



**Best Bets for Assisting
Government Renters...
and other transferees who don't
receive homesale assistance**
May 19, 2011 • 1:45 PM to 3:00 PM

Presenters:

Karl Verell, Drug Enforcement Administration

Bill Mulholland, American Relocation Connections, LLC

Laura Biggs, Office of Comptroller of the Currency

Ghadeer Hasan, Dwellworks, LLC



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Karl Verell

Drug Enforcement Administration

Best Bets for Assisting Government Renters

Karl Verell, CRP, GMS






Acting, Unit Chief FAPR

Responsible for development and administration of DEA's relocation policy, budget, and third party contracts

ERC member and past ERC presenter

Active in local chapter of GWERC

Best Bets for Assisting Government Renters

-  DEA currently moves 800 employees worldwide
250-300 domestic moves each year
-  Mobility agreements in place (mandatory for some)
We provide home purchase closing assistance to all employees
-  There has been a trend upward (20-25%) of current homeowners renting at new location
-  All employee's receive internal employee counseling
- 

Best Bets for Assisting Government Renters

Need for Rental Assistance

- Due to the increased amount of “new” renters, DEA developed relationships with third-party companies to assist employees with destination housing
- DEA does not reimburse costs associated with Rental Assistance/Home Finding
- Internal counseling developed regarding rental assistance

Best Bets for Assisting Government Renters

- Departure lease breakage fees are reimbursed
- Rental Assistance offered to all employees
- Rental Assistance Program developed based on employee feedback and industry best practices



Best Bets for Assisting Government Renters



Lessons Learned

- ✓ Immediate Need for Rental Assistance Program
- ✓ Relocation Counseling is a must
- ✓ Innovative ideas are needed
- ✓ There are free options within the marketplace



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Bill Mulholland

American Relocation Connections, LLC

Bill Mulholland, CRP, GMS

- Director of Operations – American Relocation Connections (ARC)
- Responsible for overseeing day to day operations at ARC for both Government and Corporate accounts
- Board Member for ERC - YP40
- President Elect for Greater Washington Area Employee Relocation Council (GWERC)

American Relocation Connections (ARC)

Who we are

- ARC is a **Third Party Relocation Company**
- Offering Relocation Services through the **GSA Schedule of Work** (SIN 653) for non benefit or unfunded moves
- ARC offers relocation assistance to **corporate clients**

Today's goal

- Benchmark best practices from Corporate America to the Government
- Uncover resources and opportunities to assist ALL transferees

Be a resource. Provide guidance and assistance to ALL transferees.

Examining the Situation

► Statistics

- Last year approximately 25,000 government employees relocated
- Approximately 6,500 or 26% went through a formalized relocation program

► Contributing Factors

- Economy (transferee)
- Government Budget (client)
- Real Estate Market / Lending Requirements
- Increase in Lump Sum, Direct Reimbursement / Rentals

► Results

- Transferee Need for Guidance & Support
- GSA Amendments (April 1st)
- Emerging New Programs

► Questions

- Programs to Help?
- Revenue in Non Home Sale Relo?



Examining Best Practices

Corporate Clients:

1. Renter Policy
2. Renter Budget
3. Direct Reimbursement Options
4. Lump Sum Options
5. Provide Resources For All
6. Provide Guidance For All
7. Provide Assistance For All
8. Create Cost Free Solutions
9. Leverage Purchase Volume
10. Seek out providers

Government Clients:

- Current Policy
- Current Policy
- Current Policy
- Current Policy
- Current Policy
- Current Policy
- Current Policy
- Current Policy
- Current Policy
- Current Policy

Suggested Solutions

- ✓ Research
- [GSA](#)
- [ERC](#)
- On Line Resources
- [Local Resources](#)
- SPOC Programs



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For general questions, contact:
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DWELLWORKS, LLC	DISASTI RECOV ARRA	GS-33F-0053V	(216)682-4202	CLEVELAND ,OH	o		GSA Advantage!
FRANCONIA REAL ESTATE SERVICES,	DISASTI RECOV ARRA	GS-23F-0202L	(703)924-2300	ALEXANDRIA ,VA	s/w		GSA Advantage!
INTERSTATE RELOCATION SERVICE, I	DISASTI RECOV ARRA	GS-33F-0003N	(703)923-1600	SPRINGFIELD ,VA	o		GSA Advantage!
J K MOVING & STORAGE, INC.	DISASTI RECOV ARRA	GS-33F-0002P	(703)260-3002	STERLING ,VA	o		GSA Advantage!
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PRUDENTIAL RELOCATION, INC.	DISASTI RECOV ARRA	GS-23F-9734H	(202)626-5039	WASHINGTON ,DC	o		GSA Advantage!
SIBCY CLINE RELOCATION SERVICES,	ARRA	GS-33F-0013U	(513)985-2699	CINCINNATI ,OH	s/w		GSA Advantage!
SIRVA RELOCATION, LLC		GS-33F-0015W	(800)341-5648	INDEPENDENCE ,OH	o		GSA Advantage!

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Purchase/Sales Price Rebate

\$50,000 to \$99,999	\$200
\$100,000 to \$149,999	\$400
\$150,000 to \$199,999	\$600
\$200,000 to \$249,999	\$800
\$250,000 to \$299,999	\$1,000
\$300,000 to \$399,999	\$1,250
\$400,000 to \$499,999	\$1,500
\$500,000 to \$599,999	\$1,750
\$600,000 to \$699,999	\$2,200
\$700,000 to \$799,999	\$2,500
\$800,000 to \$899,999	\$3,000
\$900,000 to \$999,999	\$3,500

*There are restrictions on purchases in Idaho, Kansas, Louisiana, Mississippi, New Jersey, Oklahoma, Oregon, West Virginia, Alaska have restrictions on both the purchase and sale. Please contact American Relocation Connections, LLC for further details. Our toll free number is 866-697-3561.

[» Please click here for a printable version of this rebate program.](#)

Thank you and we look forward to serving you.



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Laura Biggs

Office of the Comptroller of the Currency

Best Bets for Assisting Government Renters

Laura Biggs, CRP

- Senior Relocation Specialist- Office of the Comptroller of the Currency
- Responsible for agency relocation policy, budget and contract administration
- ERC member for 20 years
- Past President of GWERC

Best Bets for Assisting Government Renters

- OCC is a non-appropriated federal agency.
- OCC relocates approximately 300 employees per year.
- 100-150 current employees and approximately 150 entry-level new hires.
- About 50% of current employees and 90% of new hires are renters.



Best Bets for Assisting Government Renters



- Rental Assistance offered to current employees includes:
- Lease Breaking fees up to 3 month's rent
- Reimbursement of Finder's Fees in some high cost areas like NYC and San Francisco
- Renter's Subsidy in high cost areas
 - 3-2-1 buy down of yearly lease for 3 years – Not tax protected

Best Bets for Assisting Government Renters

- Renter's Assistance offered to entry-level new hires includes:
- Pre-loaded Relocation VISA card for the employee.
- Traditional referrals to vendors did not meet our new employee's needs.
- The VISA card provides maximum flexibility.



Best Bets for Assisting Government Renters



- Lessons Learned:
- We've arrived at a generational crossroads for services
- If Congress takes away the mortgage interest deduction, renting may become a first choice for some transferees.
- Listen to your transferees. The rental subsidy program came from an employee suggestion.



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Ghadeer Hasan
Dwellworks, LLC

Ghadeer Hasan, CRP, GMS

- Vice President of Quality
Dwellworks – Washington, DC
- Responsible for quality initiatives within appraisal management, destination services and property management departments (Schedule 48)
- Worldwide ERC member; program content and *Mobility* contributor

Redefining Renter Categories

When life was simple:

- College kids
- Entry level new hires

Today:

- Young professionals
- Managers and executives
- "Accidental renters"
- Short-term assignees



Market Snapshot



“Caveat Renter”

- First time landlords
- Renters still protected by law
- Worst case scenario: 90 days notice
- Possible challenge: security deposits



Property Management Services



Leasing & Tenant Relations

- Rental marketing
- Tenant screening and selection
- Negotiation and administration



Financial Management

- Rent collection
- Expense review and processing
- Monthly reporting
- Annual taxes

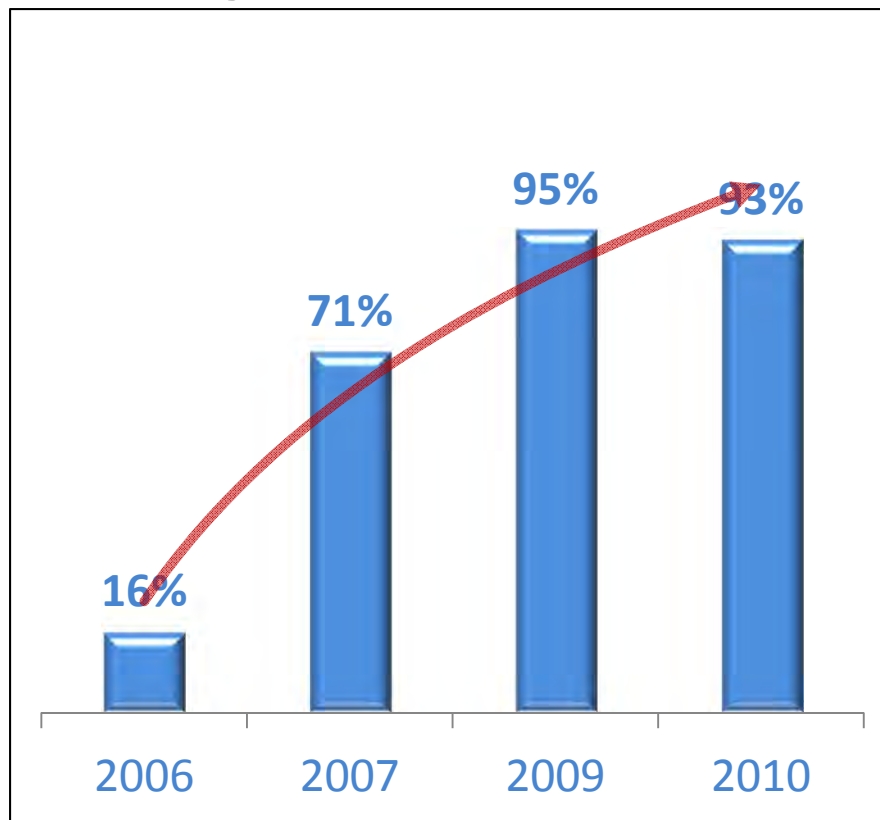


Field Services

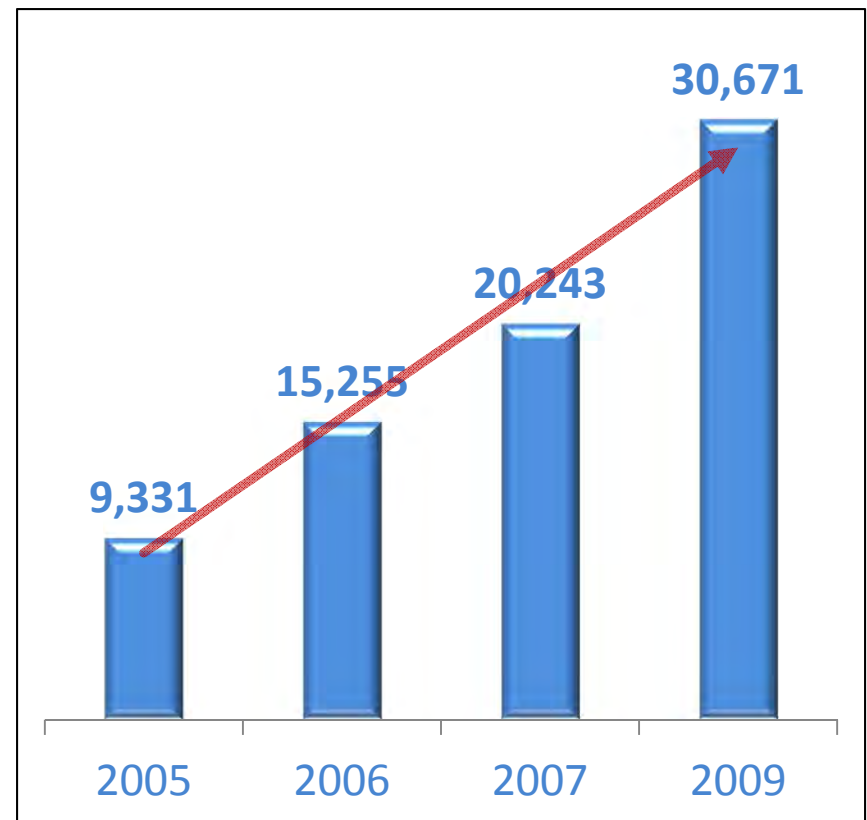
- Occupied or vacant properties
- Periodic inspections
- Repairs and maintenance

Spot the Trend

Reluctance to move: Housing at origin



Average component cost: Loss-on-sale assistance



228% growth

Applications for Property Management

For employees on assignment

- International assignments
- Domestic assignments

As addition to home sale assistance

- Offer employee choice and flexibility
- Enable / speed up the relocation

To manage inventory properties

- Inspections
- Repairs and maintenance

Policy Considerations

Program eligibility

- International / domestic
- Tenant occupied / vacant
- Program length
- Property type

Program expenses

- Administrative costs
- Marketing the property
- Repairs and maintenance

Financial guarantees

- Rental income vs. carrying cost
- Vacancy periods



Questions?

