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# THE UNIVERSITY OF BRITISH COLUMBIA



**Human Resources**  
Room 350 - 2075 Wesbrook Mall  
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<http://www.hr.ubc.ca>

**Date: August 29, 2007**

**To: Deans, Directors, Department Heads and Administrators**

**From: Michelle Berner, Director – HR, Total Compensation**

**Re: Designated Relocation/Moving Vendor – Armstrong International Movers**

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The University recently engaged in a competitive bid process for a single relocation provider in order to ensure that relocation/moving services and costs are competitive in the marketplace. We also sought to establish a relationship with a single vendor to assist with the following:

- Providing effective customer service through a single point of contact and through the development of online capabilities that are available on a 24/7/365 basis;
- Identifying opportunities to reduce the cost of moves and to improve the effectiveness of related processes; and
- Offering current and consistent information related to relocation, such as immigration, moving options, schools, daycare, and access to house hunting assistance.

After careful evaluation and consideration, we are pleased to announce **Armstrong International Movers** as the designated relocation and moving vendor for UBC, effective immediately. Armstrong offered the University extremely competitive rates, and also has a reputation of excellent customer service and efficiency, as verified by numerous references.

The University's contract with Armstrong is effective through June 30, 2009, with the opportunity of renewal at that time. In 2009 we will review the services provided by Armstrong, and determine whether to extend the contract.

Armstrong must be used for relocations in order to qualify for central funding reimbursement under Policy #82 – Relocation of Faculty Members and Senior Management Staff. Having a single relocation provider allowed the University to achieve very competitive reduced rates. Premiere should no longer be used for relocation.

Following is the contact information for Armstrong:

**Canada or United States Moves:**

Jeff Pascoe  
[jeff@armstrongintl.com](mailto:jeff@armstrongintl.com)

Cheryl Caissie  
[cheryl@armmove.com](mailto:cheryl@armmove.com)

Telephone: 1 888-670-4400

**International Moves:**

Jeff Pascoe  
[jeff@armstrongintl.com](mailto:jeff@armstrongintl.com)

Derek Duffy  
[derek@armstrongintl.com](mailto:derek@armstrongintl.com)

Telephone: 1 866-670-3600

Additional information on relocation is available on the Human Resources website at <http://www.hr.ubc.ca/relocation/>.

Questions about the revised relocation policy and feedback about Armstrong's services may be directed to Joyce Wei in Human Resources at (604) 822-6865 or [joyce.wei@ubc.ca](mailto:joyce.wei@ubc.ca).

Questions pertaining to Purchase Requisitions or Purchase Orders for specific relocations may be directed to Julie Wang in Supply Management at [julie.wang@ubc.ca](mailto:julie.wang@ubc.ca) for UBC-V, and Jack Boychuk at [jack.boychuk@ubc.ca](mailto:jack.boychuk@ubc.ca) for UBC-O.

We look forward to working with Armstrong to provide effective relocation services.

Thank you.