



# Go Knowing, start living

Guide to relocating  
with confidence

*Go knowing*

**CROWN**   
RELOCATIONS

# Go Knowing, start living

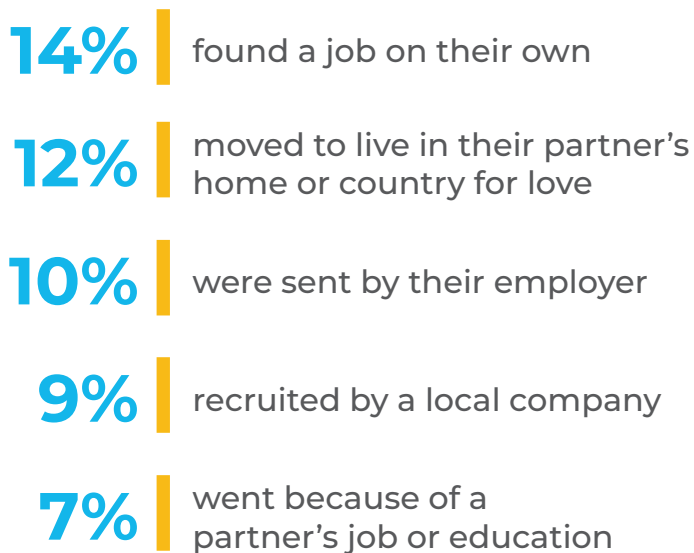
## Guide to relocating with confidence

**Moving home can be both exciting and daunting. However when that moves also involves relocating internationally, perhaps to a new country or for the first time, the stakes are even higher. The uncertainties are significant and the plan of action for what to do can be unclear.**

**However, it's not just about the extra distance involved. The reason for relocating can also add extra significance to the move, whether related to a relationship, change in lifestyle or career. As well as those you're moving with, which may involve children. In some instances it may even involve a move back to your original destination.**

### Reasons for moving overseas

(Source: Statista, 2019)



Typically you'll be leaving loved ones, family and friends and the familiarities of your current home behind. The logistical, emotional, and cultural challenges may include having to obtain work visas, entering unfamiliar terrains, coping with language barriers or returning to a place you left many years previously. These aspects can make such a move feel even more overwhelming. This is where Crown Relocations comes in.

Regardless of your reason for moving, our people are there for you at every step of the way; from research to relocation and even settling-in. We'll be with you all the way in supporting the logistical, and emotional needs of you and your family. Helping you go knowing, relocate with confidence and start living when you arrive.



## The psychological impact of moving internationally

There's truth in the adage "there's no place like home".

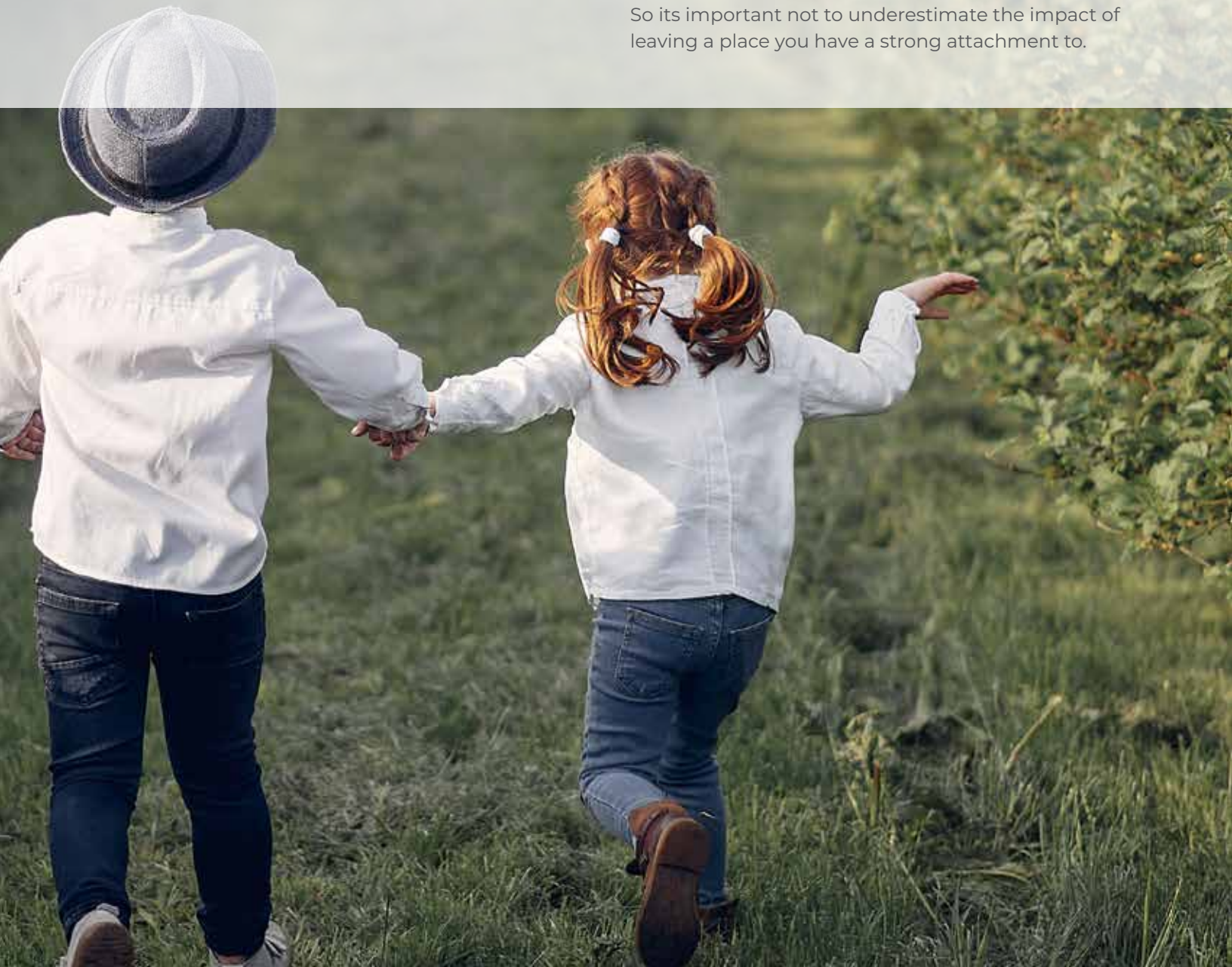
How we perceive the world, our relationships, identity, career choices, and how we choose to raise our families are all affected by where we grow up. There is a flourishing interest among psychologists and academics in what is often termed the "psychology of place". Research shows that a secure attachment to place increases wellbeing, and the longer we stay in one place, the stronger our attachment to it.

## What is the psychology of place attachment?

This is simply the theory of how we, as human beings, are linked emotionally to where we grew up. We typically form strong ties to those places where we spent our early years, to the relationships we have, and the family that we have in that area.

Our attachment to place influences our outlook on the world and how we relate, conduct our lives and the attitudes we have. It can also influence our preferred leisure activities, our career aspirations and our decisions about how we raise our families.

Place attachment can happen anywhere we live and not just where we're raised. For example, if you've been living in a city that you love for five or 10 years, you'll have a more profound sense of place attachment. So its important not to underestimate the impact of leaving a place you have a strong attachment to.









# Finding your NEW happy place

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Where we live has a significant influence on how happy we are. Studies show that people feel attached to a place when they feel a sense of belonging. This attachment can increase our wellbeing and lead to better health and a longer, happier life – what could be more important?

So, if you're happy where you currently live – and are relocating to a new country you'll want to do all you can to ensure you're as contented in your new home. If you're moving with work, your employer may have asked you to move to a specific country but there may still be choices available, such as whether you live in the heart of a city or relocate to the suburbs or perhaps further afield.

In order to make these decisions, you need to evaluate what makes you happy where you are now. Some love the city; others crave the countryside. It may not come down to a straight choice, as many cities have ample green spaces. For example, even though it has a population of over 5million, 46% of Sydney is actually green space.

If you're being sent to a city, can you live in the suburbs and commute? Do you enjoy driving, or is robust public transport essential?

**Tip** | Draw up a list of must-haves for your happiness and wellbeing, discuss and agree these with those relocating with you. There are a variety of reasons for moving. Moving for work is a common one, and if so, discuss your priorities with your employer. For instance, if the countryside is important to you let them know. Others, may value a short commute to work; for parents, finding an excellent local school may be the critical requirement.

Does your chosen destination meet your needs? Beijing, for example, is the world's most populous city but offers superb transport, and all subway signs are in English as well as Chinese. Those who are moving to Beijing and want to immerse themselves in the local culture, for example, may wish to relocate to somewhere such as the Yonghegong Lama Temple area, which offers a mix of traditional and modern amenities.

The area is home to the Lama and Confucius Temples, and is rich with history.

There is a lot of fantastic content online that can help you better understand your destination. However, if you have the budget and are considering a long-term or permanent relocation its always worthwhile visiting in person before you move.

# Cultural references

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Similarly, think about the type of culture you'll be moving towards. Doing your research will reduce the potential culture shock you'll experience during, and after, relocation. An obvious start point is to understand the local language landscape. Also find out whether there is a shared native language (for example, Italian is an official language in Switzerland). Prepare by starting to learn or familiarising yourself with the language so it'll be easier to integrate when you arrive. Often even a

small amount of language knowledge will make a huge difference. Investigating local customs and cuisines will also help give you're a feel for a place.

Doing your homework will enable you to find out if your relocation destination offers what's important to you and your family; a thriving music or theatre scene, for example?

## Questions to consider before moving

No new location will tick every box, so it's worth spending time thinking about what you need from a new place and prioritizing.



**Language** – If you're moving to a country where the language is unfamiliar, try and learn some of it before you move. Or are you looking for somewhere with a shared native language to smooth the transition?



**Transport** – Is public transport vital to you, or are you happy to drive? If you're someone who enjoys driving, is there a particular car you want to take with you?



**Location** – What makes you happy? If it's the beach, find out if there's a coast or inland bodies of water nearby. If seeking the seaside means travelling further afield, find out about nearby holiday destinations.



**Entertainment and sporting life** – for many the proximity to good shopping, leisure facilities such as swimming pools or even a simple park for dog walking can make all the difference



**Culture** – Know what's important to you. It may be that you enjoy the theatre or music. You can do some research into cultural amenities before you move. Maybe you're someone who enjoys a particular sporting activity. Will your needs be met where you're going?



**Climate** – What sort of environment suits you? Are you looking to move to sunnier climes or someone who doesn't do well with too much sunshine? This may have a bearing on the type of property and its amenities you will need. It may influence the type of vehicle you buy in your new home, or you may need to ensure that you have the right sort of clothing; walking boots and hiking gear, for example.



**Expat community** – Will you want to connect with other expats? You can find out about expat groups online before you relocate.

# Creating new attachments

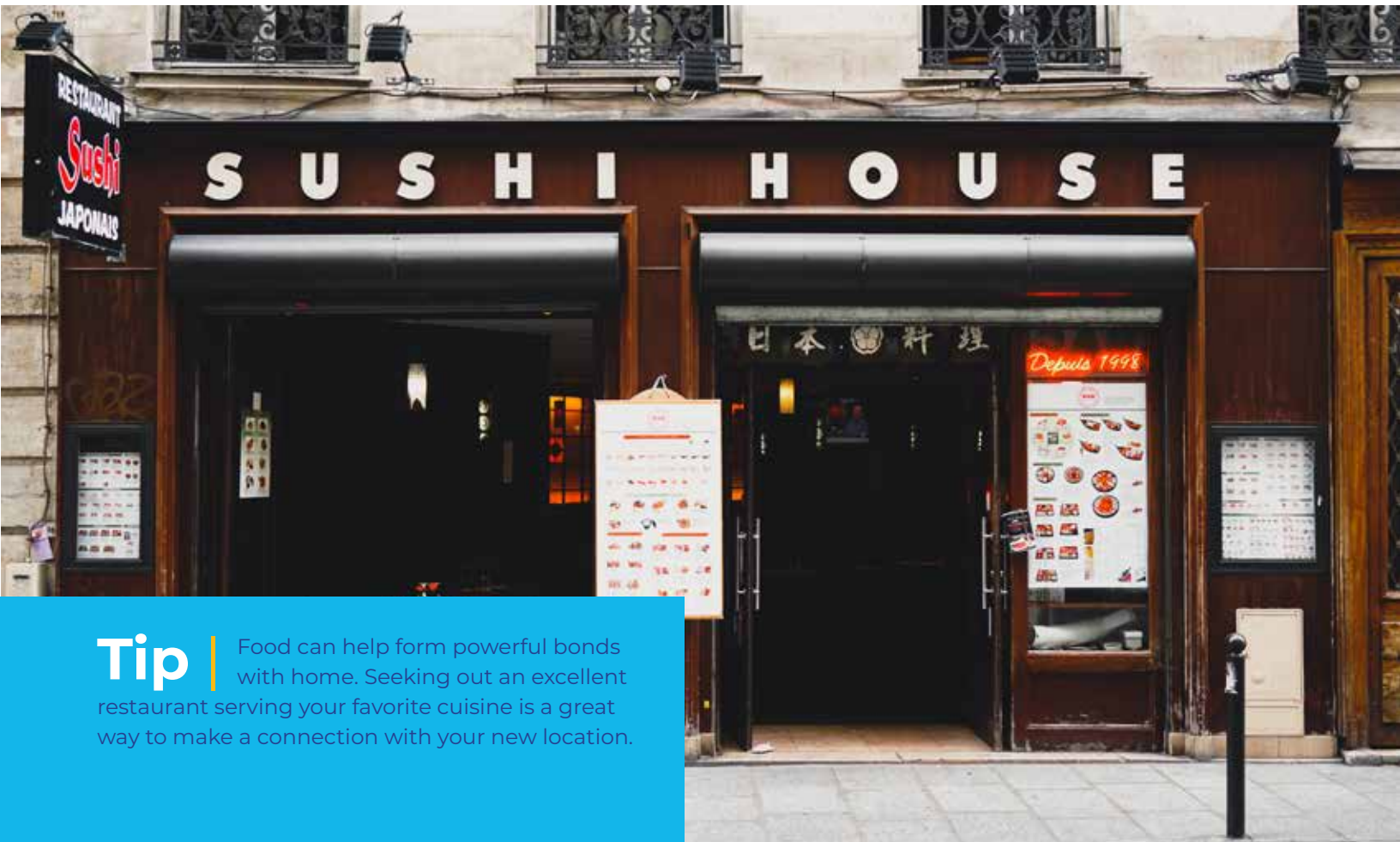
A secure attachment creates wellbeing, so it's essential you bond with your new home.

To create the right attitude for moving, psychologists recommend we “move towards” a location. That means avoiding too many adverse comparisons with your current home, such as the distance to walk to the shops, the size of your property or availability of outside space. This can create negative feelings.

Instead, seek out things that remind you of home in your new place. For an artist, discovering local artisans and traditions will help to put down roots. For others, it could be finding places that enable you to maintain your running habit or a local café that provides the type of coffee you're used to drinking.

**Tip** | Take photos on your smartphone of everything before you pack up. When you arrive these images will help you quickly arrange your new rooms in a familiar way. Also if you chose to book an unpacking service they will have a reference to work from. Over the years we've collected lots of ideas to help make a relocation smoother. We call these Relocation Hacks and you can read more of these online at [crownrelo.com](https://crownrelo.com)

The quicker you can settle into a new place, the better, so always prioritize unpacking, whether your move is for the short or long term. For a permanent move, it's amazing how treasured items such as pictures on the walls can make us feel more at home.



**Tip** | Food can help form powerful bonds with home. Seeking out an excellent restaurant serving your favorite cuisine is a great way to make a connection with your new location.

# Choosing what to take with you

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How much you can take with you will depend on the nature of your new home.

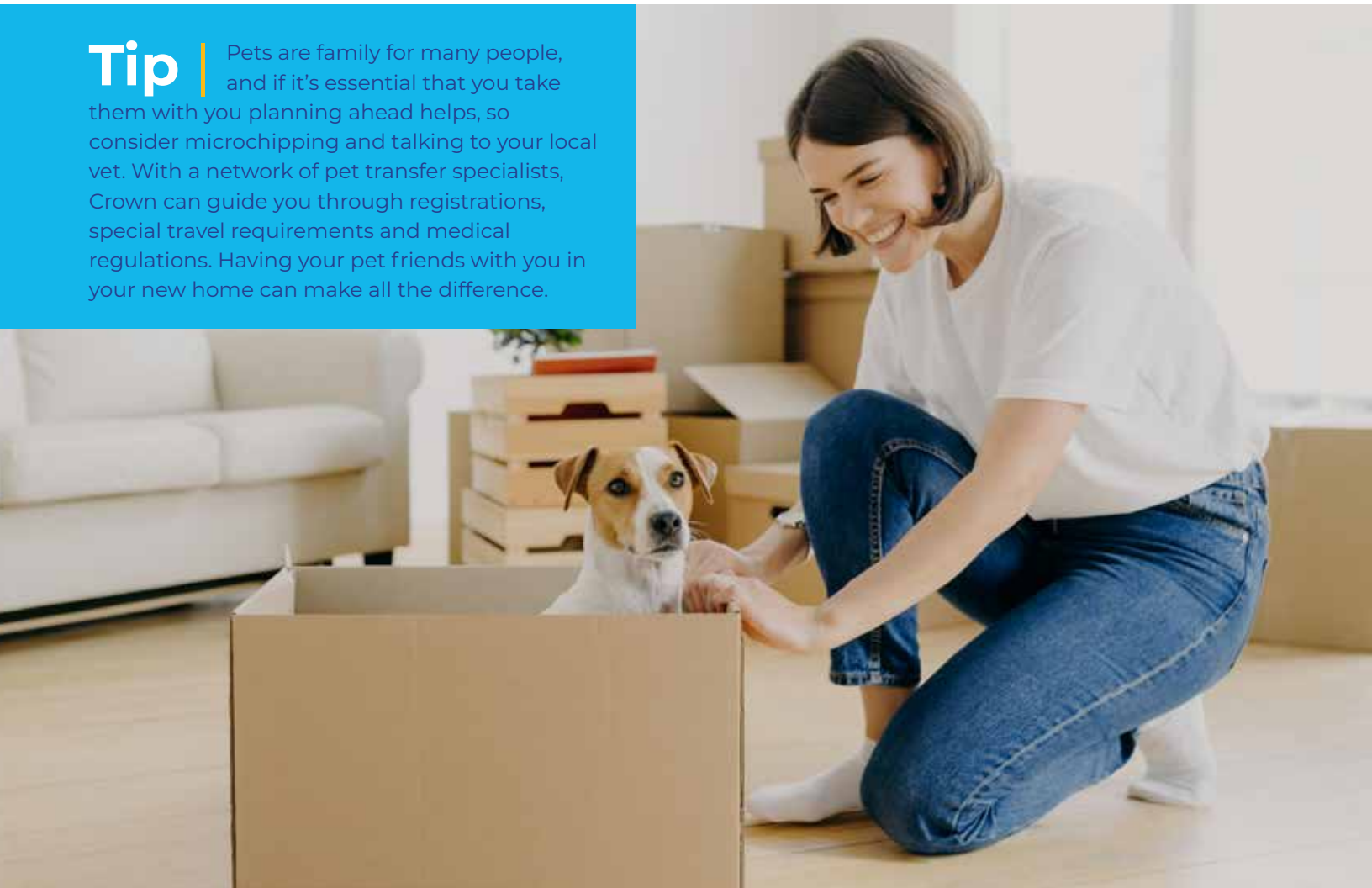
House sizes vary from country to country; in Hong Kong, average floor area is 45m<sup>2</sup> while it is 201m<sup>2</sup> in the United States. Your own budget, or that of your company, will determine how much can be spent on shipping items overseas.

Choosing what to leave behind can involve some difficult decisions, although storage can be a great solution for those expecting to return in the future. While many moving into a large home may need to buy or rent furniture or even consider the help of an interior designer.

For some, the essential items will be small, personal ones such as photographs and letters; for others, it might be a piece of furniture inherited from a loved one or simply having everything they own with them. Do you have a car, motorbike – or even a boat – you want to take with you? It might be a must-have if sailing is part of how you're planning to build a new life.

Prioritize, and know what's important to you, and recognize that adjusting to your new life is a balance between embracing the new and letting go of the old.

**Tip** | Pets are family for many people, and if it's essential that you take them with you planning ahead helps, so consider microchipping and talking to your local vet. With a network of pet transfer specialists, Crown can guide you through registrations, special travel requirements and medical regulations. Having your pet friends with you in your new home can make all the difference.





# Social connections: Finding a support network

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As new arrivals it's natural to expect people to approach us first, but in reality we all need to make an effort as well. Making new connections and building a support network has to be high on your list of priorities.

There may be a thriving expat community in your new country of residence. The internet makes it easy to research this before you go. There are numerous expat bulletin boards that can provide helpful advice, and it's a great way to connect with others before you go.

## Expatriate Bulletin Boards

<b>Internations.org</b>	<a href="http://www.internations.org">www.internations.org</a>
<b>Expatriate.com</b>	<a href="http://www.expatriate.com/forum">www.expatriate.com/forum</a>
<b>EasyExpatriate.com</b>	<a href="http://www.easyexpatriate.com">www.easyexpatriate.com</a>
<b>Expatriate Exchange</b>	<a href="http://www.expatriateexchange.com">www.expatriateexchange.com</a>
<b>Just Landed</b>	<a href="http://www.justlanded.com">www.justlanded.com</a>

Expatriate communities offer a familiar source of support. They can provide useful guidance on how to immerse yourself in the new culture. But it's often crucial to find a balance between old and new.

# Opportunities to connect

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Work colleagues are a ready-made support network. However, it can be tougher for your spouse or partner, especially if they have no social foundations. They may find it harder to make social connections and rely on you to help.

Those with school-aged children should embrace opportunities to connect through a school, with other parents and the wider community.

If you're an accompanying spouse and can't do paid work because you don't have a work Visa maybe you can find somewhere to volunteer.

## Tips for creating attachment to your new home



### 1. Explore your surroundings

Finding out more about your new home will help create a sense of attachment. Exploring can be particularly helpful if you're in unfamiliar surroundings and are finding things difficult. One expatriate describes moving to a mountain area and feeling strange; getting out and having positive experiences in new surroundings helped.



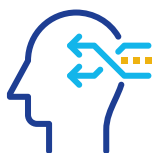
### 2. Accept invitations to connect with local people

Saying 'yes' to invitations is part of moving towards. It may feel strange at first but it will help you to get to know local people and build a new support network.



### 3. Find out about the local culture

Immersing yourself in the local culture will help you build a connection to a place. It is an important part of planting roots in your new home. You are not a tourist; this is your new home. You may discover things about the new places that resonate. Another ex-pat describes feeling disconnected until they discovered the local artisans who were doing basket weaving. As an artist herself, it made her feel more at home.



### 4. Creating the right mindset

Accept that there will be culture shock and find ways of coping with it. Some companies offer support such as mindfulness sessions, which may help you tune in to how you are reacting to things and to become more accepting. Where this support is on offer, take advantage.



### 5. Creating community connections

The smallest, so-called micro-connections can help you feel like a local rather than a tourist. One way of doing this is to seek out people who are familiar in your new life. It could be as simple as finding a familiar face in the grocery store to say 'hello', or someone who regularly catches your train if you're commuting to work. The smallest connections can grow into fulfilling friendship so always be open to meeting new people when settling in.





# Healthcare planning

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The COVID-19 pandemic reveals the significance the healthcare system plays in all our lives and not just in a time of crisis. It's important to be prepared, especially as poor physical health can lead to an increased risk of anxiety. Even noting down emergency contact numbers is important.

Healthcare systems vary across the globe with some free at the point of need and others requiring health insurance. Do your research. Is your company offering healthcare/insurance as part of your relocation package? If not, there are companies that offer global ex-pat health insurance.

Before you move, find out if it's possible to pre-register with a local doctor. For those who have long-term conditions and need regular prescriptions – asthma, for example – find out how to order these in your new home. You could also ask your current GP if it's possible to fill up a prescription before you move. But check it's okay to take the medicines into the country at customs.

# Going all-in?

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Whether your move is permanent or for a fixed term, embrace it. Build a sense of attachment, meet people, find support and throw yourself into the local culture.

But maintain your connections with home. Use technology; video-conference with relatives using Skype, Zoom or FaceTime. Accept that life there will carry on without you, whether it's your children starting university or your parents needing looking after.

Researching your destination can reduce, though

not eliminate, the risk of culture shock. So expect the unexpected and don't set your sights too high.

Seek out things that make you happy in your new home, and you can find your happy place.





## Moving back from after an international relocation

There may come a need to return home to care for older relatives, for financial reasons, or simply because things haven't worked out. Returning to your country of origin sounds easy but poses almost as many logistical challenges as leaving in the first place.

You'll need to re-register with the healthcare system and to transfer crucial documents such as driving licences. Beware not to get caught out by taxes on investments, or earnings you've accrued while away, which can be influenced when you move back.

Likewise, if you're bringing children home with you, you will need to secure them a place at school and you may want to think about the point in the school year when they join or re-join. You'll also need to bring back your belongings and find a home that measures up to life overseas.

While you may have maintained relationships at home, people and things there will have changed. Make

allowances, and don't expect time to have stood still while you were away. Seek support and be honest about any anxieties you may have.

You may feel you've let yourself down or worry that your time away will have affected your career prospects. Or you may feel responsible for uprooting your family, only to disrupt them again by coming home. Returning could lead to feelings of shame or self-blame.

Check out the negative assumptions you're making about other people. Is it true that friends and loved ones think less of you? They may be pleased to have you home.

When viewing your time abroad, it will help to focus on the positive aspects the experience has brought you. Positive experiences include new skills, a language, knowledge of a new culture, or new friends. You will have tried an original path and gained valuable information about what you find important in life.





# Perfectly placed

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Crown Relocations can make any move a success. With more than 55 years' experience in helping families relocate all over the globe as well as across the country, we know the value of being prepared – and we are. We have a network of Move Managers in 250 offices worldwide.

Relocating is challenging, but with our help, it can also be invigorating. Our range of services will ensure your relocation overseas or back home goes without a hitch.



# What you can expect from Crown...

Crown started out over 55 years ago when a young American named Jim Thompson, who was living in Japan, recognized the need for an international moving service. With very little money in his bank account, Jim established a small company with big ambitions in Yokohama, Japan.

Today, Crown employs nearly 4,000 people in over 50 countries. We've grown into a global business that has helped millions of families relocate their lives

throughout the world. We've supported international company assignments, transported priceless art collections and kept family belongings safe worldwide in our secure storage facilities.

So, what can you expect from Crown?

You can expect to work with people aiming to exceed your expectations.



## Our Approach

By specialising in international relocations, we have created a vast network of our own “on the ground operations” as well as approved suppliers and relationships with local organisations all over the world. This means we are well-positioned to advise you on everything you need to know about moving to a new country.



## Our People

If you choose Crown, you can be confident you're getting help from experienced professionals who understand all there is to know about relocating. You'll have a Move Manager working with you from the moment you ask us to help to the time you're settled in your new country. Our global knowledge means they not only manage the logistics, but can provide advice on education, housing, language training, property searches and support for your partner and family.



## Our Technology

We have developed our own digital inventory system, called Epacking, which is used to itemize, track and record the condition of your possessions. We use smartphone technology to label and scan the movement of each item door-to-door. You'll be kept informed every step of the way about progress.

## Where to go for more information

If you want to know more about Crown and its services, visit our website [crownrelo.com](http://crownrelo.com). You can get a free moving quote and the details of your local office, where someone will be able to answer your questions and help you Go Knowing!



# Preparing for your move

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Thousands of people across the world choose Crown each year to help them move to other countries or simply across countries. At the outset, you'll hear from one of our Move Managers who will be a dedicated point of coordination for you.

Your Move Manager will create an easy to follow plan detailing what needs to be done at both ends of your move. We want you to feel prepared and reassured that important tasks are completed with care. This will include information on how to organize your move and set priorities, tips and checklists for things to do, reminders, and a detailed itinerary for your moving day.





## Moving your belongings

We'll work with you to create a schedule aligned to your move dates. Our global fleet of vehicles regularly travel between international hubs, so you'll be linked into an established and experienced network.

Our road fleet includes low-emission eco and electric powered vehicles in our continued efforts to become a carbon neutral company. We will also use one of our specialist suppliers in rail, air and shipping to design the most economical and efficient travel plans.



## Storage

Whether you choose to leave some things behind or need a little extra time to take delivery, we provide safe and secure storage at both your origin and destination locations. Our worldwide network of modern purpose-built facilities provides secure short or long-term storage.

Goods are stored in purpose-built modules made from kiln-dried timber and allowing ventilation, which reduces the risk associated with climatic conditions. Each facility has the latest technology to provide peace of mind against fire, theft and flooding. The units are alarmed and monitored, and general public access is restricted, which is more secure than generalist self-storage facilities.



## Online Move Hub

The Move Hub is our secure online portal which provides you with information about your move. You can view and accept service proposals, manage documentation, use digital checklists to ensure they're prepared for a move and view a dynamic timeline of your progress. The Move Hub also allows you to track proposals and manage payments simply and easily.

Want to learn more about your destination before you arrive? The Move Hub helps you to settle in by providing a list of companies in your destination so you can arrive feeling relaxed and prepared for the next stage of your life.



## Help for Families

We know that an international move can be unsettling for children, which is why we have specific destination guides written for them. We have also developed a specifically-made range of items, including Lego-like Crown trucks and facilities, designed to help children conceptualise the move and take away the uncertainty.



## Constant care and feedback

"QUEST" is our quality improvement program designed to make sure we are always improving. We'll be checking in on you throughout the move to ensure you and your family are comfortable with progress. The program was developed because we want to make sure nothing is left to chance and that we can address any concerns immediately.

We understand that for such an important event, we must anticipate what you'll need, deliver the highest quality service, and operate efficiently. We achieve this with ongoing measurement tools embedded in our system. QUEST is based on an ISO framework so we know we are working to the highest international standards.

# The move

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No matter where you are in the world, our team will be there to ensure you and your belongings are treated with the care they deserve. Our staff training ensures that they all operate to the same high standards of care and use the latest technology to track each and every item that you own.

## e-Packing

We have our own digital inventory system which is used to itemize, track and record the condition of your possessions. We use smartphone technology to label and scan the movement of each item door-to-door via a barcode scanner and an iOS application. This records exactly what has been packed and the precise condition it was in before departure. The tracking system allows Crown to monitor the live performance of our teams and partners.

In the highly unlikely event that an item is damaged in transit, the digital record ensures that insurance claims are efficient, as a 'before and after' image can instantly be produced.

Our crews operate a color-coding system for all packed items within a shipment so that language barriers can be overcome. The coding makes the packing and unpacking process, at origin and destination, efficient and error free. You can be confident that all of your contents will be coded and placed in the correct rooms at your destination.





# Arrival

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On your delivery day, our team will unpack everything you'd like us to with the same level of care and attention that went into packing everything away. We'll do the heavy lifting by placing furniture and other belongings exactly where you want them.

All of the packaging will be removed, sorted, and recycled in line with our environmentally friendly "Destination Green" programme.

## Destination Services

We have a wide range of specialist services, all designed to help you to settle in. Your Move Manager will be able to talk you through everything on offer, which will include:



**Children** – we can provide up-to-date local advice on schooling, including day care and pre-schools.



**Orientation** – we can organize preview and orientation trips to help you and your family to familiarize yourself with your new home.



**Partners** – Your partner might need help settling into the new environment and may arrive without the support of an employer. We can help with resume writing, interview coaching or even advice on furthering personal interests.



**Housing** – help in getting to know your new area and gaining access to essential advice on medical options, safety and entertainment.



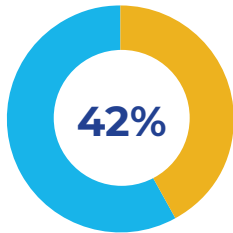
**Immigration Services** – immigration rules can be complicated. With years of local knowledge on visa and immigration requirements, we can guide you through the whole process and reduce the stress and confusion.



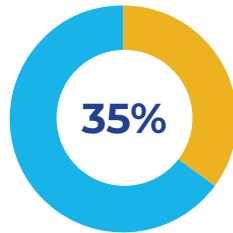
**Intercultural Training** – intercultural training will familiarise you with the nuances of the behaviour and etiquette of your new neighbours and colleagues.

# The statistics – World facts

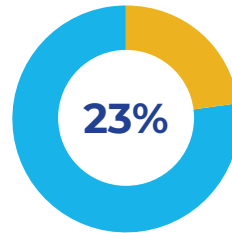
## Number of expats in a relationship (2019): 63%<sup>iii</sup> Partner's nationality (2019)



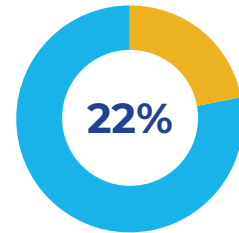
Same nationality<sup>iv</sup>



From host country<sup>v</sup>

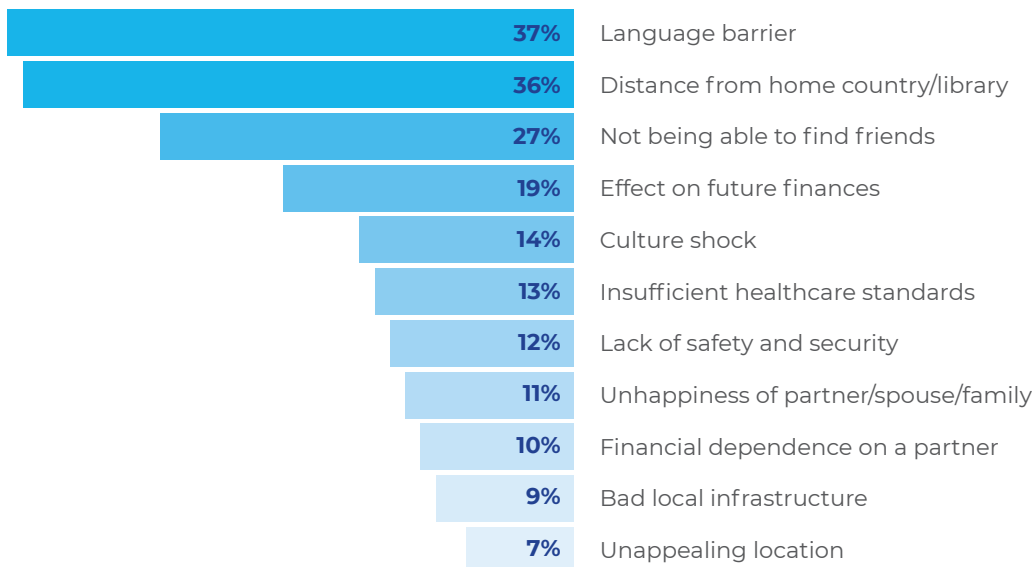


From another country<sup>vi</sup>

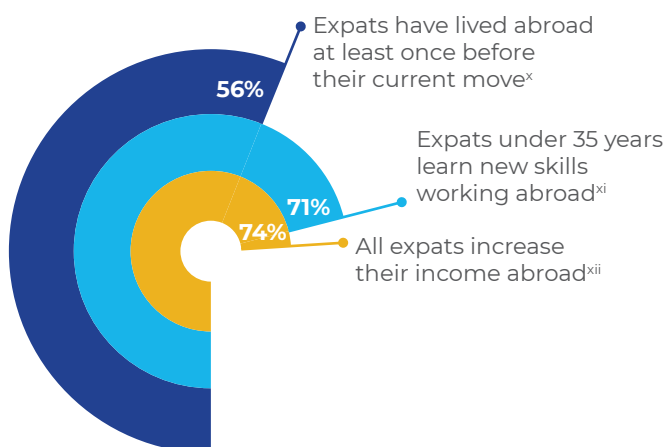


Met their partner after relocating<sup>vii</sup>

## Biggest concerns before moving (N.B. multiple answers allowed)<sup>viii</sup>



## Switzerland is now expats' favorite global destination to live and work<sup>ix</sup>



## From PwC report on millennials

Of the 30 most highly populated cities in 1950, only **19 remained** among the top 30 as of 2007. Also, **11 new cities** that had never before registered as significant enough populations have hit the top 30.

By 2025, only **16 cities** that ranked among the 30 most populated in 1950 will remain on the list.

**50%** There will be a further **growth** in international assignments by 2025.

**80%** of millennials want to work abroad.



## As part of our research we spoke to the following:

**Dr Alesia Moulton-Perkins,**  
Chartered Clinical Psychologist,  
and BABCP accredited CBT  
therapist

Dr Alesia Moulton has worked as an English as a Foreign Language (TEFL) teacher overseas. Her experience of living abroad helps her work with expats who may be having difficulties.  
[www.onlinepsychologyandcounselling.com](http://www.onlinepsychologyandcounselling.com)

**Melody Warnick,** author of  
*This Is Where You Belong:  
Finding Home Wherever  
You Are*

Melody has worked as a freelance journalist for 15 years writing for Reader's Digest, The Guardian, O: The Oprah Magazine, and others. Warnick loves her adopted town of Blacksburg, Virginia where she lives with her husband and two daughters.  
[www.melodywarnick.com/about/](http://www.melodywarnick.com/about/)

**Dhyan Summers,** Ex-Pat  
Counselling and Coaching  
Services

Dhyan is a prolific mover, having relocated 15 times in her adult life. She recently repatriated to the U.S. Dhyan began her psychotherapy practice in 1985, and tailored her work to the expat community in 2007.  
[www.expatscounselingandcoaching.com/about-dhyan-summers/](http://www.expatscounselingandcoaching.com/about-dhyan-summers/)

### Notes:

- <sup>i</sup> [www.farandwide.com/s/public-transit-systems-ranked-c5d839d8a48d4da3](http://www.farandwide.com/s/public-transit-systems-ranked-c5d839d8a48d4da3)
- <sup>ii</sup> [www.shrinkthatfootprint.com/how-big-is-a-house](http://www.shrinkthatfootprint.com/how-big-is-a-house)
- <sup>iii</sup> [www.internations.org/expat-insider/2019/relationships-romance-39857](http://www.internations.org/expat-insider/2019/relationships-romance-39857)
- <sup>iv</sup> [www.internations.org/expat-insider/2019/relationships-romance-39857](http://www.internations.org/expat-insider/2019/relationships-romance-39857)
- <sup>v</sup> [www.internations.org/expat-insider/2019/relationships-romance-39857](http://www.internations.org/expat-insider/2019/relationships-romance-39857)
- <sup>vi</sup> [www.internations.org/expat-insider/2019/relationships-romance-39857](http://www.internations.org/expat-insider/2019/relationships-romance-39857)
- <sup>vii</sup> [www.internations.org/expat-insider/2019/relationships-romance-39857](http://www.internations.org/expat-insider/2019/relationships-romance-39857)
- <sup>viii</sup> [www.internations.org/expat-insider/2019/relationships-romance-39857](http://www.internations.org/expat-insider/2019/relationships-romance-39857)
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- <sup>xi</sup> [www.expatexplorer.hsbc.com/global-report/](http://www.expatexplorer.hsbc.com/global-report/)
- <sup>xii</sup> [www.expatexplorer.hsbc.com/global-report/](http://www.expatexplorer.hsbc.com/global-report/)

We move **60,000 families** around the globe each year



Crown has **200 operations** in more than 50 countries



We have the world's first online inventory system to increase the security and movement of your treasured belongings



You get a dedicated **move manager** to help you create a plan the minute you select us to help you with your move



# The statistics *Go knowing*



Crown has developed **specialist support for families**. We go beyond simply moving your belongings, we help you and your family to settle in your new home



Crown has over **55 years** of experience



Our work is **ISO** quality certified



Crown is the world's largest **privately-owned** relocation company





# For us, nothing matters more than your move

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**Crown Relocations** provides transportation, destination and immigration services, as well as family support, to assist people relocating internationally or domestically.

With experts working in 54 countries, Crown is an enthusiastic champion of the benefits of relocation. We provide support, guidance, care and the personal attention needed to ensure success.

Go knowing | [crownrelo.com](https://crownrelo.com)



## Discover Crown

A complete range of services to help you and your business

[crownworldwide.com](https://crownworldwide.com)

- World Mobility
- Relocations
- Records Management
- Fine Art
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