



Relocation

Scenario:

Client Name: Patrick Goodman

Age: 36

Location: Manassas, Virginia

Member (Employee): Patrick Goodman

Patrick Goodman currently lives in an apartment in Manassas with his ten-year-old daughter, Sophia. Sophia would like to adopt a puppy, but their current building does not allow pets. Their lease will be up soon and Patrick is eager to find a new complex that is pet-friendly. He requires a two-bedroom apartment for under \$2,000/month. Patrick is open to apartments located in Manassas or Woodbridge, VA. However, he is focused on his job responsibilities and has not had time to locate apartments. His employer referred him to the ComPsych GuidanceResources® program for assistance in searching for a new apartment.

ComPsych Approach:

ComPsych's approach would begin with an assessment by one of our master's- or PhD-level GuidanceConsultantsSM. The assessment would identify Mr. Goodman's most pressing need as referrals to available apartments in his area.

The GuidanceConsultant would immediately open a FamilySource® case for an apartment search. A FamilySource Resource Specialist would research referrals, compile local resources, and assemble and send a packet within 48 hours, which would include:

- Three to five pre-screened referrals for pet-friendly apartments in Mr. Goodman's area and in his price range
- Relevant HelpSheets such as "Apartment Hunting Checklist," "Avoiding Apartment Scams," "Tenants' Rights," and "Moving Checklist"

The GuidanceConsultant would also link Mr. Goodman to GuidanceResources® Online, the ComPsych work-life website, where he could browse for additional resources on moving and life transitions.

APARTMENT HUNTING SAMPLE

Dear Mr. Goodman,

Thank you for contacting the ComPsych GuidanceResources® program for your relocation needs. Following are a number of apartments that have been screened based on the criteria you defined to best meet your needs.

This information was current at the time I compiled the research. However, I recommend that you contact these referrals as soon as possible as vacancies frequently fluctuate. I cannot guarantee availability and recommend you schedule a tour at your earliest convenience. Please also note that an apartment complex may not know its availability until 30 days prior to the tenants' move because its policy requires only a 30-day notice of leave.

These referrals are meant for use as a guide to assist you in making an informed decision and should not be treated as any form of advice. Ultimately, only you and/or your family can make the decision concerning the best apartment for your circumstances. The referrals listed are not in any way endorsed or licensed by ComPsych. ComPsych does not control and is not responsible for the quality of services rendered by such referrals nor does ComPsych review or monitor their activities.

Additionally, use of any programs listed herein indicates your understanding and acceptance of the following: (1) ComPsych does not assume any liability with regard to the services performed by any program listed herein; and (2) you agree to release and hold harmless ComPsych from any and all liability with respect to such programs.

ComPsych does not broker, lease, or sublease apartments and is not a party to any transaction between landlords (including, as applicable, property management companies and/or property managers) and renters. As a result, ComPsych does not (a) guarantee or ensure any apartment or any transaction between a renter and landlord, (b) collect or process payment or execute any lease or sublease documentation on behalf of renters or landlords, or (c) broker, lease, or sublease or offer to broker, lease, or sublease, or own any apartments. You are strongly encouraged to personally inspect any apartment advertised for rent prior to: signing any lease documentation; providing personal information such as a social security on a lease application; or wiring or otherwise sending money for any deposit, rent payment or application fee.

Again, thank you for your inquiry. If at any time you have further questions regarding our relocation services, please feel free to contact us.

Sincerely,

Samantha Furman
Work Life Coordinator

(1) The Point at Manassas

11212 Chatterly Loop

Manassas, VA 20109

Phone: (703) 997-2675

Website: <http://thepointatmanassas.com/>

Note: This unit is available now. Please call the property manager or visit the website to apply for this unit.

Two bedroom, two bathroom

Rent: \$1,485/month

Security Deposit: \$200

Application Fee: \$50

Pet Fee: \$400

From the website:

Description

It's where you want to wake up in the morning and return after work. Where life is easy and enjoyable. Comfortable and convenient. It's home, and it's The Point at Manassas. With your choice of 37 unique floor plans and every amenity you demand, your home becomes your hub. All the fixtures and finishes you'd expect fill your private space while uncommon conveniences carry through the common areas. And while your home base has everything you need, you can leave it easily with instant access to 1-66, historic downtown Manassas, and more than 10 million square feet of retail and dining options in the Washington Metro area. It's all here. And it's all affordable. All we're waiting for is you. Contact us today to make The Point at Manassas yours.

Amenities

- Pet Friendly
- Fully equipped kitchens with gas appliances
- Full-size washer/dryer
- Private patio or balcony
- Bark Park
- Swimming pool with sundeck & Wi-Fi
- Open parking



SAMPLE

Contact us anytime for confidential assistance.

(2) The Elms at Signal Hill Station

8825 Peregrine Heights Rd.

Manassas, VA 20111

Phone: (703) 368-1065

Website: <https://elmsliving.com/communities/the-elms-at-signal-hill/>

Note: This unit is available now. Please call the property manager or visit the website to apply for this unit.

Two bedroom, one bathroom

Rent: \$1,565/month

Security Deposit: \$500

Application Fee: \$50

Pet Fee: \$400

From the website:

Description

Location, space, service and style can all be yours at The Elms at Signal Hill Station. You will love everything you find at these brand new apartments in Manassas. Just steps from the Manassas Park VRE station, The Elms at Signal Hill Station is perfectly located. Not only will you enjoy easy commutes, you will also be minutes from shopping, dining and outdoor recreation. Best of all, you will have the apartment home that is right for you. We provide exceptional customer service, beautifully spacious apartments and amazing amenities, including a yoga room with Fitness On Demand™, a cyber café, a resort-style pool, a tot lot and more. Live at The Elms at Signal Hill Station and discover why Legend Management Group is one of the nation's most distinguished property management companies.

Amenities

- Patio or balcony
- Full-size washer/dryer
- Granite countertop
- Resort-style pool with sundeck
- Fitness center with cardio and strength-training equipment
- Cyber café featuring coffee station, copier, scanner and computers
- Pet-friendly living



SAMPLE

Contact us anytime for confidential assistance.

(3) Stone Pointe Apartments

15001 Potomac Heights Place

Woodbridge, VA 22191

Phone: (844) 379-8926

Website: <http://www.stonepointeapts.com/>

Note: This unit is available now. Please call the property manager or visit the website to apply for this unit.

Two bedroom, two bathroom

Rent: \$1,562/month

Utilities Included: Water and trash removal

Application Fee: \$50

From the website:

Description

Nestled in an area seething with American history you'll find Stone Pointe Apartments – a community that blends today's most desired amenities with the convenience of an idyllic location. Here, unique design, sophisticated additions, and upscale finishes welcome you home each day. Our luxury apartments in Woodbridge, VA feature expansive one- and two-bedroom floor plans filled with offerings like granite countertops, private balconies, full-size washers and dryers, and more. We're pet-friendly, too. Our Woodbridge Apartment community offers an impressive array of first-rate amenities. Here you'll find a resort-inspired swimming pool, cyber café, outdoor grills, a business center, fitness and conditioning club, and more. We're located conveniently near I-95, Fort Belvoir, Quantico Marine Corps Base, Sentara Medical Center, and plenty of shopping, dining, entertainment, and recreation. Come and discover all that your new luxury apartment for rent in Woodbridge, VA, has in store for you – contact us today to check availability and to schedule your personal tour.

Amenities

- Covered Parking
- Cyber café with Wi-Fi access
- Pet-friendly apartment community
- Well-equipped fitness center with free weights, circuit training, and cardio
- Full-size washers and dryers
- Hardwood Floors
- Private balconies with corner apartments having wrap-around balconies



SAMPLE

Contact us anytime for confidential assistance.

(4) Meridian Bay Apartment Homes

2900 Fox Lair Drive

Woodbridge, VA 22191

Phone: (703) 445-3487

Website: <http://meridianbayapartments.com/>

Note: This unit is available now. Please call the property manager or visit the website to apply for this unit.

Two bedroom, two bathroom

Rent: \$1,500/month

Security Deposit: \$350

Application Fee: \$25

From the website:

Description

We offer open floor plans, new high-end finishes and eye pleasing designs at every turn. With over 10 different floor plans to choose from, we're no stranger to variety and convinced you will find your perfect home. You'll have all of the conveniences you've ever wished for including complimentary Verizon FIOS® TV and high speed internet including an HD set top box. Meridian Bay is ideally located in Woodbridge, Virginia, where you will discover apartments for rent with an unparalleled lifestyle of comfort and convenience! You will have a short commute to Washington DC, Fort Belvoir and Quantico Marine Base. Public transportation such as the Virginia Railroad Express (VRE) and Omni Link and major highway access are close at hand. Our community is also moments from an array of shopping, dining and entertainment at the new Potomac Town Center and Potomac Mills Mall.

Amenities

- Pet Friendly
- Resort Style Swimming Pool and Sun Deck
- 24 hour State-of- the-Art Athletic Center
- Washer and Dryer
- Stainless Steel Appliances



SAMPLE

Contact us anytime for confidential assistance.

(5) The Point at Park Station

9430 Russia Branch View Drive

Manassas Park, VA 20111

Phone: (877) 959-6249

Website: <https://thepointatparkstationapts.com/>

Note: This unit is available now. Please call the property manager or visit the website to apply for this unit.

Two bedroom, one bathroom

Rent: \$1,330/month

Security Deposit: \$200

Application Fee: \$50

Pet Fee: \$400

Pet Rent: \$40/month

From the website:

Description

The Point at Park Station radiates warmth, comfort, and ease from the moment you approach the lush, gorgeous surroundings. The legendary look of traditional style and the elegant feel of clean architectural lines compose the best residential community in Manassas Park, Virginia. We are a pet friendly community that is located minutes from Route 28, near the VRE and in close proximity to Dulles Airport and Lockheed Martin. Situated in one of the country's most desirable places to live and work, this stunning apartment community reveals comfort and style with built in bookcases and gas fireplaces. You can unwind while soaking in your very own over-sized tub. Come visit us today and find out why Park Station is everything you desire in a home. Please call for an appointment today.

Amenities

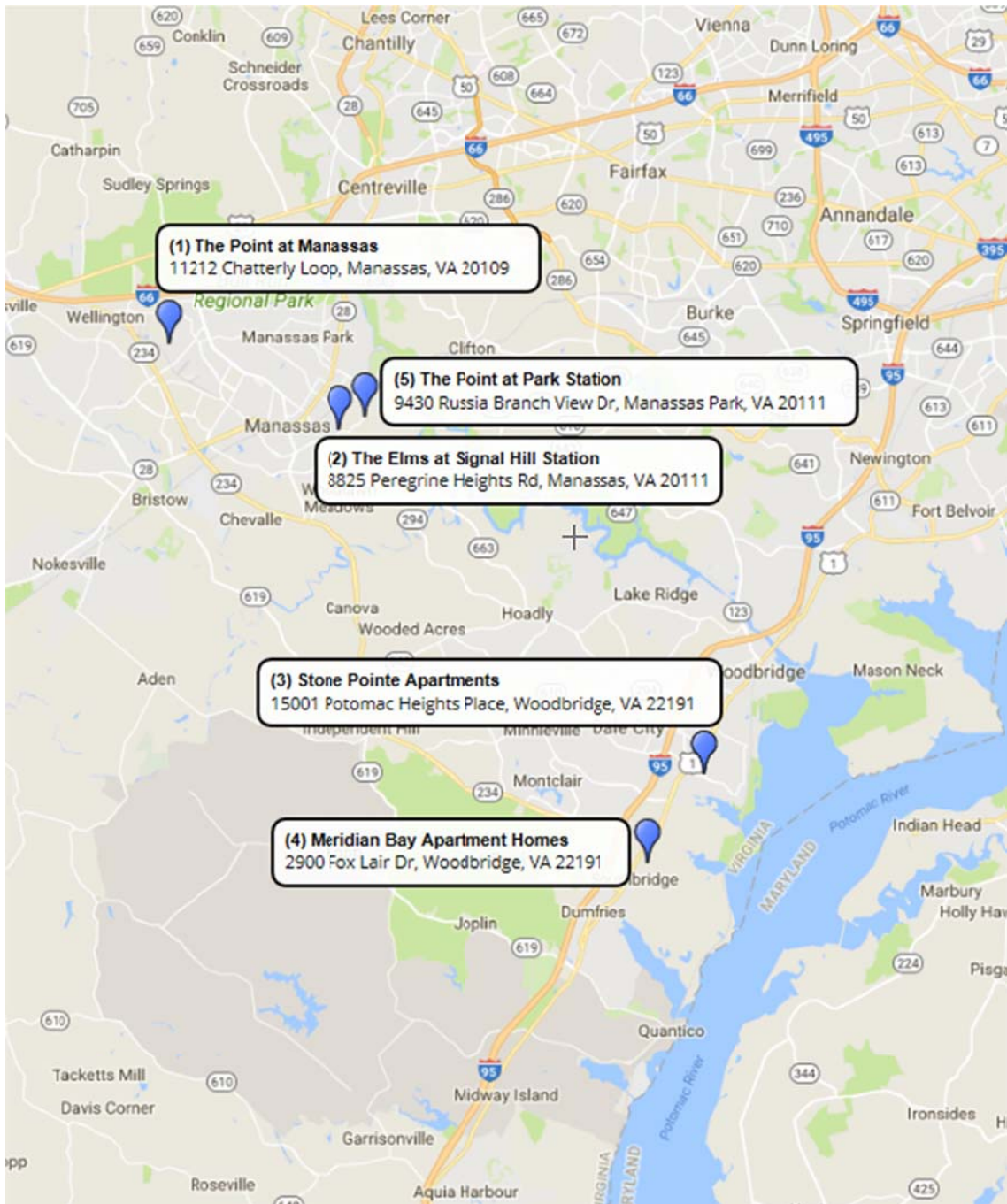
- Pet Friendly
- Gym
- Pool
- Garages and Storage



SAMPLE

Contact us anytime for confidential assistance.

Map of Referrals



Apartment Hunting Checklist

When searching for an apartment, it is important to explore all of your options: visit several buildings to get a feel for your preferences, and never commit to a unit without getting all the pertinent information on the apartment, such as the rent, lease, utilities, repairs, pets, etc. The following offers how to go about searching for an apartment, questions to ask your potential landlord and neighbors, as well as points to bring up when discussing renter's insurance.

Steps to Take When Apartment Hunting

- First, determine your priorities: location, affordability, apartment size and style, etc.
- Then gather apartment prospects, including newspaper classifieds, drive-by searches, personal recommendations, Internet listings, etc.
- Next, interview owners/landlords via phone, and if you like their responses, schedule a tour of the property.
- When on the tour, assess and document the unit and the building's condition; indicate necessary repairs to the landlord.
- Attempt to talk with neighbors to find out how satisfied the current tenants are.
- If you get to the point where you want to sign a lease, always examine it carefully; consider a review by a lawyer before signing.
- If you are unsure about the safety of the neighborhood, talk with the local police department about crime statistics. If there have been break-ins, consider obtaining renter's insurance.
- Before moving in, photograph or videotape the apartment as proof of the condition of the unit.

Questions to Ask Apartment Owners

1. What is the monthly rent? When is it due, what are the payment policies and do they foresee a rent increase?
2. Are there discounts for rent pre-payment, tenant referrals or long-term lease agreements?
3. How long is each lease contract (e.g., 12 months, 6 months, etc.)? What happens if you need to terminate a lease?
4. How many roommates are allowed? Can a roommate be added later?
5. How much notice is normally required before moving out?
6. How much of a security deposit is required? How and when is it refunded?
7. What is the policy on pets?
8. How old is the building? How many tenants and units are in the building?
9. How long has the present company managed or owned the property?
10. Have there been any crimes committed on or around the premises in the last two years?
11. What is included with rent? Utilities, amenities, parking?
12. What is the layout of the apartment: number of rooms and bathrooms, closet and storage space, number of entrances, any balconies or porches?
13. What are some of the features of the apartment? Ask about carpeting, hardwood floors, windows, sunlight, wallpaper, etc.
14. How is the apartment heated and cooled: with central air and heat, window units, electric gas and oil, radiators?
15. What utility companies need to be contacted for service, and what are the average utility bills?
16. What are the safety/security features? Is there a doorman, security gates, an intercom system and intruder alarm? Does each individual apartment have a deadbolt, slide chain, window locks and smoke alarms?
17. Is there a laundry room in the building?
18. What are the responsibilities of the tenant?
19. What is required before moving out (e.g., cleaning, painting, etc.)?
20. What are the responsibilities of the owner/landlord?
21. What does their insurance cover? Injury-liability? Tenant personal property?
22. Whom do I contact with a problem or complaint?

Six Questions to Ask Neighbors

1. Are they happy with the building and its facilities?
2. Is the landlord responsive to their requests?
3. Has the rent increased during their tenancy? By what percentage?
4. Are there any units or areas they would recommend avoiding?
5. Is the property and neighborhood relatively safe?
6. Would they recommend living there to a friend?

10 Questions to Ask a Renter's Insurance Agent

1. What are the different coverage plans and annual premiums for each?
2. What are you protected from with personal property coverage (e.g., burglary, fire, vandalism, etc.)?
3. What are you protected from with liability coverage (e.g., lawsuit from someone injured on my property)?
4. Are you covered for damage to or loss of another person's property?
5. What is the deductible?
6. How do you submit a claim?
7. How quickly do they respond to a claim?
8. Can you review and challenge the processed claim and approved reimbursement?
9. When do rates increase?
10. What payment plans are available?

Resources

- U.S. Department of Housing and Urban Development: www.hud.gov

Avoiding Apartment Scams

Apartment and rental house hunting can be an adventure, but also a real balancing act. Issues like size, location, move-in date, monthly rent and extra costs — like parking and utility bills — all factor in to a final decision. Many renters face the added challenge of the long-distance hunt, using Web sites with rental listings to find a home in another city or state.

Types of Scams

Some scammers hijack a bona fide rental or real estate listing by changing the e-mail address or other contact information, and placing the modified ad on another site. The altered ad may use the name of the person who posted the original ad.

Other scammers make up listings for places that are not for rent or do not exist, and try to lure a person in with the promise of lower rent. Their goal is to get the money before the renter finds out what is happening.

Signs the rental property might be a scam:

- The renter is asked to wire money. There is never a reason to wire money to pay a security deposit, application fee, or first month's rent. Wiring money is the same as sending cash — once it is sent, there is no way to get it back.
- A security deposit or first month's rent is due before a signed a lease. Do not send money to someone you have never met in person or for an apartment you have not seen. If you cannot visit an apartment or house yourself, ask someone you trust to confirm that it is for rent. Additionally, do a search on the landlord and listing. If you find the same ad listed under a different name, it is usually a scam.
- They say they are out of the country. The scammer may tell you that they have a plan to get the keys into your hands. It might involve a lawyer or "agent" working on their behalf. Some scammers even create fake keys. Be skeptical, and never send money overseas.
- They need your financial information. Never give out a bank account number, credit card number or social security number.

If You Become a Victim

Anyone that believes they may have been the victim of a rental scam should immediately report it to local law enforcement. Additionally, report the incident to the Federal Trade Commission (FTC) at www.ftc.gov/complaint.

If the ad was posted online, contact the Web site where it was posted and provide as much information as possible about the contact information you received.

Resources

Some content on this page was gathered from the Web site for the Federal Trade Commission (FTC). The FTC works for consumers to prevent fraudulent and deceptive business practices in the marketplace. The Web site for the FTC is located at www.ftc.gov.

Tenants' Rights

Tenants can encounter numerous difficulties when renting property including damage or defects in the rental property, a landlord's refusal to return a security deposit and invasion of privacy. Understanding some basic tenant's rights will help you to properly handle some common problems that you may encounter as a renter.

Security Deposits

When a tenant moves out of rental property, the landlord may only deduct amounts from the security deposit for legitimate reasons, such as damages to the property, unpaid rent or cleaning. The landlord cannot deduct for ordinary wear and tear. If you live in a rental property, you can take some steps to help ensure that your landlord returns your security deposit. First, try to get a statement of the condition of the premises before you move into the rental property. In some states, a landlord who requires a security deposit is legally required to provide a new tenant such a statement before that tenant moves into the property. If you can get this statement from your landlord, keep it in a safe place, along with your lease paperwork, so that you can refer to it when you move.

Before you move out, meet with the landlord to walk through the rental property and discuss any cleaning or repair expenses necessary at that time. If the landlord is unable to do a walk-through, make sure to take pictures of the condition of the property before you move. It might also be helpful to have an objective witness, such as a cleaning person, walk through the premises with you to observe the condition of the property. This may be vital later if you have to convince a court of the condition of the property at the time you moved.

In addition, many states require a landlord to return any unused portion of a tenant's security deposit within a certain period of time, such as thirty days, and to provide an itemized list of all deductions from the deposit. If your landlord fails to return your security deposit or makes unjustified deductions from your deposit, you may need to sue your landlord in small claims court or consult with a local attorney to investigate other legal options.

Repairs

Generally, a landlord must keep the rental property in a fit and habitable condition. This includes keeping the electrical, plumbing, heating and other systems in good and safe working condition, as well as supplying running water. In most states, the landlord must also install an approved smoke detector. If your landlord fails to follow your state's laws on maintaining the property, you may be able to move out of the premises, pay less rent, withhold rent until the problem is fixed or make the necessary repairs yourself and deduct the cost of the repairs from your next month's rent. Check your state's laws before taking this type of action. Before choosing one of these options, you must first provide your landlord with notice of the problems and an opportunity to remedy those problems within a reasonable amount of time. Depending on the severity of the problem, your landlord may also be required to provide you with alternate accommodations while the problem is fixed. If there are health or safety violations with the property you are renting, you may also wish to contact the department of health or the building inspector in your city or state.

Rent Increases

Generally, a landlord cannot increase your rent during your lease term unless your lease allows for such an increase. However, once your lease expires, the landlord can usually increase your rent as much as he or she wants, as long as there are no limits imposed under rent control laws or your original lease.

For your landlord to increase your rent, he or she must provide you with proper notice. Depending on your specific state's laws, this may require written notice, personally served to you. If your landlord does not properly serve the notice, you may not be responsible for paying the rent increase. However, you should research any applicable state laws or city ordinances about rent increases and notice requirements before refusing to pay a rent increase. You do not want to violate your lease and risk being evicted.

Moving Checklist

Whether you are moving across the street or across the country, the move itself can be very stressful. Follow this checklist to make sure you do not forget anything.

Prior to Moving

1. Check out new schools for your children if you are moving out of the area. Enroll at the school, and arrange for the proper transfer of your child's transcripts, records and credits.
2. Contact your health, home and car insurance companies. Arrange for coverage in your new community and home.
3. Shop for a moving service or moving truck early in the process. There could be a long waiting list. Long-distance movers base their cost mostly on the weight of the load; local movers base their charges more on hours of actual labor. Get cost estimates up front and in writing, and get details on all the services provided, including insurance for your personal belongings. Also, before hiring the movers, check for consumer complaints against them with your state consumer-protection agency or local chamber of commerce or Better Business Bureau.
4. If you are moving yourself, be sure the truck you rent is large enough to accommodate all of your boxes and possessions.
5. If it is a long-distance move, make travel arrangements. If flying, book your airline reservations early. If driving, have a mechanic check your automobile carefully for a long road trip.
6. Videotape or document your possessions. This is helpful for insurance purposes and in the event of a moving accident, theft or loss.
7. Gather the appropriate moving materials: plenty of moving boxes; lots of newspaper for crumpling and packing; bumper pads for sharp corners on furniture or precious objects; moving or duct tape; labels; scissors; a utility knife; a tape measure; a thick black marker; a pad of paper and pen; a moving dolly for arranging boxes; a stepstool; etc.
8. Measure your furniture. This will determine which rooms in your new home will and will not accommodate each piece. Carefully write down each measurement, and remember to take the paper with you.
9. Organize your possessions. Pack up everything you will be taking with you, and mark boxes clearly with the names of the rooms in which they belong. Box and bag unwanted belongings, and either donate them to charity or hold a garage sale. Set aside in a special area or room items you do not want moved.
10. At least two weeks before moving, register for an official change of address at any U.S. post office. This will forward your mail to your new address for up to one year. Ask at the post office for a free mover's guide booklet that includes helpful tips.
11. Contact all companies that send you regular mail and bills (e.g., finance and credit card companies, magazines and periodicals, investment brokers, etc.), and indicate your change of address.
12. Register for services in your new neighborhood: electric, telephone, gas, cable, water, waste pickup, etc.
13. Prepare any pets for the move. Have your veterinarian check your dog or cat before moving, and buy a special moving cage.
14. Pack a special bag or two to carry with you during the move. It should contain keys for the new home; an address/telephone book; a map of the new town; snacks and beverages; games for the kids; pain reliever and any special medications; a small tool kit; a first-aid kit; etc.

During the Move

Supervise the moving crew. Be sure to indicate to the movers exactly what should not be moved and any moving boxes or items that are extremely fragile.

1. Professional movers should weigh their truck when it is loaded and again when it is unloaded. Be wary of suspicious weight measurements.
2. Remember not to overdo it. If you are moving yourself, lift with your legs, and get help moving heavy, large and bulky objects. Take breaks, and offer snacks and refreshments to any hired or volunteer movers.
3. Do a final walk-through of your old home, and check for any forgotten items. Document any walls or materials damaged during the move.
4. Try to arrive at the new home before the movers do. Consider hanging signs with room names that match names on the boxes. Supervise exactly where boxes are to go. Document any items damaged or broken during the move; you can file claims later.

After the Move

1. Call loved ones to let them know that you have arrived safely.
2. Acquaint yourself with the new community. Visit the local library, chamber of commerce and town hall. Make note of the location of supermarkets, restaurants, bus and train stops, police and fire stations and specialty shops.
3. Select a family physician or primary-care doctor and dentist. Be sure your insurance plan covers each doctor and dentist. Choose a new vet for any pets.
4. Shop for a bank. Open up the proper accounts, and reserve a safety-deposit box.
5. If necessary, apply for new license plates, city vehicle stickers and driver's licenses in your new location.
6. Register to vote.

Notes