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 Relocation Assistance Request Form and Relocation Offer Templates referred to in this guide can be found on the Human Resources website, managers onboarding page:
https://hr.cornell.edu/hr-professional-tools/hiring-process/hiring/make-offer/relocation-program

Coldwell Banker (CB) Relocation, a division of Realogy Corporation, is a full-service relocation company and has been selected to provide relocation and real estate assistance to new faculty and staff. Our CB Relocation team members are available to answer questions and coordinate the services described below. Their contact information is as follows:

**CB Relocation Program Specialist:**
Rachel Gainey, Relocation Specialist
*Rachel is responsible for counseling candidates, relocating faculty and staff and coordinates all relocation services on behalf of Cornell University.*
**Office:** 781-205-4736 **Email:** rachel.gainey@anywhere.re

**CB Relocation Account Manager:**
Caitlin McGeer, Account Manager
*Caitlin is the Account Manager for the Cornell University account and a resource for questions on benefit offerings and assistance with completing the Relocation Assistance form.*
**Office:** 978-501-4390 **Email:** caitlin.mcgeer@anywhere.re

Send Candidate Services and New Hire Relocation Assistance Forms to reloauthorizations@realogy.com (all CB team members receive a copy)

Once services are authorized, the CB Relocation Specialist contacts the Candidate/New Hire to review services and offer information and support. Please advise the Candidate/New Hire not to contact any realtors or other service providers until they have spoken with their Relocation Specialist.

The following link will be distributed by CB to the Candidate/New Hire to provide quick access to an overview of the community and to promote an informed employment decision. This link is also included in the Relocation Offer Templates for you to provide electronically to the Candidate/New Hire.

LiveInIthaca.org
Candidate Support (Pre-Hire Only)

Candidate Area Tours
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 an experienced relocation agent from the top Real Estate firms in Ithaca. 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.**

Getting Started with Candidate Assistance:
To initiate your Candidate with CB Relocation, please complete the Cornell University Candidate Services and New Hire Relocation Assistance Form and submit the form to the CB Relocation Specialist via email at reloauthorizations@realogy.com. Whenever possible, please allow at least three days advance notice of visit date to ensure agent availability and use the Text Box to indicate any special requests.

New Hires/Accepted Position
You will be able to select the specific services that Cornell wants to authorize from a menu of services. These services are for those New Hires who have accepted an offer to join Cornell. Below is a description of the services. Please note, that in addition to assisting New Hires receiving financial assistance from Cornell to assist with relocation costs, **CB Relocation can also assist those not receiving financial assistance with Home Finding, Home Marketing and providing quotes to ship household goods.**

Housing Related Services
**Home Marketing Assistance** – CB 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. **(No Fee)**

**Home Finding Assistance (buyers)** – CB will arrange for an experienced real estate agent to identify homes for purchase in the local market and assist with the home buying process. **(No Fee)**

**Rental Assistance and Tour** – CB 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 Services

1. Option 1 - 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.

   CB will provide an estimate to Cornell for approval for moving services prior to booking that are being direct billed to Cornell. Domestic move estimates will be in a Guaranteed Not to Exceed (GNTE) format. GNTE 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. International moving estimates may not be GNTE due to fluctuating customs and port charges of various countries.

2. Option 2 - Lump Sum and Self Pay Household Goods Moving

   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 moving 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.

To initiate Relocation Services with CB, please complete the Cornell University Candidate Services and New Hire Relocation Assistance Form and send to reloauthorizations@realogy.com

Instructions on completing the authorization form:

Step 1: College/Unit and Department Information and Authorizer 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.

Step 2: Candidate/New Hire Information Enter Name, Address, contact information and current housing status for the Candidate/New Hire. Indicate New Hire Start Date and Date of Candidate Visit for Candidate Tours

Step 3: Candidate Services If you are requesting an area tour put an X in the Candidate Area Tour Box. Indicate whether the Candidate has an offer from Cornell at the time of the tour.
Step 4: **New Hire Services** – Put an X in the box of each service you wish to authorize for the New Hire.

Step 5: **Complete Special instructions Text Box.** Please note any other information pertinent to the Candidate or New Hire. For example, “New Hire is receiving a lump sum to pay for household goods and needs to arrange for payment directly with vendor.” or “Employee has already been in contact with Realtor X” or “Candidate particularly interested in learning about elementary schools.”

Step 5: **Send the Form to CB** Submit the form to the CB Relocation program email box reloauthorizations@realogy.com

**Relocation Package Offer Template Letters (document sent by Cornell to New Hire)**

Once you have identified the list of 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 available 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, with the ability for the new hire to pay the vendor directly. If you want to include a Rental tour, please note that the cost of the tour will be billed back to the hiring department. For rental tours, the vendor 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 whose specific relocation costs are authorized to be billed back 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 a successful relocation. The template letters are open Word documents and must be edited to reflect the relocation services and benefits you are authorizing. The form 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 and please copy our relocation contacts rachel.gainey@anywhere.re and caitlin.mcgeer@anywhere.re so they are aware of what services the individual is receiving.