

MOBILITY MADE EASY FOR YOU « Full package »



ITER GUIDE

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EXECUTIVE RELOCATIONS

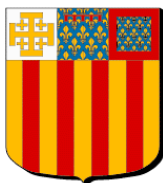
OUR COMPANY

- ✓ Over 20 years of experience
- ✓ More than 10,000 families assisted every year
- ✓ French leader supporting families who are relocating for professional reasons
- ✓ Unique local service with 11 offices with 200 consultants throughout France
- ✓ Unique relocation provider certified ISO 9001, ISO 27001 and Eura Quality Seal



OUR REGIONAL OFFICE

Based in Aix en Provence
2 bis rue Clémenceau
13100 Aix-en-Provence



- ✓ **Annick BESSON**, Regional Delegate of the South East region, is your technical support.

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- ✓ **Ilyse MOSSE**, is your operational support.

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EXECUTIVE RELOCATIONS FOR YOU

EXECUTIVE RELOCATIONS AT YOUR DISPOSAL

- ✓ Executive Relocations has dedicated a team of 6 consultants for the ITER organization under Annick Besson's supervision
- ✓ Every consultant is bilingual, has lived abroad and has personal experience in relocation
- ✓ Within Executive Relocations, the consultants follow a specific training in international relocation in order to assist people coming from foreign countries
- ✓ During the three months following your installation, Executive Relocations remains at your disposal if a problem occurs relating to your accommodation
- ✓ **Executive Relocations is not a Real Estate Agency**
- ✓ **Executive Relocations works with Real Estate Agencies, private landlords and solicitors**

OUR SERVICES INCLUDE

ACCOMMODATION RESEARCH

After the first *interview to identify the criteria and needs* (phone or email), follows:

- ✓ **Accommodation Research:** Executive Relocations selects possible accommodations in line with the criteria requested and then organizes the visits.
- ✓ Executive Relocations meets with you at a convenient place for you and accompanies you during the visits.
- ✓ The Executive Relocations Consultant provides specific information about the French property market and about the area (a map of the town, information on transport, local shops, useful addresses, etc.).

RESERVATION

- ✓ Once you have chosen an accommodation, Executive Relocations confirms the reservation of the accommodation and hands over the application file.
- ✓ In the case of a purchase, Executive Relocations assists you in making an offer.

SIGNING THE LEASE OR DEED

- ✓ In order to finalize the lease or purchase agreement, Executive Relocations organizes the meeting and accompanies and assists you for the signature of *the lease or deed*.
- ✓ In both cases, the Executive Relocations Consultant verifies that the contract is in accordance with the law and explains the contents to you.

INSPECTION IN-VISIT / INVENTORY OF FIXTURES (ETAT DES LIEUX)

Before the family is able to move in, the Executive Relocations Consultant is present with the estate agency/landlord for:

- ✓ the inspection in-visit *and key remittance*, to check that everything is in good order in the accommodation.

The inventory must specify the condition and state of the accommodation:

- ✓ conditions and the good function of the different installations and appliances,
- ✓ condition of the walls, floors, windows, doors (paintings, stains, holes etc.)

A home insurance certificate is required (compulsory) to be provided access to the home. The inventory should be signed by both parties (the tenant and the landlord).

UTILITIES AND INTERNET CONNECTION

- ✓ **Utilities:**
Executive Relocations sets up utilities contracts (water, electricity and gas if relevant).
- ✓ **Internet Connection**
Executive Relocations consultant explains the differences between the main providers.

Executive Relocations is not responsible for the effectiveness or malfunction of the Internet connection. Potential problems will have to be settled directly with the provider.

CHRONOLOGY OF YOUR ASSISTANCE

- 1** Annick BESSON or Ilyse MOSSE contacts you for a «Critéria/Needs identification interview».
- 2** Annick BESSON or Ilyse MOSSE sends the «Criteria/Needs review» by email, and gives you the name, phone number and email address of the Relocation Consultant who will be in charge of the accommodation research and send you the guide “Mobility Made Easy”
- 3** The Executive Relocations consultant in charge of the accommodation research will contact you once you have provided your criteria.
- 4** Accommodation research and visits are organized by your Executive Relocations consultant.
- 5** Visits, reservation application file, signature of the lease or deed, inspection in-visit, utilities contracts, telephone and internet connections set up.

An email will be sent to you ending the mission, which includes a satisfaction survey to be completed and returned to Executive Relocations.

RESERVATION

- ✓ There might be several people wishing to sign a lease for the same accommodation.
The real estate agency reviews your file, and then forwards it to the insurance company for approval.
Only when the insurance company consent is given can the application file be submitted to the owner.
The final decision and agreement will be given by the owner.
Once the final agreement is obtained, you will need to provide an initial payment to the real estate agency to confirm your commitment. The initial payment includes the first month's rent, the security deposit and the estate agency fee (if applicable).

Important: To make the reservation, in France, you are required to provide:

- ✓ **A certificate of employment mentioning your net income** (you can ask it from the ITER HR team). In France, estate agencies and owners always ask for a Certificate of employment.
- ✓ **A photocopy of your passport.**
- ✓ **French bank account references (RIB)**

LEASE CONTRACT (CONTRAT DE BAIL)

✓ What is the lease contract « Contrat de location » ou “bail” ?

A lease or rental agreement is the contract by which one of the parties, called the landlord, (le bailleur) has the obligation to provide the tenant (le locataire) with a home which is in good working condition for a determined period of time for a set monthly rent.

✓ How long does it last

- ✓ For an unfurnished property, the lease is for 3 years.
- ✓ For a fully furnished property, the lease is for 1 year.

✓ End of lease procedure

- ✓ For an unfurnished property, you can end the lease at any time, provided you give three months' notice (Manosque, Vinon sur Verdon) or one month's notice (Aix en Provence) before leaving the property, reduced to one month in case of work transfer or termination.
- ✓ For a fully furnished property, you can end the lease at any time, provided you give one month's notice before leaving the property.

However, the landlord can only terminate the lease at the end of the contract on the condition that he is selling the property, taking it back to live in it or for a serious and reasonable reason. He must give six months' notice before the end of the contract.

When you decide you would like to vacate the home, you are required by French law to send a letter by registered mail with acknowledgement of receipt (en recommandé avec accusé de réception) to the estate agency or to the landlord: 3 months or 1 month in advance day per day in case of an unfurnished accommodation, depending on the location. 1 month in advance day per day in case of a fully furnished accommodation regardless of the location.

RENTAL FEES PROCESS

✓ How to pay the rent

By check or bank transfer/wire (your bank transfers the rent at a fixed date to the owner's account). **The most common procedure is bank/wire transfer.**

✓ Is the rent cost fixed during the full term of the lease?

If the lease has a clause linked to the « index », the rent may be increased every year, usually on the anniversary date of the signing of the lease.

For unfurnished rentals, since January 1st, 2006, the increase cannot exceed the rent reference index published by INSEE (Institut National de la Statistique et des Etudes Economiques).

THE SECURITY DEPOSIT (LA CAUTION)

✓ What is the Security Deposit ?

This sum is paid to the landlord when you move into the property to ensure that you will maintain the home in the state in which it is provided to you and pay the rent each month in a timely fashion.

The security deposit cannot exceed the cost of 1 month's rent if unfurnished and 2 month's rent if furnished.

The security deposit is reimbursed at the end of the contract if you have paid the full rent and made good use of the property with no legitimate damages (see advice for tenant p.9 for good use of the property).

You are reimbursed the security deposit a maximum of 1 to 2 months (depending on the results) after the date of the inspection out-visit/inventory of fixtures at the end of the lease.

THE REAL ESTATE AGENCY FEES (LES FRAIS D'AGENCE)

On the French real estate market, 90% of properties for rent are found through real estate agencies.

When the property has been found through an estate agency (excluding private owners found directly), you must pay the Estate Agency fees (roughly equal to one month's rent). These fees charged by the agency cover the costs of managing the property.

The Estate Agency fees are distinct from the Executive Relocations services offered to you by the Agence ITER France or ITER. Our services are provided to you for free but you may need to pay fees to an Estate Agency.

ADVICE FOR TENANTS

✓ General actions

When you sign for the home and give your security deposit ("la caution") you will proceed to the inspection in-visit / inventory of the fixtures with the landlord before being given the keys.

You will be provided a copy of the inspection in-visit / inventory of fixtures when entering a flat or house. Make sure you agree with what is written before you sign it. If you need to add observations within the first two weeks after you enter your accommodation you are required to send a letter with special delivery to inform the owner or agency what you want to be noted. Keep a copy of your letter and the receipt called "accusé de reception" with the Post Office stamp.

Do not make changes or modify the home you are renting and the amenities without the owner's written permission. The owner may, if the tenant has disregarded this obligation, demand that the premises and amenities be restored to their original conditions upon the tenant's departure or, keep the transformations made without the tenant being able to claim any indemnity for the expenses incurred.

The temperature recommended to heat a house is between 19-20 degrees, to save energy spending. When you leave on vacation don't forget to turn off the gas (if any), electricity and water. Close your shutters and windows, lock the entrance door.

✓ **Bedrooms**

Air the bedrooms and the rest of the house every day, throughout the year. Also open the shutters during the day. This will help prevent humidity which can cause damage to paint/wallpaper and/or mold.

✓ **Kitchen**

✓ **Oven (for a standard oven):**

Buy a product such as "Decapfour" at the supermarket or a hardware store. Spray it everywhere inside the oven and stovetop, if any. Otherwise, if your oven has a "pyrolyse function", use it each time it gets dirty, but take everything out of the oven first or it will burn.

Let it stand 10 minutes then wipe out with a soft sponge. Make sure there is no grease or dirty parts that remain. It is the same cleaning procedure for a microwave.

If you cook with oil or butter, make sure to protect the walls, and wash afterwards with liquid dish soap. Also use the stove hood and think to air out the room by opening the windows.

✓ **Hood (for a standard hood):**

Following-up on orders and delivery, detach/unclip the filters and put them in the dish washer if they are very dirty, otherwise rinse it a couple of times, until it looks brand new.

✓ **Fridge:**

Empty the fridge, unplug it, wash with bleach (« javel » in French) mixed with water and a soft sponge (don't use the scratching green side of the sponge). If you have a freezer, make sure to defrost it and clean it every 6 months.

If there is a separate freezer get rid of the ice by letting it melt (with a recipient underneath it, so that it doesn't flood the floor). Then clean the inside of the freezer the same way you clean the fridge.

✓ **Toilets**

Wash the toilet bowls with toilet products like "Canard WC" every week, to make sure it stays white and clean. You can also clip under the lid a product that hangs which releases a concentrate of cleaning/descaling/disinfecting product, each time you flush the toilets.

Also wash the lid (sitting part and closing part) once a week or more.

If you hear water running a long time after flushing the toilets, you may have a leak and you need to call a plumber. Otherwise you may have a very expensive bill for water expenditure, when you get your charges from your landlord called in French "regularisation de charges".

If you cannot flush the toilets anymore (because it is blocked), please call a plumber right away. Do not attempt to repair it on your own.

✓ **Bathroom**

If the water doesn't run properly, you must get rid of the hair that has accumulated in the drain. Just clean it by removing it every week. Usually in the bathtub or shower bottom there is a screen which can be removed and cleaned. In French it is called "la bonde".

If this is not enough, put one dose of a product such as "Destop" and add one dose of water. Let it stand for 10 minutes then rinse with a lot of water.

If it is still stuck call a plumber; but you will have to pay for the repair intervention.

✓ **Miscellaneous**

✓ **Air Filter: (Bouches d'aération)**

In the kitchen, bathroom, and toilet walls: detach/unclip the round cover and clean it with a soft cloth.

✓ **Chimney:**

If you have a chimney, you need to have your chimney swept once a year by a certified company, "société de ramonage", and get a "certificat de ramonage" in order to be properly insured for your house. This is your responsibility and the fees are at your charge.

✓ **Damages and losses:**

Replace broken items or parts on the premises (examples: if you break a lamp, or the sink by dropping something on it)

✓ **Electric outlets:**

Make sure they work, and if not, inform the owner in writing (keep a copy of your letter) when entering. Clean the plastic part once every 3 months with a fabric.

✓ **Floor**

If the floor is made out of wood (parquet), please don't walk with high heels; it may damage the floor or scratch it (which you will have to fix). You may also have noise complaints from the neighbors underneath. Usually parquet is cleaned with a humid floor cloth (not damp), otherwise the varnish protection will come off.

✓ **Sediment (Calcaire in French)**

Accumulated on the sink, use a tooth brush, soak it with white vinegar ("vinaigre blanc" in French) mixed with 1/3 cup of water, brush around the faucet to decalcify (do that every week) all faucets (kitchen and bathroom). If it is not enough soak a cloth in the vinegar preparation and surround the faucet with it, let it stand at least 10 minutes, then rinse and dry with a cloth.

Once every 4 months detach/unclip the filter of the tap (at the extremity), rinse it to get rid of the small stones. Take the filter itself and let it stand in white vinegar with a third of water for one night. If too old, buy another filter in a hardware store (take the filter with you to buy the same diameter). Do that with all taps in the house.

✓ **Walls**

Make sure that children don't write or draw on the walls, otherwise you may be asked to repaint the walls if it doesn't wash off. Or if you stick posters on the wall with tape, make sure to remove the tape/scotch/glue or "pâte à fixe" when you leave, so there are no marks left on the walls.

If you make holes in the walls to hang picture frames, close the holes with grout ("mastic" in French) when moving out.

If you have patches of mildew on the wall: use a sponge and "javel" mixed with water to get rid of it.

✓ **Windows (Vitres in French)**

Spray a product for windows and clean with a soft cloth. Don't forget the plastic border and/or metal part, so it doesn't turn grey or greasy.

✓ **Garden (Jardin in French)**

You must keep the garden in the state in which it was provided to you, when you entered the house or flat.

It is your responsibility to mow the lawn, water the plants, trim the trees if there are any. Replace the plants which have died. Wash the terrace if there is one. The charges for trimming the trees and pruning the plants is at your expense and must be done every year.

✓ **Garage**

Sweep the floor once a year. Make sure the lock of the garage door works properly.

✓ **House Insurance**

For any problem such as robbery, water flooding, fire, broken window or outside door... you must call your insurance company within 48 hours. Don't forget to mention your references, including your contract number.

Homeowner or rental insurance is mandatory in France, at least "multirisques habitation".

If you want more complete coverage you can add "responsabilité civile" which gives personal liability coverage. This covers the head of the household against damages caused to a third party by himself, his dependents, or his domestic pets.

✓ **Declaration deadlines**

If you are the victim of a robbery you must inform your insurance company by a phone call within 48 hours (2 working days) and go to the police and ask to file a complaint for robbery: "déposer plainte"

If there is water damage or you flood your home, or if there is water damage by your neighbor, or if there is a fire, your insurance must be notified within 5 working days by phone.

For a natural catastrophe (such as earthquake) you have 10 working days to declare it by phone.

For more information for any questions or concerns, please call your insurance company service to be provided with the correct information and procedures to be followed.

For any other problems contact the ITER Welcome Office.

FRENCH REAL ESTATE MARKET BUYING SPECIFICITIES

THE ROLE OF THE CLERC (NOTAIRE)

The notaire is a kind of registrar whose task it is to receive all deeds and contracts that the parties must legally and officially register with the authorities.
His fees and registration taxes are more commonly called « frais de notaire »

THE PURCHASE OPTION (COMPROMIS DE VENTE)

This is a contract whereby the vendor and the buyer commit themselves to sell (for the vendor) and purchase (for the buyer). The sale is legally agreed to as soon as the sale contract is signed. Also called « promesse synallagmatique de vente », this pre-contract can either be signed between the parties or with a Notaire. We suggest waiting until the end of your trial period (periode d'essai).

SUSPENSIVE CLAUSE (CLAUSE SUSPENSIVE)

This clause appears as an option prior to the sale (promesse ou compromis de vente) and suspends the effects of pre-contract at a later date when the statutory audits have been completed by the Notaire.

THE DEED (ACTE AUTHENTIQUE DE VENTE)

The deed or final contract is written by a registrar (le notaire) who guarantees the authenticity and veracity of the commitment.
It opposes the « sous seing privé » established between the parties themselves.

LAND TAX (LA TAXE FONCIERE)

This land tax is a local tax payable by all property owners, also called « Taxe foncière ».
It is due by the owner of the property on the 1st January each year.

FRENCH REAL ESTATE MARKET GENERAL INFORMATION

TYPE OF HOUSING IN FRANCE

Housing surface cannot be less than 9m² and a ceiling height lower than 2.20m, a living space of at least 20 cubic meters.

The number of rooms does not include kitchen, bathroom and toilet. The bathroom has at least one bath or shower, the toilet can be either in the bathroom or in a separate location, kitchen can be opened to the living room (usually called an "American kitchen")

Studio : single room (living room, open kitchen, bathroom and toilet)

T1 : one room (living/bedroom room with separate kitchen, bathroom and toilet)

T2 : two rooms (living room, open or separate kitchen, separate bedroom, bathroom and toilet)

T3 : three rooms (living room, open or separate kitchen, 2 separate bedrooms, bathroom and toilet)

T4 : 4 rooms (living room, open or separate kitchen, 3 separate bedrooms, bathroom and toilet)

T5: 5 rooms (living room, open or separate kitchen, 4 separate bedrooms, bathroom and toilet)

INVENTORY OF FIXTURE (ETAT DES LIEUX)

This is a document which describes the state of the property and its features.

- ✓ For unfurnished or furnished rentals, it is mandatory and established before entry in the home and key remittance.

The inventory of fixtures must be established the day you enter the property between you (the tenant) and the landlord. This document is signed by both parties and will testify if there is any damage or loss which has been caused by you at the time of your departure.

After the inventory is completed, you have up to 10 days to inform the owner in case of problems.

HOUSING INSURANCE (ASSURANCE MULTIRISQUES HABITATION)

Housing Insurance is required by law, the cost depends on the size of the property.

The insurance usually covers fire, water damage, storms, burglary/theft, civil liability (and sometimes more).

In case of damage, you will have to pay a deductible (franchise) for each claim. This amount is different according to each insurance company. Therefore, you should call the insurance company only if the cost of the repairs exceeds your deductible.

COUNCIL TAX (TAXE D'HABITATION)

This tax must be paid once a year (October) to the tax collector by the tenant who was living in the property on January 1st of the current year. The amount depends on the location, the size of the flat and professional income of the tenants. The council tax is sent by mail once a year and must be paid in full for the entire fiscal year (even if you terminate the lease contract mid-year).

SERVICE CHARGES (PAYEMENT MADE ON PROVISIONAL ASSESSMENT)

The tenant must take care of the inside of his flat: maintenance and cleaning, small repairs etc...

The co-property (joint ownership) takes care of everything else in the building. This has a cost, and the tenant must pay the landlord or estate agency for the part he uses, for example electricity and cleaning of the stairs, maintenance on the lift, replacement of light bulbs in the common parts, maintenance of the outside spaces etc...

The co-property establishes the amount to be paid every month from the previous year's bills. This amount is called "charges". At the end of the current year, the landlord or estate agency makes an adjustment to reflect the actual bills.

In some flats, heating and hot water can be included in the service charges (of course, the amount paid every month is higher) but it doesn't mean, for example, that water is unlimited. This means that a part of the rent you pay every month is used to pay for your own water. At the end of the year an adjustment is made based on the water meter reading.

GARBAGE COLLECTION

The garbage collection is organized by the Council and has a cost. It must be paid by the tenant once a year (November). The landlord or the estate agency will ask for it.

INTERNET CONNECTION

Whichever provider you choose, after the Executive Relocations consultant has done all that needs to be done for you to get the connection, there is a maximum of two weeks delay before your connection is established.

If the connection does not work after two weeks, the Executive Relocations consultant will do everything possible to solve the problem and to check that the internet service provider has made the necessary arrangements.

To activate your internet contract, you will need to provide a French RIB (French Bank Account Details), automatic direct debit is the usual method of payment.

ENERGY CONTRACT

To activate your energy contracts, you will have to provide your French Bank Account Details (RIB), automatic direct debit is the usual method of payment.

ADDITIONAL SERVICES

These services are not included in the services offered to you. These costs are at your expense.

✓ **Orientation day**

½ day 495 € HT

1 day 850 € HT

- ✓ Needs analysis
- ✓ Establishing a personalized program
- ✓ Searching and selecting accommodation (maximum of 3 properties)
- ✓ Welcoming the employee
- ✓ Providing a listing of visits of selected accommodation
- ✓ Accompanying the employee on visits to accommodation
- ✓ Organizing a city tour, including neighborhoods, business district, means of transportation, sports facilities, schools...

✓ **General assistance services**

Per unit 30 € HT

Package 10 requests 250 € HT

In order to ease the employees installation in his/her new environment, we coordinate home related services, alleviating daily tasks :

- ✓ Cleaning
- ✓ Childcare, Baby-sitting
- ✓ Gardening
- ✓ Handyman work
- ✓ Home surveillance
- ✓ Multimedia
- ✓ Ironing...

✓ **Assistance in furnishing the accommodation** 450 € HT

Accompanied 660 € HT

Presence for deliveries 80 € HT /hour

- ✓ Defining the needs
- ✓ Advising on purchasing or renting furniture and/or electrical appliances
- ✓ Accompanying the employee to furniture stores
- ✓ Following-up on orders and delivery

✓ **Settling-in**

½ day 425 € HT

1 day 795 € HT

Personalized settling-in program to include but not limited to:

- ✓ Vehicle purchase or rental assistance
- ✓ Kitchen installation
- ✓ Service coordination
- ✓ Residential parking permit restrration
- ✓ Subscription assistance for cell phone, transportation cards,gym or networking clubs, etc.

✓ **Day to Day Assistance - Help line** 200 € HT /month
or
80 € HT /hour

This telephone assistance (Monday to Friday from 9h00 to 18h00) allows us to quickly respond to practical, cultural or administrative questions that may arise during the employee's settling-in process, or indeed throughout his stay.

✓ **Technical assistance - Help desk** 350 € HT /month
or
80 € HT /hour

This telephone assistance (Monday to Friday from 9h00 to 18H00) allows us to solve technical problems that are encountered in the home.
This may include solving problems related to: plumbing, heating, locksmith, and general household maintenance. Assistance can be provided to choose the relevant tradesman and oversee the work.

✓ **Professional spousal** Upon quote

This program is rigorous and personalized to fit the client and offers an approach to:

- ✓ Career management consulting
- ✓ Resume and cover letter writing assistance
- ✓ Interviews training



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