



## I N T R O D U C T I O N

Ambassador Realty is one of the leading real estate agencies in Shanghai, we can cover all of your real estate needs with the same quality across the market.

We are here to help you when you decide to rent an apartment or house in Shanghai, with Ambassador Realty you will find the biggest real estate resources and the most intensive local knowledge of the market.

We offer you unsurpassed service, a full range of programs of competitive rentals, and the smoothest relocation experience in the industry.

We gain tenant trust and respect by taking care of hundreds of expatriate families of different nationalities regarding all housing related issues, and every day we help more people create a cozy home away from home.

Our Residential department provides efficient and personalized service for all your residential needs. With an extensive database of all the properties and multilingual, experienced negotiators, we'll ensure you receive unyielding support for your residential solutions. Our professional maintenance service will relieve you from all kinds of unexpected troubles as well.

Besides the real estate service, a valued package of additional services will be provided free of charge to our clients from our accounts to reduce your administrative load.

### **AMBASSADOR REALTY**

Suite 4E, No 831, XinZha Lu, , Jing An District, ShangHai 200041, China. Tel: +86-21-6217 8589 or 6217 8135; Fax: 6217 8136  
上海市静安区新闸路831号4E; 电话: +86-21-6217 8589 or 6217 8135; 传真: 6217 8136  
[www.ambassadorrealty-shanghai.com](http://www.ambassadorrealty-shanghai.com)



## **A M B A S S A D O R ' S   W O R K   P R O C E S S**

### ***Pre-Arrival Services***

- 1 Ambassador will provide a questionnaire and work request sample to HR for distribution to expatriates with requirements.
- 2 HR will provide a work request to Ambassador (with completed questionnaire attached) upon confirmation of an assignment.
- 3 Ambassador will provide the property proposal to HR for approval.
- 4 HR will confirm the arrival schedule and Ambassador will coordinate short term accommodation if it is necessary.
- 5 Ambassador will provide pick-up service if it is necessary.

### ***Post-Arrival Services***

- 6 Ambassador will conduct an orientation including a welcome package with a property list, maps, useful magazine, etc.
- 7 Ambassador will draft a report regarding the inspection schedule.
- 8 Ambassador will conduct property inspections and other residential agency services.
- 9 Ambassador will concurrently coordinate immigration services.

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## **A M B A S S A D O R ' S   W O R K   P R O C E S S**

### ***Orientation service***

#### **Orientation including such places as:**

- 1 International Schools
- 2 Shopping: Supermarket, Department store, Furniture store, Antique furniture Shop, Flower market...
- 3 Health Care: Hospitals, Dental clinics.
- 4 Sight seeing places...

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## **RESIDENTIAL BROKERAGE SERVICES**

### ***Property Inspections***

Ambassador staff will organize and conduct all physical inspections according to the agreed upon schedule. We will remain flexible however, to ensure the appropriate accommodations are inspected, should their requirements or budget have changed.

### ***Negotiation of Tenancy Agreement***

Ambassador staff will work with your employee and the landlord to ensure that any special requests, (e.g. appliances to be added to the kitchen) are included in the offer letter. Once all terms have been agreed the landlord will prepare a draft Tenancy Agreement. We will work with you to ensure that the offer terms are accurately reflected in the Tenancy Agreement.

### ***Hand-Over Process***

Prior to the official hand over date, a representative of Ambassador will check the premises to ensure that the agreed upon work has been completed. On the official hand over date, the tenant and a representative of Ambassador will check the premises and note any defects. We will work with the landlord to ensure that any outstanding defects are handled to your employee's satisfaction

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## **RESIDENTIAL BROKERAGE SERVICES**

### ***Follow Up***

Ambassador will telephone your employee during the first week after they move-in to ensure everything is satisfactory. We will also assist with the purchase of home furnishings and any other settling in services that your employee may require.

### ***Ongoing support***

Ambassador provides a 24 Hour Hotline service to answer all your employees' questions as well as solve their problems during their stay in Shanghai.

### ***Return of premises to the landlord***

Prior to your employee's departure, a representative of Ambassador will coordinate with the landlord and submit the notice of termination, if required. On the move out date, a representative of Ambassador will be on hand to ensure a smooth transition. We will also follow-up with the landlord to ensure that your deposit is returned. In addition, we will provide a check out report to the HR/Admin department.

### ***Tenancy Agreement Renewals and early Terminations***

We will assist you and your employees with annual tenancy agreement renewals, relocations within their current location and early terminations.

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## V A L U E   A D D E D   S E R V I C E

We have established a solid database containing all the information that expatriates may need during their stay in Shanghai and this information will be available upon request.

- 1 Medical check-up
- 2 Temporary Residential permit
- 3 Work permit
- 4 Residence permit
- 5 Bank Accounts
- 6 Assistance with Pet Importation Process
- 7 Information of Culture and Language courses
- 8 Introducing a maid, a driver
- 9 Obtaining a mobile phone SIM card
- 10 Recommendation of travel agencies

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