



Cornell University®

Relocation Assistance Program

Recruiter Guide

Cornell University Hiring Contacts

For Human Resources, Recruiters, and Department Heads

The following are internal guidelines for the Relocation Assistance Program administered by Coldwell Banker Relocation for Cornell University. These pages are intended to provide information to hiring authorities on available relocation services to support pre-hire candidates and assist with new hire relocations. The **Candidate and Relocation Assistance Service Request Form** and **Relocation Offer Letter Templates** referred to in this guide can be found on the Human Resources website, managers onboarding page: <https://hr.cornell.edu/people-leaders/hiring-transitions/making-offer/relocation-program>

Coldwell Banker Relocation (CB), an affiliate of Anywhere Real Estate Inc., has provided candidate pre-hire services, relocation, and real estate assistance to recruiters, faculty, and staff since 2011.

For questions regarding the service offerings, customer service issues, feedback, and any presentation or reporting needs, please contact the relocation program Account Manager at Coldwell Banker, **Caitlin McGeer** at Caitlin.McGeer@Anywhere.re, (978) 501-4390.

Please submit all service requests to ReloAuthorizations@Anywhere.re. A Coldwell Banker Relocation Specialist will confirm receipt of your request and make outreach to your candidate or hire to coordinate services and schedule a consultation. **Please advise the Candidate/New Hire not to contact any realtors or other service providers until they have spoken with their Relocation Specialist.**

Candidate: Individual in pre-hire, interview, or decision-making stage – has not been offered a position yet or has not accepted a position yet. **Services available:** Relocation Specialist Consultation and/or Housing Tour.

New Hire: Individual has accepted a position with Cornell and will be relocating for employment. May be benefits eligible or self-pay relocation. **Services available:** Relocation Specialist Consultation, Home Finding for purchase, Mortgage Services, Home Sale assistance, Rental Search (Fee service – University sponsored/paid only), and Household Moving. Home Buying and Selling assistance are always offered to new hires at no cost to Cornell.

*Terms and conditions apply. The Relocation Specialist will discuss with your hire during the counseling call.

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Timing for Program Introduction: The earlier in the recruitment stage the better so that we may address candidate housing and lifestyle preferences and offer guidance towards a successful transition post job acceptance. You can add our services as part of your onboarding value proposition and relocation support services when initially speaking with pre-decision candidates.

There is no commitment for your candidate to: speak with a program representative and get more information as part of the decision-making process, get connected with a program real estate agent for an opinion of home sales price at departure location, and a housing tour in Ithaca.

How to Communicate the Program Offerings: Coldwell Banker Relocation Services is a no-obligation, fee-free, optional home purchase, home sale, rental, and moving services program available to all Cornell new hires.

Candidate Services: CB Relocation arranges for personalized community tours to help Candidates become familiar with Ithaca and the surrounding area to aid them in their decision-making process. The Relocation Specialist will conduct a “needs analysis” and use the Candidate’s feedback to arrange a tour with a local real estate agent with market expertise and experience assisting relocating individuals and families. After the completion of the tour, CB will provide feedback from the agent and the Candidate to the hiring manager. Please advise your Candidates not to contact any realtors until they speak with the CB Relocation Specialist. There is no charge for Candidate area tours in Ithaca.

Scheduling a Candidate Tour: To initiate your Candidate with CB Relocation, please complete the **Cornell University Candidate and Relocation Assistance Service Request Form** and submit via email to ReloAuthorizations@Anywhere.re. Please provide a minimum of **five business days’ advance notice** so that we have time to complete our consultation and successfully schedule an agent from our broker network to conduct the tour. We will do our best to accommodate last-minute requests.

New Hires Services: Please complete the request form and select the authorized services for your new hire. Candidates initiated into the program prior to hire are re-connected with their Relocation Specialist and touring agent to offer assistance with their relocation.

Through the relocation program, your hire has access to home finding and home sale counseling, assistance from select program buyer and home listing real estate agents, rental tour service (when authorized), a cash rebate* after closing on a home sale with the referred agent, referral to mortgage provider, and no-obligation moving quote from our moving services partner. When you initiate a hire for assistance the Relocation Specialist will cover the details of our service and any Cornell authorized relocation benefits.

Housing Related New Hire Services:

Home Marketing Assistance – CB Relocation will arrange for competing broker market analyses on the departure home.

When the new hire closes on a sale with the referred listing agent, the new hire may receive a cash bonus, if permitted by state law.* The Relocation Specialist will review program guidelines with the new hire.

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Home Finding Assistance (buyers) – CB Relocation will arrange for an experienced real estate agent to identify homes for purchase in the local market and assist with the home buying process.

Rental Assistance and Tour – CB Relocation will assign an agent to research available rental properties, make appointments, accompany new hire to tour rentals and assist with lease paperwork. Please note that the cost of this service can only be billed back to Cornell. (\$700 Service fee)

Moving New Hire Services:

Direct Bill – Cornell Approves Estimate and Pays Invoice

Movement of Household Goods (Option 1 - Direct Bill to Cornell) – Includes packing, shipment, insurance and delivery with ability to add optional storage, shipment of auto and budget/cap amount. Any expense beyond a budget/cap will be billed directly to new hire.

Prior to booking, CB Relocation will provide an estimate from moving provider RMR to Cornell for approval for moving services that are being direct billed to Cornell. Domestic interstate move estimates will be in a Guaranteed Not to Exceed (GNTE) format based on survey results. GNTE estimates provide a price guarantee for a weekday move that allows Cornell to know the maximum amount that might be billed. If the actual weight of the goods and services used are less, the amount invoiced will be adjusted to reflect the difference. If the actual moving cost exceeds the GNTE, there will be no additional cost to Cornell.

Note: If any additional household goods items become designated to move that were excluded from the estimate or any additional service requests are received after the estimate is finalized then the GNTE will be modified as a Change Order Exception and the final costs will reflect these changes.

International moving estimates are not GNTE due to fluctuating customs and port charges of various countries. Estimates for local moves (moves under 50 miles) and intrastate moves (moves beyond 50 miles within the same state) are not GNTE due to fluctuating hourly labor and truck charges.

Lump Sum and Self Pay Household Goods Move

Movement of Household Goods (Option 2 – Bill to New Hire) – Can include packing, shipment, insurance and storage and other services the new hire may elect to request. Estimate provided to new hire for review and approval.

For new hires receiving a lump sum for household goods move or not receiving paid relocation assistance, an estimate will be provided directly to the new hire for their approval and payment arrangements will be made directly with the new hire by the Household Goods moving company.

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Relocation Package Offer Letter Templates (document sent by Cornell to New Hire): Once you have identified the authorized services that are being provided to the new hire, you can access and download the Template Letter on the Human Resources website. There are two letters to choose from.

Lump Sum Template – Choose this template if the individual will be receiving a Lump Sum for relocation expenses. The Lump Sum Template outlines services that are available to the new hire at no cost such as arranging for agents to assist with home buying and home marketing. There is also information on how to obtain an estimate for Household Goods shipping directly from the relocation preferred mover for the new hire to pay the vendor directly. If you want to include a Rental Tour, please include the paragraph noting the cost of the tour will be billed back to the hiring department. For rental tours, CB cannot bill the cost to an individual. If you do not want to offer the rental tour, please delete that paragraph.

Direct Bill Template – Choose this template for those individuals with specific relocation costs authorized to be direct billed to the hiring department either in full or up to a certain budget or cap.

By completing one of the template letters, you can create a document to send to the new hire which outlines the Relocation services and benefits that are available to assist them with their relocation. **The template letters are Word documents and must be edited to reflect the relocation services and benefits you are authorizing. The doc allows you to remove, adjust or add benefits to customize the relocation benefit package.**

When you have completed your edited template letter, save the document to PDF format before distributing to the new hire.

Initiating a New Hire for Relocation: To request services for your new hire with CB Relocation, please complete the **Cornell University Candidate and Relocation Assistance Service Request Form** and submit via email to ReloAuthorizations@Anywhere.re. Please notify CB Relocation of hire prior to job start date and arrival at work location. The earlier in the process we are involved the more likely we are able to assist and afford a smooth process for your hire.

Re-initiating the Candidate for Relocation Assistance: The Relocation Assistance Program and candidate support services are facilitated at no cost to Cornell University and its faculty/staff. We ask for your support to maintain this fee-free program by re-initiating your candidates who become hires for relocation assistance and identifying any relocation benefits provided by the University. **Hires not receiving any Cornell paid benefits are also welcome to take advantage of the program services.**

How to Use the Program Service Request Form: The form is a PDF Adobe Reader enabled form and can be completed electronically. Save the form to your desktop. Open the form, tab and type to complete the fields; required fields are outlined in red. Save the form and email as an attachment to the service team at ReloAuthorizations@Anywhere.re. Electronic completion of

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the form is preferable. **Our service center operates in a team environment. Please refrain from sending requests directly to a member of our team to avoid a delay in assistance or break in service coverage.**

Section 1:

College/Unit, Department, Requestor, Recruiter and Billing Contact Identifies the college or unit, hiring department and the Human Resources and Billing contacts. CB uses the information to set up the individual in their work system for reporting, invoicing and to identify contacts for estimates and updates.

Section 2:

Candidate/New Hire Information Enter Name, Address, and contact information.

Section 3:

Candidate Housing Tour Service If you are requesting an area/housing tour, enter the date of the candidate visit, select the candidate offer status, and check the box to select the service.

Section 4:

New Hire Services – If you are initiating relocation services for a new hire, enter the start date, check the boxes for the authorized services (rental housing tour and shipment of household goods), and complete the section moving options.

Section 5:

Provide Additional Notes. Please note any other information pertinent to the candidate or new hire in the additional notes. For example, "Employee has already been in contact with Realtor" or "Employee may rent or buy home"

Email the form to the CB Relocation program email box ReloAuthorizations@Anywhere.re

Broker Referral Process: In order for Anywhere Real Estate Inc. (Coldwell Banker Relocation) to facilitate the Relocation Assistance Program as a cost-free benefit for Cornell, first point of contact for the customer needs to be with our service team, a Relocation Specialist. The Specialist will place the customer with a select program certified real estate agent and monitor the progress of the candidate tour, home finding or home sale assignment with the customer and agent. Should you and your hire wish to take advantage of our services, we ask that you please do not refer a hire directly to a local buyer's agent or home sale real estate agent as this may result in ineligibility for program assistance.

Service Team Hours of Operation: Our service team's hours of operation are Monday through Friday from 8:00 am to 5:00 pm eastern standard time. Requests outside of these hours are monitored for any time sensitive requests. Your Account Manager, Caitlin McGeer, is available 24/7 by email or phone.

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