



How to move employees to the UK

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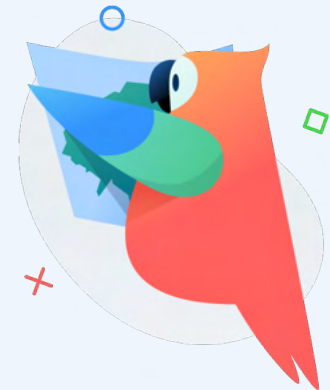
How to move employees to the UK

Relocating to a new city is one of the most stressful and challenging things you can do, and what's worse, **95% of people do it without support or guidance**. And when it comes to your company's most important asset - your people - you want to ensure their experience is as seamless and stress-free as possible!

The good news is that although every relocation is different, many of the steps and processes are similar, no matter who is moving and to where! It's great to be aware of all the steps involved in a relocation, so you have a full understanding of what your employee is going through, and have clarity on where you can offer direct help and guidance, versus areas for which you might look for external support.

If you relocate employees to the UK, we've created a core Playbook of the key steps in a move, based on our own strategies for helping employees. Thanks to thousands of moves' worth of practice, we're well versed in how to create a 5★ relocation! 😊

From finding a home, to shipping belongings or opening a bank account, in this guide we cover the central actions required to get your relocating employees set up for success in the UK.



Before you get started

Of course, you'll be keen to get your relocating employees moved and settled in as soon as possible, so they can get up and running in their new role - and this Playbook will make sure nothing gets missed.

But before you get cracking, it really pays to take a step back and think carefully about your relocation policy. Having a comprehensive, defined plan will help in numerous significant ways, including:

- ✓ Saving on costs by sticking to a defined budget and avoiding costly fee extensions
- ✓ Improving employee happiness and avoiding escalations by improving relocation experience
- ✓ Saving HR time and resources on dealing with queries, through a defined support structure

Points to consider around policy

- Do you want to manage your employees' budget, or give them a lump sum to spend?
- If the latter, will it be fixed on certain services, or will employees have more flexibility?
- Will the level of financial support differ based on employee seniority?
- Will the support offered cater to the employees' family members?



Points to consider around support

- Will you schedule an introductory call at the outset, to manage expectations (recommended!)?
- What will be your communications structure for fielding queries and concerns?
- Will you offer support out-of-hours, and if so, what will this look like?
- How will you help relocating employees connect with one another?

While we won't go into too much detail on these elements here (let's get to that checklist!), they will all be very important in defining the overall picture. For more information on creating or refining your policy from a cost-efficiency perspective, we have comprehensive, expert advice in our **'Guide: How to Build a Cost-Efficient Relocation Policy'**.

With a full rundown of policy types including Core-Flex, 12 ways to cut costs in your policy, case studies and much more, it's the definitive guide to setting up a robust relocation policy that keeps costs low but means you can still provide comprehensive support to every employee. Check it out [here!](#)



[Read guide](#)

- ✓ 24-page guide
- ✓ Written by the experts of relocation



What not to do in a relocation

Of course, one way of making the process very simple from an HR perspective is to provide relocating employees with a cash lump sum, and have them figure out their move all by themselves!

However, this approach is likely to put a strain on budget, time and resources. Leaving new hires to fend for themselves throughout a complicated process puts a lot of stress on them while they're simultaneously dealing with the challenge of starting a new role. This stress leads to mistakes, delays and escalations, which often end up giving their People team more grief further down the line.

In every sense, it really pays to offer good relocation support (*and it doesn't have to break the bank!*)

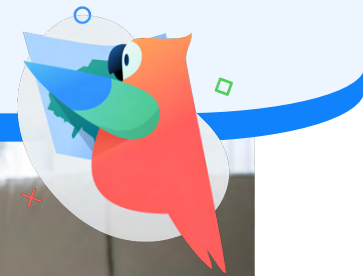
The steps of a relocation

There's a lot to consider when relocating - some of which you might not have considered before!



Now, let's dive into the step-by-step tasks to complete to relocate your employees to the UK!

Sections: [Pre-departure](#) | [Upon arrival](#) | [Home-finding](#) | [Settling in](#)



1 - Pre-departure

Aside from the all-important home search, there's a lot to manage before your employee sets off! This includes shipping belongings, arranging airport transfers, securing temporary accommodation and in some cases, sorting out pet relocation and making school arrangements. Here we'll walk through it all!

Visas and residence permits

Ensuring that employees have the appropriate documentation to live and work in the UK

Note: Employers require a sponsor licence to employ non-UK citizens, and the role needs to be eligible for sponsorship. For more information, take a look at the UK government advice [here](#).

- ✓ Provide information and assistance to navigate the visa and residence permit process
- ✓ Offer visa/residence permit assistance for the employee's spouse and/or dependents
- ✓ Provide guidance around the Biometric Residence Permit (BRP) and National Insurance Number

Tax support

Providing guidance or management of tax liabilities and requirements

- ✓ Perform analysis of the employee's situation and provide a written summary of advice
- ✓ Provide assistance or management around preparation and submission of required documents
- ✓ Manage employees' expectations around process, timelines and any potential roadblocks



Education support

For employees with children, offer guidance on appropriate education options

- ✓ Provide information on the UK school system and types of schools available
- ✓ Share details of local schools and the application process (varies by school and by city)
- ✓ Advise on state-funded benefits for parents and assist with application for financial aid
- ✓ For additional support, refer employees to a local educational consultant

Pet relocation

Helping employees relocate their four-legged friends, legally, safely and comfortably!

- ✓ Provide details of pet immigration laws i.e. required vaccinations and certificates
- ✓ Share details of recommended pet relocation providers and help arrange getting quotes
- ✓ Advise on pet registration and rules/regulations for pet ownership in the UK
- ✓ Support employees in finding pet-friendly temporary and long-term housing
- ✓ Recommend pet insurance policies and providers

Review: The importance of temporary accommodation

Temporary housing is usually recommended when relocating employees to the UK, for several reasons:

● Time to get organised

There are a fair few tasks for employees upon arrival in the UK, such as collecting their Biometric Residence Permit (BRP) and opening a bank account. These processes provide employees with important documents - without them, chances of securing a long-term home are low.

● Ability to attend viewings in person

Virtual property tours are rarely offered, as landlords want to get to know their future tenants! If employees don't attend viewings in person, they definitely won't be chosen over the many people who make the effort to do so. (Plus, it's a bad idea to commit to a home you've never seen!)

● Flexibility

Staying in temporary accommodation at first gives employees more time to search for a long-term place to live (which usually takes 6-8 weeks), and to adjust and settle into their new environment. They can take time to explore different neighbourhoods and find the best fit for their own needs.

● Convenience

Temporary housing comes fully furnished and with all utilities (heating, electricity, water and wif-fi) included. This gives employees the peace of mind of knowing they have all the amenities they need right from the start, and not worrying about getting things set up in their first few days.

A couple of caveats...

- Of course, temporary accommodation won't always be necessary if your employee has already sorted out staying with family or friends. It's always worth checking before shelling out needlessly!
- Be aware that there are many potential TA providers, and costs can vary hugely. Airbnb is often more cost-effective, but may not be permitted under your company's employee safety guidelines.



Temporary accommodation

Helping employees secure housing on a short-term basis when they first arrive in the UK

- ✓ Provide guidance on accommodation types e.g. serviced apartments, Airbnb
- ✓ Refer employees to suitable platforms and manage expectations around costs and space
- ✓ Help employees book and pay first rent/deposit payments via their chosen platform
- ✓ Perform a lease review to ensure the contract adheres to legal standards
- ✓ Liaise with the landlord to organise handover, check-in and the registration process

Shipping

How to help employees move belongings from A to B in an efficient, cost-effective way

- ✓ Provide information about the shipping options available (i.e. sea, air and road freight)
- ✓ Refer employees to trusted shipping providers and help arrange getting quotes
- ✓ Share details of local temporary storage facilities, if needed

Car rental

How to help employees who wish to get around on four wheels on a short-term basis

- ✓ Understand employees' requirements: length of time, size of vehicle needed, etc.
- ✓ Refer employees to trusted car rental companies and help arrange getting quotes
- ✓ Provide the option of car sharing (e.g. via Zipcar, Hiyacar or other providers)

Flights

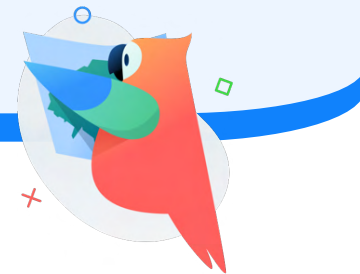
Helping employees arrange and book their journey to their new city

- ✓ Offer guidance and recommendations on routes, airlines and best days/times to fly
- ✓ Provide support in completing flight bookings, where needed

Airport transfer

Helping employees navigate the final leg of their journey to their new home

- ✓ Refer employees to trusted private transfer companies and help arrange bookings
- ✓ Share information about local public transport options - routes, prices etc.



2 - Upon arrival

So, your employee has arrived safely in their new destination - what's next? Apart from finding a long-term home, there are a bunch of immediate tasks to get done to get them up and running.

Banking

Helping employees set up a bank account, to receive and spend their hard earned income!

- ✓ Provide guidance on banking options (traditional vs online-only banks; current/savings accounts)
- ✓ Refer employees to recommended banks based on their needs and preferences
- ✓ Help schedule an appointment to open an account and advise on required documents

Mobile phone

Making sure employees have a working phone, to make a lot of future tasks much easier!

- ✓ Organise a pre-departure SIM card to avoid data roaming charges
- ✓ Provide guidance on pay-as-you-go vs. pay monthly options
- ✓ Recommend phone providers and plans based on the employee's needs

Health care

Help employees make sure their health and wellbeing is protected while in the UK

- ✓ Provide information on the National Health Service (NHS) e.g. services covered, costs
- ✓ Offer assistance finding and registering with a local general practitioner (GP) and dentist
- ✓ Make clear that health insurance in the UK is not a legal requirement, unlike some countries
- ✓ If desired, help compare and choose a health insurance provider based on the employee's needs

Cultural integration and language training

Help employees get immersed in the local culture and language, where needed

- ✓ Provide guidance and information on British culture and customs
- ✓ Refer employees to recommended local integration specialists for additional support
- ✓ Recommend English language providers (online or offline) based on the mover's needs

Public transport and local services

Helping employees explore their new city and find where to carry out life's little errands!

- ✓ Provide details of regional and national public transport links, including payment options
- ✓ Assist employees in finding local services and amenities
- ✓ Share information on any relevant local rules and regulations



3 - Home-finding

Finding a long-term rental property in the UK is certainly a challenge, especially in London and other major cities, where demand for homes outstrips supply and rental costs have risen considerably. However, while it's a tricky task, it's certainly not impossible!

With comprehensive guidance you can help your employees succeed in this tough market and beat the competition to the most desirable properties.

Home search guidance

Getting set up on property platforms and providing guidance on search process

- ✓ Direct employees to estate agencies and long-term housing platforms, and provide assistance in setting up their accounts and searches, if needed
- ✓ Manage your employees' expectations and provide guidance on how to successfully navigate the fast-moving and competitive UK rental market
- ✓ Clarify the most common British property-related terms
- ✓ Explain the difference between temporary accommodation and long-term housing (furnished vs. unfurnished, not all bills included, etc.)
- ✓ Provide suitable templates for property enquiry messages
- ✓ Provide guidance on rental documents and help employees compile an application folder





Property viewings and application guidance

Helping employees make a good impression at viewings and complete applications

- ✓ Assist employees in booking appointments for viewings
- ✓ Share tips on how to make a great first impression and stand out from the crowd!
- ✓ Provide a list of things to look out for and questions to ask at the viewing
- ✓ Assist employees in submitting an offer for a property

Deposit and lease review

Making sure all is above board with the employee's rental agreement before they sign it

- ✓ Provide guidance around deposits, e.g. legal limits, payment methods, deposit schemes
- ✓ Conduct a background check on the landlord/agency, to help employees avoid scams
- ✓ Review the rental agreement and flag any important or unusual clauses to the employee
- ✓ Liaise with the landlord or letting agent for any follow-up questions regarding the contract
- ✓ Share guidance on house rules and tenants' rights and responsibilities in the UK

Property check-in guidance

Helping employees move in to their new long-term rental property

- ✓ Assist with arranging key collection and transportation on the moving day, if needed
- ✓ Advise employees to obtain a checklist and inventory before/on the day of moving in
- ✓ Direct employees to their local authority to register for council tax





4 - Settling in

So, your employee has successfully conquered the UK's challenging rental market by securing a long-term rental property! That's great progress, but that's not all there is to a successful relocation - here's a list of a few more things to sort out for getting settled in properly.

Utilities

Helping employees manage their utilities and set up any outstanding services

- ✓ Advise employees to take gas, electricity and water meter readings on their move-in date
- ✓ Offer guidance to employees in setting up utility accounts in their name, if needed
- ✓ Provide information around comparing and switching to cheaper energy providers
- ✓ Help employees select an internet provider based on their needs
- ✓ Provide information and guidance on purchasing a TV licence



Contents insurance

Making sure the employee's personal property is protected

- ✓ Provide information on recommended contents insurance policies
- ✓ Provide details of recommended providers and advise employees to shop around
- ✓ Share advice on typical premium amounts, i.e. how much the policy costs

Furniture

Options for different budgets, lengths of assignment, property sizes and personal needs

- ✓ Outline the three options: furniture rental, buying new, and buying second-hand
- ✓ Share information and recommendations for each option
- ✓ Organise help for furniture transportation and assembly if needed

Driving licence

Helping employees switch out their existing driving licence for a UK one, if needed

- ✓ Refer employees to the Driver and Vehicle Licensing Agency (DVLA) to exchange their licence
- ✓ Share details about additional mandatory tests for certain nationalities

Car registration

How to help employees planning to import a car or buy one upon arrival in Germany

- ✓ Provide guidance around import duties, shipping costs and any required safety tests
- ✓ Refer employees to the DVLA for registration
- ✓ Share a list of documents they'll need to provide
- ✓ Share information on car ownership rules and regulations in the UK, including insurance



We hope you find this checklist helpful for ensuring a smooth transition for your employees' new start in the UK, and making sure nothing important gets missed when there's so much to think about!

Any questions? Please don't hesitate to reach out [here](#) and let us know what's on your mind.

Want help providing the above support to your employees, hassle-free and at a low cost? PerchPeek are rated 5★ on Trustpilot for providing top-notch relocation support, so give us a shout!