

Glossary of Terms

Term	Explanation
A	
Abandonment	To voluntarily give up a property, or interest in it, with no intention of returning or maintaining rights to it
Access	Normally the date on which the assignee can enter the rental property
Accommodation	Housing of some form, either for temporary or long-term stays
Accompanied Visits	When a relocation counsellor accompanies the transferee on visits, particularly when viewing properties, schools, etc.
Accompanying Spouse / Partner <i>(see also Trailing Spouse)</i>	The spouse or partner who accompanies the assignee on their assignment
Administrator	Person administering a property with powers to collect rent and carry out repairs, sign contract etc.
Agent <i>(see also Letting Agent and Estate Agent)</i>	A person who acts for or represents another, i.e. estate or real estate, rental or lettings, relocation consultant/professional
Air Shipment <i>(see also Shipment)</i>	Personal belongings transported by air. This normally includes basic articles of clothing, children's toys, books etc. to cover the needs of a person/family until their sea or land shipment arrives
Airport Pick-up <i>(see also Meet and Greet)</i>	To meet the assignee at the airport and accompany him/her to short term or long term accommodation
Alienation	Transfer of interest in a property to another
Allowance / Allocation	Rental Allowance
Anti Corruption / Anti Fraud Policy	Policy that describes the organised efforts and procedures for prevention, detection and investigations of corruption and fraud. Corruption is the abuse of public or private office for personal gain. This means any behaviour in which people in the public or private sectors improperly and unlawfully enrich themselves or those close to them, or induce others to do so, by misusing their position
Aparthotel / Hotel Suite	An aparthotel normally offers suite type accommodation with some sort of cooking facility. Effectively, services offered are between those of a short term apartment and a hotel
Apartment	Normally a one or two bedroom dwelling of small dimensions

Term	Explanation
Area Orientation / Area Tour/Orientation Tour	A tour may be taken prior to the assignment to help the assignee make a more informed decision about accepting the job offer. Tours provide a general overview of selected areas, to include residential property, schools and amenities
Arrival Date	Date of arrival either for a first visit or for the long term stay
Assignee (Relocatee, Expatriate, Transferee, Expat Employee etc.)	The person being relocated or choosing to relocate to a new destination. Assignee may also mean a person to whom a property rental lease has been assigned.
Assignment	The job or project to be carried out by an assignee – normally for a defined period of time, possibly extended or modified. It may also mean the transfer of a lease.
Assured Shorthold Tenancy (AST)	The most common type of assured tenancy for properties in the private rental sector popular with landlords and agents, established in the UK but now found widely elsewhere.
B	
Bank Guarantee	This is a guarantee of the payment of the rent and repair of possible damage. The rental sum (usually one year's rent, but the amount of the bank guarantee may vary from country to country) will be left as deposit in the bank for the duration of the lease.
Benefits in Kind	These are items paid for by a company for their assignee – such as school fees, car, travel to and from the assignee's home base etc.
Benchmark	The comparison of corporate relocation policies and practices. It may also refer to the comparison of rental/purchase property prices.
Bidding	To offer a particular amount of money for something which is for sale and compete against other people to buy it, especially at a public sale of goods or property i.e. an auction
Break Clause (see also <i>Diplomatic Clause</i>)	The ability for either party (landlord or tenant) to give notice to end a property rental agreement or lease before the due date for pre-agreed reasons. This clause must be included in the rental agreement.
Budget	The maximum amount agreed by the employer, usually expressed as an annual, monthly or weekly accommodation rental amount
Bundled Services / Packaged Services	Various services collected together into one price quote for relocation services.
Bungalow	Usually a single-storey house.

Term	Explanation
Business Continuity Plan (BCP)	Set of documents, instructions, and procedures which enable a business to respond to accidents, disasters, emergencies, and/or threats without any stoppage or hindrance in its key operations. Also called business resumption plan, disaster recovery plan, or recovery plan.
C	
Cable TV	This is TV that is supplied through the telephone network with a wide selection of channels.
Case Study	A training and consulting tool that suggests ideas for dealing with particular relocation scenarios, and a means of advising on relocation policy.
Check In / Out <i>(see also Inventory Check and Walk Through)</i>	The assessment and record of the condition and contents of accommodation, usually taken both at the beginning and end of a lease contract period.
Child	For immigration purposes the child must be under 18, otherwise they have to apply for residency under a different status.
Citizen	Resident of a city, town, or country particularly one entitled to vote and enjoy other privileges there. A person owing loyalty to and entitled by birth or naturalisation to the protection of a state or nation.
Citizenship	Status of a citizen with its attendant duties, rights, and privileges.
Client <i>(see also Customer)</i>	<p>The person who authorises the service and pays the bills or the recipient of a service or product. In relocation terms there are often two clients, the company or employer and the assignee or employee</p> <ul style="list-style-type: none"> • Clients of DSPs are the RMC or the “key buyer” in the Human Resources Department of a company (employer) • Clients of RMCs are the Human Resources Departments of a company. The transferees are the “customers”
Client History	This is the daily information on any one client that is kept from the day authorisation to begin work has been received. Having the client history is essential when trying to resolve potential issues.
Client Satisfaction Index (CSI)	The “Client Satisfaction Index” (CSI) is the average of clients’ evaluation and has to be calculated. Clients are DSPs, HR departments and key buyers. Feedback and evaluations from clients have to be collected and rated.
Cola	Cost of living analysis
Commission	A payment made to an intermediary, often calculated as a percentage of the value of goods or services provided (for rental services it is usually equal to one month’s rent). Commission is most often paid to sales staff, brokers, or agents and the assignee needs to be informed of this.

Term	Explanation
Community Charges (see also <i>Service Charges</i>)	In dwellings that have areas in common these are the charges for keeping the communal areas clean and maintained, payment of cleaners, cleaning products, maintenance costs, heating etc.
Complaint Management	This is the ability to control, manage and resolve problems arising from complaints from clients and/or customers.
Concubine / Partner / Spouse / Common Law Union	The word used to describe the relationship between unmarried couple or parents. This is relevant in immigration processes.
Consultant (see also <i>Counsellor</i>)	Refers either to a relocation case manager or field based specialist – a person who accompanies the clients e.g. home search, school search, city orientation etc.
Contents Insurance	Provides insurance cover for all personal goods and effects brought into a rented property by the tenant. It is usually the tenant's responsibility to arrange such cover. In some countries this is obligatory and in others it is optional.
Contract / Rental Contract / Rental Agreement (see also <i>Lease</i>)	The contract for a rental property.
Co-ordinated Services (as opposed to Accompanied Services)	Co-ordination of services by setting up property viewing, school viewing etc, but client is unaccompanied.
Corporate Accommodation/ Apartment	Usually refers to short-term rentals otherwise known as corporate apartments. Can also refer to company owned or rented accommodation where assignees are rotated in and out according to need.
Corporate Social Responsibility (CSR)	A firm's sense of responsibility towards the community and environment (both ecological and social) in which it operates, and draws resources and sustenance from. Firms express this citizenship (1) through their waste and pollution reduction processes, (2) by contributing educational and social programs, and (3) by earning adequate returns on the employed resources.
Cost of Living	A measure of comparative costs for similar items in different locations. It is also the reference used for a cost of living index linked yearly increase in the rent.
Customer / Transferee	The person being relocated or choosing to relocate to a new destination (= assignee, relocatee, expatriate etc.).
Customer Satisfaction Index (CuSI)	The "Customer Satisfaction Index" (CuSI) is the average of customers' evaluation and has to be calculated. Customers are transferees and their families. Feedback and evaluations from customers have to be collected and rated.

Term	Explanation
Counsellor (see also Consultant)	In relocation terms, refers to a relocation case manager or field based specialist (e.g. home search, school search, etc.).
Country	This could be the last country of residence, host country etc. – this has relevance in the immigration process.
Country Specific	Rules and regulations that pertain to a specific country. Global companies must be aware of these variations that sometimes can be very important. For instance, this could be when a kitchen is fully equipped, or in another country kitchen may come with no kitchen furniture. The impact on costs can be great.
Cross Cultural Training	Programmes highlighting the difference between two or more locations, their cultures and accepted ways of life, delivered before departure, on arrival in the host country, or both.
Culture	Traits and habits that vary widely from country to country as well as region to region.
Culture Shock	This is the state of difficulty of acceptance and understanding of other's culture particularly when moving to another country.
Customer (see also Client)	The assignee / transferee / employee.
D	
<u>Data Controller</u>	<u>Controller means the natural or legal person, e.g. DSP, RMC, alone or jointly with others, determines the purposes and means of the processing of personal data, regardless of whether they directly collect the data from data subjects. Example: a DSP (controller) collects the personal data of a transferee's family members when they set up a case, but it is another organisation (processor) that stores all the information, e.g. a data center. Both organisations (controller and processor) are responsible for handling the personal data of this customer.</u>
<u>Data Processing</u>	<u>Data Processing means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.</u>
<u>Data Processor</u>	<u>Data Processor means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the data controller.</u>

Term	Explanation
<u>Data Pseudonymisation</u>	<u>Data Pseudonymisation means the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.</u>
Departure Assistance	Assistance with topics related to leaving the current home and location.
Deposit	For rental properties, the amount paid by the tenant with the agent/landlord as security. This can vary from one month to two or three months. Some countries will require an extra month's deposit if the property is furnished, or if it has very top quality furnishing and fixtures.
Destination Service Providers (DSP)	The company in the host country providing relocation services.
Destination Services	Assistance in the new location to help establish the assignee and family - can include orientation, home search, school search etc.
Detached House	A stand-alone property – normally in its own grounds.
Differential Assessment	Used mainly for guaranteed purchase schemes, the assessment of the likely existing property value were it to exist in a similar location within the new destination area (or like-for-like valuation). This figure can then be used to calculate assistance for assignees who relocate to more expensive regions.
Dilapidation	The agreed or claimed damages/deficiencies resulting from a period of accommodation rental, usually assessed at the end of the tenancy
Diplomatic Clause (see also Break Clause)	The ability to give notice to end a property rental before the due date for pre-agreed reasons.
Due Diligence	<ol style="list-style-type: none"> 1. General: Measure of prudence, responsibility, and diligence that is expected from, and ordinarily exercised by, a reasonable and prudent person under the circumstances. 2. Business: Duty of a firm's directors and officers to act prudently in evaluating associated risks in all transactions. 3. Investing: Duty of the investor to gather necessary information on actual or potential risks involved in an investment. 4. Negotiating: Duty of each party to confirm each other's expectations and understandings, and to independently verify the abilities of the other to fulfill the conditions and requirements of the agreement. Also called reasonable diligence.
DQS GmbH - Deutsche Gesellschaft zur Zertifizierung von Managementsystemen	One of EuRA's global audit partner on the EuRA Global Quality Seal project.

Term	Explanation
Driver's Licence	For countries within the EU, citizens can use their own country's driving licence, some other countries require that the country's driving test be taken.
Duplex	Normally an apartment on two floors.
Duplicate Housing Expenses	Allowance paid to the employee while they own two properties, such as insurance, mortgage interest and property taxes.
E	
EBT	Extended Business Trip
Education Consultant	A specialist trained in schooling and education related matters.
Electronic Bidding	To bid for business via the internet.
Embassy Registration	Required in certain countries and for set nationalities as a part of the immigration process.
Employee	A person who is hired to provide services to a company on a regular basis in exchange for compensation and who does not provide these services as part of an independent business. The person works part-time or full-time under a contract of employment, whether oral or written, express or implied, and has recognized rights and duties.
Employment Conditions	The terms and conditions set by an employer for the employee to work under whilst on assignment.
Environmental Policy	Public statement of an organisation's philosophy, intentions, and objectives regarding the environment.
Equipped	Fully or semi-equipped properties opposed to unfurnished properties.
Estate Agent (see also Agent)	An estate agent is an individual or company whose main activity is to act in the best interests of a property owner to facilitate a sale of said property. Estate agents receive a commission for these services. Estate agents or agencies also act as letting agents.
EuRA 	European Relocation Association
EuRA Global Quality Seal (GQS)	The world's first independent accreditation process for relocation providers. For more information go to: www.eura-relocation.com and click on the Quality Seal tab
<u>European Union General Data Protection Regulation</u> (see <i>GDPR</i>)	

Term	Explanation
Eviction	Forceful removal of a tenant from the rented accommodation – for reasons of non-payment of rent, or misuse of the property.
Expatriate (Assignee/Relocatee) (see also Assignee)	The person being relocated or choosing to relocate to a new destination.
Expectations (Realistic Expectations)	The perception that the assignee has of the rental market, and local conditions. The assignee could be misinformed and anticipate different conditions.
Expense Management	In the relocation industry this is the management of expatriate expenses outsourced to the relocation company i.e. payment of rent, utilities, hire cars, petrol, school fees etc.
F	
Failed Assignment	This term is used for an expatriate assignee when they fail to adapt to the host country and return to the home country.
Fair Market Value (Open Market Value)	The term used for the figure assessed when offering to buy-in an assignee's current property.
Fingerprinting	In some countries fingerprints are required for the immigration process (as well as for national identity documents).
Fixtures and Fittings	Any fixture, fitting, furnishing or covering provided within a property.
Flat	This is a UK term for a large apartment.
Furnished	Describes state of property when rented furnished - includes all primary items of furniture and can include soft furnishings too. Exact nature changes from country to country but usually means tenant only needs to bring clothes and personal items into the property.
Furniture Rental	An alternative to transporting own household goods and may include all household items.
G	
Gain on Sale (see also <i>Guaranteed Price Scheme</i>)	Monies over and above the GSP, that may be apportioned between the client company and the employee according to policy.
<u>GDPR</u>	<u>European Union General Data Protection Regulation (GDPR) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data.</u>
Global Company	Companies with established offices in many parts of the world.

Term	Explanation
Global Mobility	Moving throughout the world
Global Reach	Worldwide capabilities
Group Move	Relocation of a company, division or group of employees to same location.
Guaranteed Price Scheme (Fair Market Value/Guaranteed Purchase Price Scheme/GSP)	The term used for the buying out of an assignee's current property, at the assessed value – thus allowing the assignee to relocate promptly to another location.
H	
Health and Safety Policy	Policy that describes the organised efforts and procedures for identifying workplace hazards and reducing accidents and exposure to harmful situations and substances. It also includes training of personnel in accident prevention, accident response, emergency preparedness, and use of protective clothing and equipment.
Help Line	A telephone help service, normally offered for a three, six, or nine month period.
Home Country	The country where a person was born, brought up, OR the country that a person most identifies with. It is also the current residency or place of work and where the Cola calculation is based and Consulate appointments made.
Home Finding / Home Search	The process of researching, viewing, choosing and set-up of the accommodation used for the assignment.
Home Search Consultant	A relocation specialist having local area and housing market knowledge. Usually assists by accompanying the assignee to find rented or purchased accommodation and provide associated support services.
Host Country	A country where the assignee is moving to that is not his own home country, or the country of destination for an international assignment.
House Inspection (see also <i>Check in / out</i>)	The assessment and record of the condition and contents of accommodation, usually taken at the beginning and end of a lease contract period.
Housing Allowance (see also <i>Budget</i>)	The maximum amount agreed by the employer, usually expressed as an annual, monthly or weekly accommodation rental amount.
Housing Estate	A residential area where all houses were planned and built at the same time. They range from Local Authority to exclusive developments.
HR Department	Human Resources Department
Human Resources (HR)	Human Resources – the management of employees within a company.

Term	Explanation
/	
Immigration Assistance	Providing guidance and administering the process of gathering information and application for work permits, visas, residence permits, the co-ordination of immigration support in both home and host countries etc. This is often outsourced to immigrations specialists.
Impatriate	Inbound person into a country
Indemnity	Protection against possible damage or loss, especially a promise of payment, or the money paid if there is such damage or loss.
Independent	In the Relocation industry this is taken to mean a relocation company that does not take commission from any source or is tied to particular suppliers.
Independent House	A stand-alone property, normally in its own grounds
Information Pack	Pre-prepared pack of information useful to assignees when first learning about the new destination.
Insurance (PII, Content, Car etc.)	Some cultures insure as a matter of course, and in other countries it is not part of the norm. This needs to be carefully checked and DSPs should advise clients accordingly.
International Tax Assistance	Providing tax assistance to companies transferring employees between countries.
Inventory (Check-in / out)	The agreed schedule of contents and condition plus any meter readings within rented accommodation.
Inventory Clerk	A specialist trained in checking and agreeing the schedule of contents and condition of rented accommodation. Will represent either Landlord or Tenant, but never both for the same rental.
ISO 9001:2008	This international standard specifies requirements for a quality management system where an organisation needs to demonstrate its ability to consistently provide products and services that meets customer and applicable statutory and regulatory requirements and aims to enhance customer satisfaction through the effective application of the system.
Itinerary	A detailed plan or route of a journey, usually includes a list of properties, schools etc. for viewing.

Term	Explanation
J	
Job Description	<p>Job descriptions are written statements that describe the duties, responsibilities, most important contributions and outcomes needed from a position, required qualifications of candidates, and reporting relationship and co-workers of a particular job. Job descriptions are based on objective information obtained through job analysis, an understanding of the competencies and skills required to accomplish needed tasks, and the needs of the organisation to produce work.</p> <p>This description is essential in the immigration process.</p>
K	
Key Performance Indicators (KPI)	<p>The measurement criteria used to evaluate the achievement of company objectives, performance and quality of processes, i.e., average reaction time to customer requests for the acquisition process, or the actual results (score) of the customer satisfaction survey.</p>
Kindergarten	<p>A programme or class for four-year-old to six-year-old children that serves as an introduction to school (also pre-school).</p>
L	
Landlord	<p>A person or organisation that owns a building, a property or an area of land and is paid by other people for its use.</p>
Landlord's Agent	<p>Typically a rental or lettings agent, responsible for finding a tenant and collecting rental monies. Acts on behalf of Landlord for all negotiations with the tenant.</p>
Language Training	<p>Delivered either pre-move or immediately post-move to assist the assignee pick up everyday/work oriented language for the destination.</p>
Lease	<p>The accommodation rental contract</p>
Lease Extension	<p>Re-negotiation and extension of an existing accommodation rental contract</p>
Lease Renewal	<p>When the lease has run its full term, it will have to be re-negotiated if it is to continue.</p>
Lease Termination / Cancellation	<p>The cancellation of the lease either when it has gone to term or cancellation before the full term has been served.</p>
Leasehold Improvements	<p>Improvements to the property – this can be carried out by the tenant or the landlord.</p>
Legal Representative	<p>Signs the rental lease on behalf of the company</p>

Term	Explanation
Let Out Clause (see also <i>Diplomatic Clause and Break Clause</i>)	The ability to give notice to end a property rental before the due date for pre-agreed reasons.
Letter of Guarantee	This is a way of the company endorsing the lease when the assignee signs the contract in lieu of a contract.
Lettings	The act of allowing someone to use your house, land, etc. in exchange for regular payments.
Letting Agent (see also <i>Agent</i>)	A letting agent is an individual or company whose main activity is to act in the best interests of a landlord to facilitate an agreement between said landlord and a tenant. Letting agents receive a commission for these services. Letting agents or agencies also act as selling agents.
Liability	Legal responsibility, duty or obligation. May refer to landlord and tenant.
Licence to Occupy	A document that allows the assignee to reside in a property rented by his company, together with associated rights and obligation.
Like-for-like (see <i>differential assessment</i>)	
Local 'in country'/Domestic moves	Sometimes called "local to local", these are transfers within the country in the same company.
Local Hire	Someone employed from the local market.
Long- term Assignment	This is generally considered to be an assignment of over 12 months.
Look-See Visit – Look-See Trip (see also <i>Area Tour</i>)	A preview trip to the proposed assignment destination, can include orientation and can be part of the decision making and acceptance process.
Loss and Sale	The difference between the GSP and the actual sale price achieved, usually absorbed by the employer.
M	
Maisonette	Usually a two storey apartment or townhouse.
Meet and Greet / Airport Pick up	Normally meeting a person or family from the airport, taking them to their hotel and giving them some initial information about the city.
Mobility	The movement of people in a population, as from place to place, from job to job, or from one social class or level to another.
Move / Removal	The packing, transportation, shipment and unpacking of furniture and other possessions when people move to a new home.

Term	Explanation
Move Day Management	Managing the move – being present at the property when the movers arrive, checking off the boxes as they come off the truck and directing them to the appropriate rooms, making sure that the men leave the property clean after they leave.
Move-in	Normally refers to the date of occupation of the new accommodation.
Multi-lingual Capabilities	The ability to converse in two or more languages.
N	
Needs Assessment	A questionnaire or enquiry process to ascertain the primary requirements, needs and wishes of a relocating employee.
Negotiation	To have formal discussions with someone in order to reach an agreement with them, usually refers to the assignment terms, property rental terms, damage/loss claims on vacating etc.
Notary / Power of Attorney	Someone other than the assignee who has the authority to sign on their behalf. In some countries this is the only person who can validate a property sale or purchase.
Notice Period	The amount of time agreed to be given to serve notice on the landlord for the termination of the lease.
Nursery / Pre-School	A program or class for four-year-old to six-year-old children that serves as an introduction to school.
O	
Objective	The documented goals to which the company aspires ensuring long term sustainability of the business. An example of a company objective is “high client satisfaction”.
Offer	To state that you would like to procure something, especially a house, at a particular price. This is often initially made on a rental property by the Relocation Consultant on behalf of the assignee.
Official Contract	The official way of drawing up a lease
Ongoing Assignment Support (see <i>Help Line</i>)	
Open market value (see <i>fair market value</i>)	
Organisation/Company	In addition to a client company, this may mean the company who wants to introduce quality management processes and to achieve the EuRA Global Quality Seal certification (a DSP or an RMC).

Term	Explanation
Orientation	Guidance and advice (usually in the form of an accompanied tour) about the new destination area (Look-See).
Owner	See Landlord
P	
Package / Bundle Fee	In relocation terms, several services packaged together with one fee.
Partner	Spouse, common-law partner
Partner Employment / Spousal Career Assistance/Working Partner Support	Assistance to help the relocating partner resume their career, find temporary employment or other means of working in the new location.
Partner Support	Services and assistance designed to help the relocating partner, usually covers local information, settling-in and employment/education advice.
Partners and Suppliers / Subcontractors	Corporations/Specialists to whom services are outsourced e.g.: Relocation Case Managers, Field based Specialists, Consultants, Counsellors.
Pay Slip	In many countries, an owner may well request to see a pay slip before signing the lease.
Per Diem	A daily fee or allocation for travel and living expenses whilst abroad.
<u>Personal Data</u>	<u>Personal Data means any information relating to an identified or identifiable natural person; an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person (= Data Subject, e.g. transferee, employee, freelancer).</u>
Pets Scheme	Agreed protocol between a growing number of nations, allowing the importation of certain pets under a set criteria. Can avoid the need for quarantine (e.g.; EU PETS scheme).
Policy	Employing organisation's rules and regulations and practices regarding employee relocation.
Pre-Departure	A programme providing essential information to the practicalities of living in the new destination taking place prior to the assignee relocating.
Preferred Provider/Suppliers	Many RMCs tend to have providers whom they prefer to use locally or in other countries for their proven quality of service.
Pre-School	A program or class for four-year-old to six-year-old children that serves as an introduction to school.

Term	Explanation
Previewing	Visiting, viewing and pre-selecting properties prior to accompanying the assignee to see a short list.
<u>Privacy Shield Framework</u>	<u>The EU-U.S. and Swiss-U.S. Privacy Shield Frameworks (www.privacyshield.gov) were designed by the U.S. Department of Commerce, and the European Commission and Swiss Administration, respectively, to provide companies on both sides of the Atlantic with a mechanism to comply with data protection requirements when transferring personal data from the European Union and Switzerland to the United States in support of transatlantic commerce.</u>
Private Health Treatment / Private Health Care	The usual form of healthcare adopted by organisations relocating staff into new locations.
Proactive	Leading events, anticipating what is needed.
Procurement/Purchasing Department	Responsible for the selection of suppliers usually through formal tender process (RFPs).
Professional Clean	An accepted level of pre or post tenancy cleaning of rented accommodation, as dictated by most forms of lease.
Property Management	Care and supervision of the employee's home property whilst away on assignment. Can also include managing the process of renting or selling the property.
Property Sale Management	Overseeing the process of selling an assignee's home property (usually whilst vacant).
Property Taxes	Taxes levied on property by local authorities
Purchased Accommodation	Property acquired for ownership rather than rental
Purchasing Department	See Procurement Department
Q	
Quality Manual (QM)	A document created by the member that describes all aspects of their Quality Management System including the company mission, roles and responsibilities, quality policy, objectives, required procedures and documents. A QM is required to demonstrate how each company has implemented all of the required processes of the EuRA Global Quality Seal standard and it can be used as both a training and a marketing tool.
Quality Policy	Senior management's expression of its intentions, direction, and aims regarding quality of its products and processes.
Quarantine	The closely regulated and supervised holding of recently imported animals in a controlled environment for a pre set period.

Term	Explanation
R	
Realistic Expectations (see <i>Expectations</i>)	
References	Usually taken by a Landlord or agent to assess the worthiness and good record of a prospective tenant.
Referral Fee	Fees paid in exchange for delivering a qualified sales lead or purchase inquiry. Some suppliers pay a commission for introducing an assignee to their services.
Relocatee	The relocating employee
Relocation	The move of a person or company to a new place.
Relocation Agent / Professional	Usually refers to a home search consultant and a provider of relocation services, but can also refer to relocation management company or property rental agent or household goods moving company.
Relocation Consultant	Usually refers to the manager of a relocation process, can be an individual, a relocation company or free-lance specialist.
Relocation Management Companies (RMC)	RMCs, also known as Global Management Companies, are large brokerages for corporate relocation services. RMCs negotiate large multi-national contracts with companies who manage globally mobile staff in multiple locations.
Relocation – Outbound / Inbound	This is the movement of assignees either into or out of the country of reference.
Removal (see also <i>Move</i>)	The packing, transportation, shipment and unpacking of furniture and other possessions when people move to a new home. Removal is the British; Move is the American term.
Rental Payments / Rent	A fixed amount of money that is paid regularly for the use of a room, house, car, television, etc. that someone else owns (rent could include charges).
Rented Accommodation	Usually taken in preference to purchased accommodation during assignments of a limited duration.
Repatriate	To return an assignee to the country of birth, citizenship, or origin. Repatriation programmes provide support to the returning assignee and their family, enabling them to reintegrate quickly and easily.
Reporting	This is the feedback given to the RMCs or to the client company on the progress of an assignee's relocation project.
Representative Properties	Term used particularly on an orientation visit to show typical kinds of property.

Term	Explanation
Resident Parking Permit	Where there is controlled parking, the resident parking permit will allow the person to park without limitation as long as the permits are in order.
Review	Normally used for reviewing the lease prior to signing.
RFI	Commonly used phrase describing a potential client's 'Request for Information'. Usually a preliminary to receiving a RFP.
RFP	Commonly used phrase for a 'Request for Proposal or Pricing'. A form of tendering out proposed business in order to identify and choose suitable providers.
RFQ	Request for Quote – this is essentially the same as an RFP.
Rogue Tenant	A tenant who does extensive damage to a property, or who doesn't pay the rent.
Row House / Townhouse / Terraced House	Houses that are attached to other houses on both sides.
S	
Satellite TV	Television via satellite
School Search	Assistance with the research, identification, assessment and choice of suitable schooling.
Schools (State / Private / International, Foreign National)	Denotes the different types of schools available in a given location. International differs from Foreign National in that the latter schools represent one country – British, French, German etc.
Semi-detached House	A house that is attached on one of its outside walls to another house.
Semi-furnished	Not fully furnished
Service Charges	See Community Charges
Serviced Accommodation	Usually apartments, fully furnished and equipped, available for short term rental with cleaning/laundry service included.
Service Level Agreement	Contract between a service provider and a customer, it details the nature, quality, and scope of the service to be provided. Also called service level contract.
Settling-In Assistance	Additional time spent with the assignee and family, to achieve further integration and familiarity with their new surroundings.
SGS Société Générale de Surveillance SA	One of EuRA's global audit partner on the EuRA Global Quality Seal project.
Shipment	Moving furniture from one place to another.

Term	Explanation
Short-term Accommodation	Generally apartments that are furnished and equipped for short-term stays.
Short-term Assignment	Generally an assignment lasting between 3 to 6 months.
Shortlist	Properties that are worthy of a second viewing or among the top selection to rent or buy.
Spouse / Accompanying Spouse / Trailing Spouse	Husband or wife of the relocating employee.
Stamp Duty	A government tax on the purchase or rental of property.
Studio	This is normally an undivided living and sleeping area.
Suburb	An area on the fringes of a city
Survey	Marketing: Detailed study of a market or geographical area to gather data on attitudes, impressions, opinions, satisfaction level, etc., by polling a section of the population. or Real estate: Map or plat drawn by a licensed-surveyor after measuring a piece of land, to show its area, boundaries, contours, elevations, improvements, and its relationship to the surrounding land. Survey confirms that a particular piece of land or building is sited in accordance to its legal description.
T	
Tax Equalization	Compensation for the effect of different tax rates in different countries.
Temporary Accommodation/ Quarters	Short-term rented accommodation or corporate apartments/housing.
Temporary Assignment	A business posting away from the home location usually for a period of less than one year.
Tenancy	The rental agreement period, agreed terms and conditions of an accommodation.
Tenancy Management	Third party management and possible payment of the rental on behalf of the tenant. It may also mean the provision of advice and support.
Tenancy Negotiation	Agreement and confirmation of the rental amount and terms and conditions.
Tenant	A person who pays rent for the use of a property, land, or a building

Term	Explanation
Tender	A written or formal offer to supply goods or do a job for an agreed price
Third Culture Kids (TCK)	Children who have lived in more than two countries, and who often relate to the culture of a host country rather than the home country.
Tiered Relocation Plans (see also <i>Policy</i>)	Bands of benefits and allowances available to different categories of assignees (new hires etc).
Town Hall Registration / Local Registration	Registering the new residence with the local authorities
Townhouse (see <i>Row House</i>)	
Tracking Systems	An integral computer system that traces key elements of a relocation and provides reporting for client and DSP/RMC.
Trailing / Accompanying Spouse / Partner	The spouse or partner of the assignee
Transferee / Customer	The person being relocated or choosing to relocate to a new destination (= assignee, relocatee, expatriate etc.).
Twenty four / seven (24/7)	This normally refers to a help line service available every day, 24 hours a day.
U	
Unfurnished	Describes state of property when rented, meaning there are no primary items of furniture within the property and tenant must provide their own. The exact nature of this varies from country to country (e.g. in UK, includes most 'white goods').
Unrealistic	In relocation terms this is when the assignee is not realistic about conditions in the host country, particularly with regard to rent and they type of property that can be acquired for the budget, culture and environment.
Urban	An area within a city
Urbanization	The development of a rural area into an urban hub
Utilities	Common name for the supply of power, water and other necessities into the accommodation

Term	Explanation
V	
Vacant Property Management	Usually associated with employees' own properties whilst away on assignment, includes monitoring condition and arranging any maintenance and repairs. Vacant Property Insurance may also be provided.
Validity	The period for which a document is valid
VAT	Value Added Tax –percentages vary throughout Europe/the world
VAT Application	In some countries there is VAT on rental contracts
Vehicle Importation	Transferring an assignee's vehicle into one country
Vehicle Registration	The legal process of vehicle recognition, identification and possible alteration to enable it to be used in a different country.
Visa (see also <i>Work Permit</i>)	An entry visa is required in many countries to allow the assignee to enter for work and residence purposes. In some cases working visas are required in addition to entry visas.
W	
Walk Through	A detailed inspection of a property
Welcome Kit/Pack (see also <i>Information Pack</i>)	
Wish List	Normally provided to a landlord/agent on offering to rent/buy a property. Refers to alterations, repairs and additions to the specification. Also it can refer to the wishes of the transferee with regard to the type of property that he/she believes would be most suited to their needs.
Work Permit (see also <i>Visa</i>)	Work permits have to be applied for under strict compliance rules of the country where the transferee will be working on a temporary or permanent basis.