



WELCOME PACKAGE



What's Moversia?

Moversia is a relocation company which has been specialised in housing French and International students for the past 15 years. The agency was founded by Gaëtan Delamotte, a former student of ESC Clermont Business School.

Moversia provides an all-inclusive welcome package service to help you reserve the best housing option for you, suited to your budget and making sure that your arrival and housing formalities are simplified and stress free !



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- www.welcomeclermont.com

We welcome you every weekdays
by appointment from 9am to 6pm

Our team speaks
English, French & Spanish

What's the "Welcome Package"?

We know that a first experience abroad can be confusing; a new country, a new culture, and a new language. You can quickly become overwhelmed by all the different formalities. Moversia is here to help! With Moversia's «Welcome Package» you and your family are fully reassured that you will arrive safely, and you will have all the help you need as soon as you arrive in Clermont.

Our **Welcome Package** service includes the following services



Accommodation search service

remotely with virtual visits or photo-reportage or physically at your arrival, once you get there



Arrival pick-up Service

train station, airport...



Assistance with Housing Formalities

electricity, gas, internet, home insurance, lease contract, entry inspection...



Opening a French Bank Account



French housing benefit application

for the state organization in charge of the financial housing aid



Departure Formalities

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Accommodation search

Searching for suitable accommodation can sometimes be complex in a university town such as Clermont-Ferrand, especially during a global pandemic. In France, landlords and real estate agencies require guarantors (people who guarantee the payment of the rent if the tenant defaults on payment). As an international student, you will most probably have no close relatives living in France who can act as a guarantor for you. This is often a hindrance for many landlords (who are reluctant to rent their property to potential tenants without a guarantor who resides in France). Moversia, however, has established a long-standing and trusted network of local landlords and private residences to enable international students to access available flats without a French guarantor.



Covid-19 information from French Government
www.gouvernement.fr/en/coronavirus-covid-19

Application Form

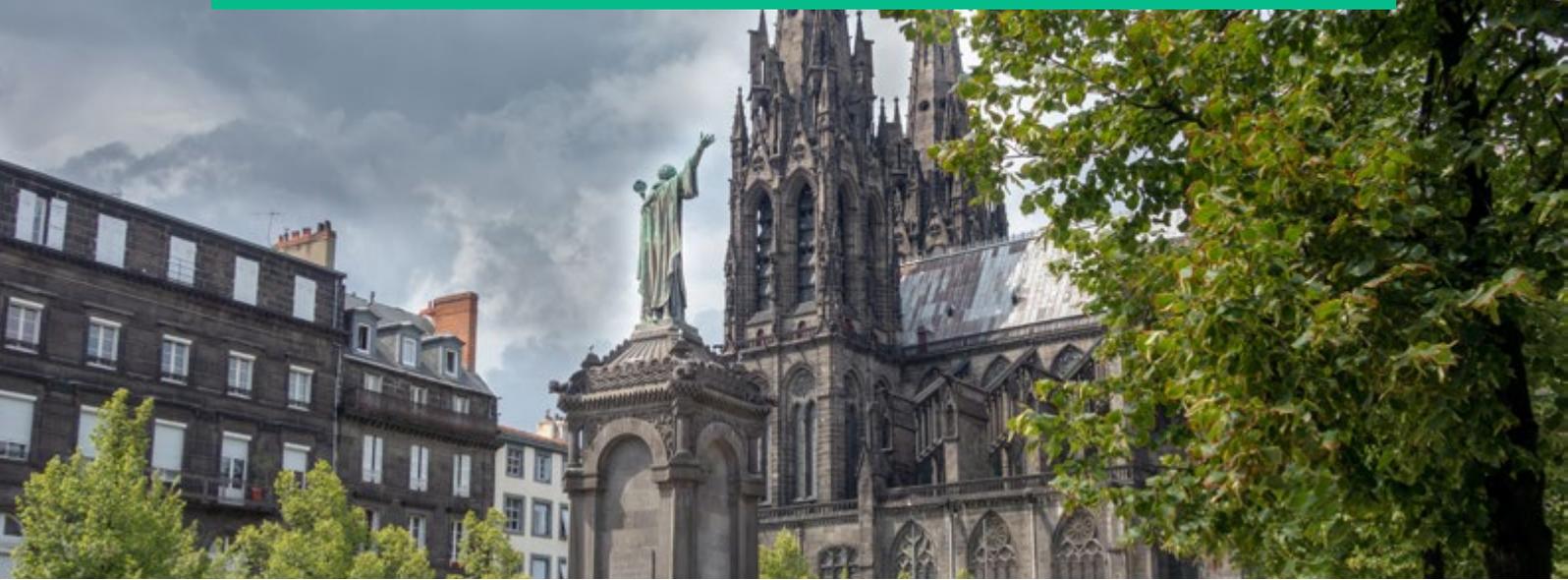
The enclosed application form will enable us to collect your search criteria. The form also acts as a search mandate (you give us the right to carry out the search on your behalf).

As soon as you complete and return the application form, we will start looking for a suitable flat, conduct visits, and send you photo reports of places available so that you can make up your mind before you arrive. The reservation becomes final as soon as you send your deposit by wire transfer.

We do our best to find you «all-inclusive» accommodation (electricity, gas, Internet included in the rent) but this is not the norm in France. In this case, these extra charges are in addition to the initial rent.



The bank fee generated by the transfer from one country to another, outside the eurozone, is at your expense (your bank will inform you of the amount of this fee which should be added to the deposit fee). As soon as we receive the proof of payment (a copy of your wire transfer order), we will send you the accommodation confirmation letter required for your VISA application.





The Lease Contract Starting Date

The starting date of your lease may not correspond to your arrival date. There is a strong demand for rentals, and owners want to rent their properties as soon as possible and avoid periods of vacancy. Therefore, you may be required to start your lease between 15 days and one month prior to your arrival date to retain the flat. In this case, you will be required to pay your rent from day 1 of the lease.

In brief



1. We will send you offers which suit your criteria



4. You send your deposit and bank charge by wire transfer to the account provided



2. You select and confirm one of the offers.



5. As soon as we receive the transfer order, we send you a housing certificate / proof of reservation (requested for your VISA process)



3. You receive a confirmation email with a full description and financial conditions of the reservation



6. Your Booking is confirmed, the accommodation is yours!

2 Pick-up Service

A pick-up service is included in our welcome package. You will be picked up upon arrival and driven to your accommodation. This service is free if you arrive in Clermont-Ferrand during working days and hours (Monday to Friday, between 9am and 6pm).

If you arrive outside this timeframe, we still organize your pick-up, but you will have to pay the driver directly (cost around 30 euros). If you can only arrive at night-time and the owner is unavailable to hand you the keys, we can make a hotel booking for you, at your expense.



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Administrative formalities

Before you move into your accommodation, you will have to sign the lease contract (rental agreement) and carry out the entry inspection with the landlord. This process is subject to a prior appointment request.



You cannot move into your accommodation if you have not informed us of the exact date, time, and place of arrival (airport/ train station) even you have already started paying the rent.

Electricity and gas contracts

If your rent does not include electricity and heating, we will have to set up these contracts for you once your French bank account has been opened (we need your French bank account details for the subscription). Please note that between the departure of the previous tenant and your arrival, it is possible that the electricity or gas has been disconnected. This means that we will have to make a appointment with the utility company who will send a technician to do this. (In France, it is not possible to get an appointment at a specific time so someone would have to be available throughout the day of connection to give the technician access to the flat).



We cannot be held responsible if the electricity or gas has been disconnected before you move in.

This is a fee-paying service and will entail a set commission of about 17 euro* for electricity and 20 euro* for gas, added to your utility bill.

*January 2021 rate

Home insurance and bank account opening

In France, according to the law, all tenants must be insured against rental risks (water and electrical damages, fire, explosions, etc.). This document will be automatically requested by the owner (or real estate) from the first day, during the entry inspection.

You will also be required open a French bank account to (1) pay your utility connection fees and bills (electricity & gas contracts, Internet contract), (2) receive your APL Housing Benefit from the CAF, (3) get housing insurance & (4) register for social security (student health insurance).

Your housing insurance policy will be arranged at the same time as open your bank account with Moversia's partner bank. We have negotiated preferential rates for you, including a 50-to-80-euro deposit on your new account as soon as it is opened. The housing insurance will cost around 24 euros the first year. (Liability insurance is included)

As soon as your accommodation reservation and date of arrival have been finalized, we will schedule an appointment with the bank. All you will have to do is attend this appointment and sign the documents with your bank manager.



According to the french law, the owner will not let you move in without this housing insurance certificate.

French Government Housing Benefit

The French government grants financial aid to all single students (International students included). We will initiate the application for you with the CAF organization. You will then be required to send the requested documents by mail. Your file will then be validated by the CAF office (please do not worry, the process can take a long time. You can, however, contact the CAF via your online customer account: caf.fr).



We cannot be held responsible for the non obtention of the housing benefit or the amount granted.

Advice: remember to bring your birth certificate, translated into French by an official translator. This document must be less than 2 months old.

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Departure Formalities

The departure formalities are *not* included in the Welcome Package. However, we do provide a “Leaving Package” Service. You can contact us nearer to the time for more details.

Legal Notice of departure

You must notify your landlord/residence/real estate of your exact departure date. This is a legal procedure: your notice must either be sent to the landlord in writing by recommended letter with acknowledgement of receipt, or hand delivered **at least one month before your departure date**. An e-mail or text message is not sufficient.



You cannot use your deposit to pay the last month rent. The payment of the rent is due until your departure date.

Return of the deposit

The final inspection will allow your landlord to check the state of your accommodation (compared to the entry inspection). You must therefore leave your accommodation as clean as it was when you first arrived. The landlord may, if necessary, use all or part of your security deposit to clean or repair broken furniture or accessories.

According to French law, landlords have a period of 2 months maximum to return your security deposit in case of a holdback, 1 month if no holdback is necessary.



We cannot be held responsible for the non-return or partial return of your security deposit.

Termination of all utility contracts

You are responsible for cancelling all utility contracts (electricity, gas, Internet) when you leave your flat. You must make sure that they are cancelled properly, and all outstanding bills paid for, to make sure that you will no longer be charged by the suppliers.

Bank Account and Housing Insurance

Do not forget to close your bank account and terminate your housing insurance policy (so that you do not continue to pay for housing insurance for a flat you no longer live in, for example).

Housing benefit

You must also inform the CAF that you are leaving your accommodation (if not the CAF will eventually ask you to reimburse the subsidies received after your departure).

