our clients' behalf, briefing them on legal stipulations, and clearly defining the rights and duties of tenants and landlords. We organize utility connections and oversee check-in and moving-in formalities.

An incredibly low vacancy rate makes the Swiss rental market, particularly in the country's main economic centres, very competitive. Fortunately, Auris Relocation has vast know-how and experience of the market. Combined with our network of contacts and insider information, it often enables us to achieve results that go well beyond the ordinary.

**AurisRelocationOnline** is not only a useful communication tool but also provides our clients' HR with real-time reporting on all ongoing assignments.

### Property purchase

Clients who decide to stay in Switzerland or already know the country may choose to purchase property. Although many of the procedures for rental or purchase are similar, certain factors vary, particularly from one area to another. Financing is a top priority and needs to be assessed before starting a search. Clients can rely on Auris to help them understand the various stages in the process, accompany them through negotiations and represent their interests every step of the way. Auris does not accept commissions from sellers and can thus guarantee total impartiality.

### Settling-in

Helping transferees settle in is the final stage in our home search service and enables new arrivals to find their feet quickly. Our consultants and the **AurisAdvisoryApp** are sources of invaluable information on topics such as registering with the local authorities, healthcare, insurance, banking, tax, driver's licence exchange, language courses, sport and leisure facilities, integration into the community, international associations, cultural activities, and local travel.

### Move management

Auris Relocation is ideally positioned to offer impartial advice and support during the moving process. Using input provided by the transferee, we approach renowned local and international removal companies to obtain quotations for comparable levels of service and secure the most competitive prices, in line with the client's corporate policy. After helping to select a provider, we oversee and coordinate the entire move. This service is accessible to individuals and companies and groups both small and large.

### Helpline

During and after the move to Switzerland has been successfully completed, Auris Relocation consultants listen, answer questions, provide advice, assist with communication, and any other challenges that may arise.

### Group moves

When companies or departments need to move employees simultaneously, Auris supplies the support and know-how to ensure that everything runs smoothly. Satisfied customers have remarked that our experienced management and planning allow each person to feel individually cared for while reaching the goals targeted for the group.

### Vehicles

Coordinating the leasing of a fleet of company vehicles is a service Auris sets up for corporate clients. Whether it is to rent, purchase or sell a car, Auris has developed a network of providers that we are happy to advise on.

### Corporate housing and tenancy management

Auris Relocation offers a management service to companies that provide corporate housing to their employees. We represent the interests of companies vis-a-vis landlords, handling all administrative matters and changes of tenancy. As property specialists, we take charge of managing and monitoring tenancy agreements, booking cleaners, organizing repairs, scheduling damage appraisals, and dealing with insurance-related questions. Auris Relocation becomes the direct contact point for employees who are residents in corporate housing. Our **AurisBookingOnline** tool helps maintain high occupancy rates and provides various types of reporting adapted to individual client needs.

### Departure services

When the time comes to leave a property, Auris Relocation offers an all-round moving-out service that includes termination of the rental agreement, searching for a replacement tenant, organizing final cleaning, and inspecting the rented property. We take care of repairs and submit insurance claims for damage, arrange for the refund of deposits and assist with postal forwarding. We also handle termination of utilities and communication provider contracts, as well as departure formalities with the local and school authorities.

The efficiency of every departure process is enhanced by our experience and sound knowledge of Swiss property law. In the event of property damage, Auris represents the tenant's interests and seeks to obtain the just resolution of all claims.