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| **Appointee Relocation Fact Sheet** |
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| **Eligibility for Relocation Expenses** |
| UCL’s [Relocation Scheme](https://www.ucl.ac.uk/human-resources/relocation-scheme) applies to newly-appointed academic staff (Lecturer through to Professor) and senior professional services staff (Grades 9 and 10) who relocate their home to take up an appointment with UCL, in order to significantly reduce their travelling time to work.Further information about eligible expenses is available on the UCL Finance website.  |
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| **UCL’s Suppliers** |
| In addition to allowable expenses which you may reclaim, such as the transportation of personal goods, including pets, you may choose to spend some or all of your Relocation Supplement on a range of listed additional relocation services.UCL has a preferred supplier list for the provision of these relocation services who have:* Been vetted to ensure they have the expertise required to relocate you across the globe.
* Agreed to a Service Level Agreement ensuring a high quality of service
* Offered improved commercial terms helping you get more for your money
* Agreed to UCL’s terms and conditions which means no nasty surprises or cost hikes.
* One point of contact that will manage your relocation from start to finish.
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| Our Suppliers offer the following services:

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| **Service** | **Description** |
| Visa administration | * Case planning & personal immigration plans
* Management of all immigration/emigration-related documents

**NB**: If you are relocating to the UK and you require a [visa](https://www.ucl.ac.uk/human-resources/working-ucl/hr-services/immigration-1st-january-2021) because you are not an EEA national or otherwise have the right to work in the UK, please contact your departmental administrator or [Employment Contracts Supervisor](https://www.ucl.ac.uk/human-resources/working-ucl/hr-services) regarding how we can assist you in obtaining a [visa](https://www.ucl.ac.uk/human-resources/working-ucl/hr-services/immigration-1st-january-2021).  |
| Shipping of personal effects  | * Packaging & Boxes
* Packing Services
* Shipping
* Shipment tracking
 |
| Storage facilities | * UK & International Storage
* Secure Facilities with different levels of access
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| Insurance | * Cover for damage, theft & loss of goods (transportation & storage)
* Insurance claims services
 |
| Arrival services | * Meet and greet, airport transfers
* Welcome grocery packages
* Local information packs
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| Settling-in assistance | * Destination orientation
* Personal finance advice
* Home search
* Temporary accommodation & rental home assistance
* Utilities set up
* School selection
* Car purchase
* Partner/family support programme including job search advice
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| Cultural orientation | * Country specific programmes including business practices, daily life, communication, language training, repatriation training
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| Pet relocation | * Assistance relocating pets
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| You can purchase these services as discrete or bundled services. Some suppliers may offer discounts on bundles of service.Please consult the [Relocation Checklist.](https://www.ucl.ac.uk/human-resources/sites/human-resources/files/relocation-checklist.docx) |
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| **Supplier** | **Account Manager Contact Details** |
| Robinsons Relocation | **(e)** **UCL@robinsonsrelo.com****(t) +44(0)1235 552285**  |
| Pickfords | **(e)** **ucl@pickfords.com****(t) +44 (0) 20 3701 4930** |
| Lexicon Relocation (Formerly Connells) | **(e)** **lexiconucl@sterlinglexicon.com****(t) +44 (0) 1635 271 215** |

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| **Choosing a Supplier** |
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| 1. See the [appointee flow chart](https://www.ucl.ac.uk/human-resources/sites/human-resources/files/expense-flow-chart.docx) for details of the [form](https://www.ucl.ac.uk/human-resources/sites/human-resources/files/relocation-supplement-form.docx) you must complete and send to Finance, in order to confirm your eligibility and allowance.
2. Use the supplier profiles below to find out more information about our suppliers.

**[Robinsons Relocation](https://www.ucl.ac.uk/human-resources/sites/human-resources/files/university_college_of_london_-_robinson_factsheet_0.pdf)** [**Lexicon Relocation (Formerly Connells)**](https://www.ucl.ac.uk/human-resources/sites/human-resources/files/connells-lexicon-relocation_0.docx)[**Pickfords**](https://www.ucl.ac.uk/human-resources/sites/human-resources/files/pickfords_0.docx) |
| 1. Please obtain at least two quotes) for your requirements. This will ensure that you get the best available price. ***Remember the cheapest supplier may not always be the best option if you have a particularly specialist requirement (e.g. moving lab equipment or valuable items).***
2. Feel free to ring up the suppliers to have a chat about your requirements and to ask any questions.
3. If you require any of the soft services e.g. settling in assistance, arrival services etc, it is recommended you contact suppliers to get a full description of the services they can provide. We have included a checklist to help ensure that you don’t forget any detail of your move.
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| 1. Once you are happy with your supplier choice, follow the process outlined at point (a) and in the [Finance Relocation Expenses Guide](https://www.ucl.ac.uk/finance/expenses-insurance/relocation-expenses-guide).
2. If you require services that are excluded from your allowance, you are able to purchase these yourself from your Relocation Supplement or private funds. Payment will have to be made to the supplier upfront.
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| Relocation Expenses Allowance – Permitted Services* Legal expenses in connection with buying or selling property (excludes stamp duty and estate agents commission)
* Transportation of personal effects of the individual and family members
* Travel expenses for the staff member and family (partner and children)
* Temporary storage costs for 6 months
* Packaging, packing costs and transit insurance
* Excess baggage claims
* Van hire, fuel, and toll charges
* Transporting Pets
 | Relocation Supplement – Additional ServicesThe Relocation Supplement is intended as a contribution towards all relocation costs not specifically included in the Relocation Allowance. |
| **Key Contacts** |
| **Departmental Contact** | **Line Manager****Departmental Administrator** |
| **Finance Contact:**  | **Email:** mafinanceoperations@ucl.ac.uk |
| **HR Contact** | [**HR Business Partnering**](https://www.ucl.ac.uk/human-resources/about-hr/contacting-hr/people-hr/hr-business-partnering-contact-details) |

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