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Introduction

Relocation Experts in Hangzhou, Chengdu Wuhan Nanjing and other tier-2 & tier-3 cities

248 inbound relocation files in 2017 and 2000+ families served in past years

Trusted cooperation with over 50 MNCs

Preferred DSP and good cooperation with over 10 relocation companies in Shanghai and Beijing

10+ cities covered in China in the past 5 years

Good/excellent customer satisfaction

COMPANY HISTORY TIMELINES

2010

Nanjing



2012

Hangzhou



2016

Hefei
Wuhan

2017

Shenyang



2011

DSP Vender
For Shanghai RMCs

2011

Changsha



2013

Chengdu
Start Customization Service
For MNCs



2016

Initiate
Immigration Services
For MNCS

2018

New Locations

CDS

Our nationwide reach and offices



We helped **248** inbound relocation files in 2017 and served **2000+** expats over the past years covering in total of **10+** cities in China. **4** offices - in Chengdu, Hangzhou, Wuhan and Hefei.

Dedicated to expats relocation not only to this four cities, but also to the satellite cities (within 3 hours of commuting from our offices) of our offices.



History

Founded in 2014 Clydesdale Destination Service is a vibrant company specializing in providing destination services for expatriates of MNCs operating in China. We targets to the tier-2 cities of China and have always adhered to a "customer first" principle, providing services to our clients with honesty, integrity and vigor.

Over the years, we have extended our services to the cities (Tier 2 and Tier 3) upon the clients' need, and set up offices in Wuhan, Hefei and Chengdu.



Culture

Customer Oriented

We highly require our staff to deliver excellent services to clients, making sure the service they receive is best of the best that we can offer.

Human Oriented

Through high demands towards self, the staff is in a condition of continuous improvements of their own abilities which emphasize that we believe human is the most important fortune.

Integrity, Passion for Excellence, Responsibility

**A Strong Service Provider
continuing to evolve.**

Organizational Structure



CDS FOUNDER

We NEVER stop making efforts to provide the best services to clients.

“...very trustful service, don't give up until customer is satisfied...”

“...very helpful and professional in negotiation's with the owners...continues to be of great assistance after we have moved in...his English ability, manner and professionalism makes moving a much less stressful experience.”

“...friendly, perfect, negotiator, positive, attitude, great service...”

“...Professional, kind, respectful, helpful...”

“... really effective support...thanks to his determination and his attitude we smoothly enter in our "big" apartment without any big problem...”

“... a specialist in relocation...”

**See more service reviews at Clydesdale.cn*



Issac Zhu

Founder of CDS

Receivers

of our Services

HR

- DSP Services
- Contract Management
- Payment Management
- Tenancy Management
- Immigration Service & Management
- On-site Admin Support
- Relocation Management System
- Benchmark & Market Overview
- Real Time Report

Assignee

- Airport Pick up
- Temporary Accomodation Booking
- Immigration Service
- Area Orientation
- School Search
- Home Finding
- Settle-in Service
- Follow up Service during Lease Term
- Departure Service

- **We assign account management team by choosing the most experienced consultant and account manager**
- **Acquainted with the housing policies**
- **Use amicable terms to protect interest of our client and avoid potential losses**
- **Establish a service KPI together with HR**
- **Implement Corporate Guarantee Letter and Deposit Off set to replace security deposit**
- **Stipulate Service Scope, Process & Procedure**
- **Provide Onsite Support if necessary**
- **CDS Relocation Management System**
 1. Input all assignee information into the system (Lease agreement & Visa information)
 2. Upload all contracts and documents
 3. After sales tracking and reminder notifications for overdue issues
 4. Lease and immigration renewal notification
 5. Payment management overview
 6. Deposit refund tracking

Home Search Services



- 1** Pre-move Preparation
 - Questionnaire
 - Initial property proposal
 - Destination Introduction

- 4** Home Search
 - Provide property proposals
 - Provide map with location indication
 - Tour of residential areas
 - Tour of facilities
 - Provide reliable market rental information
 - Explain the local practice of leasing
 - Explain tips on Home Searching
 - Negotiate with landlord for lowest achievable rent

- 2** Airport Pick-up & Hotel Booking
 - International School Guide
 - Taxi Book
 - City map
 - Arrange temporary accommodation



- 3** Orientation Service
 - City tour
 - Shopping & entertainment
 - Facilities introduction
 - International hospitals & clinics visits
 - International schools & kindergarten visits
 - Assist in school registration, including advice on availability



Home Search Services

- 5** Lease Negotiation
Prepare Offer Letter
Negotiate with landlord
Sign contract



- 7** Pre-checking & Property hand-over
Assist with furniture rental
Supervise with unfinished work
Pre-check-in the day before the start of the lease
Move-in Welcome Letter
Pre-check-in support & Check-in Report
Ensure landlords legal compliance
Pre-move-in
Inventory & condition inspections handover

- 8** Settle-in Services
Introduce domestic help company
How to pay Utility Fees
(water, electricity, gas & telephone)
Required registration & bank account opening
Mobile phone / SIM card purchase
Introduce useful apps in China



- 6** Payment Support
Advance payment of deposit & first month rent
Collect rental invoices every month
Prepare debit note every month



- 9** Ongoing Tenancy Management
Act as point of contact and liaison for all expatriates housing maintenance issues
Courtesy call-up 7 days after move-in
Satisfaction survey within 1 month after move-in
Bi-monthly check-up calls & follow up

- 10** Lease Renewal
Reminding expatriates & HR upcoming lease renewals three-months in advance
Negotiate the best terms possible
Confirm the expatriates requested list of maintenance work to be done on the property
Finalize renewal lease documentation

- 11** Departure Service
Issuing the relevant notice to the landlord for termination two months in advance
Liaising with the expatriates and contractors if appropriate on pre-inspection of properties
Termination of utilities and telephone lines at the appropriate time if required
Assist with check-out handover with expatriates
Assist with getting back deposit
Assist with cancellation of School

Visa & Immigration Services



- Visa and Immigration services offered
- Self-acquainted with the updated policies
- English speaking dedicated consultants
- Account Manager and Consultants are capable in handling difficult cases with various situations
- Direct and highly professional communication with the assignee to reduce client's workload
- Very close relationships with local governments
- Immigration Management system keep dates in track on cloud system.

Cooperation with MNCs in China



ABB

NOKIA



BOSCH



Bray CONTROLS



RENAULT



STATE STREET

TEXAS
INSTRUMENTS

MAGNETI
MARELLI

Schlumberger

- ✓ Provide customized destination solutions
- ✓ Reduce the complexity of international relocation
- ✓ Enhance client satisfaction level
- ✓ Service by experienced & reliable staff

Our Commitments



Our Advantages

- ✓ Stable service provider and widened coverage in other cities
- ✓ Consultants with years of industry experience
- ✓ Strong real estate background
- ✓ Innovative system with powerful reporting functions
- ✓ Quality assurance and customized service For MNCs



Why Choose CDS



Make Work Easy

Advanced payment for rental & deposit, long working hours, good supporting team, good connection with landlords, suppliers and government. We do all our best to satisfy the need of our clients.

Stress Free Relocation Solutions

In the past years, we focused on destination service, being able to offer our clients local knowledge and expert advice to avoid potential arguments and financial loses.

Integrity, Credibility & Professionalism

Those are the CDS's Values that led our success in the past.

Service Features

- ❖ Professional
- ❖ High Efficiency
- ❖ Responsible
- ❖ Good organisation
- ❖ More flexible



Customers' Comments

- Professional
- Helpful and always ready to provide help
- Take all expats' requirements into consideration
- Good organization
- Professional service for checking in, negotiation with landlord and checking out
- Highly responsible, including off-time response.
- Quick response time
- Good English speaking skills.
- Efficient and easy to work with.

CDS

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Think of
what you need.