

**RESPONSE TIME**

Within 2 Hours of Inquiry

**AFTER-HOURS**

24/7 Emergency Line

**BILLING**

Direct Carrier Invoicing

**COVERAGE**

Nationwide — All Markets

**HOUSING PROGRAMS**

## Types of Housing We Place & Manage

Villa Concierge Co. sources, places, and manages furnished temporary housing across eight distinct programs. Every housing type includes our standard placement management, inspections, 24/7 emergency line, and carrier-ready documentation.

**HOUSING TYPES — ALL PROGRAMS**

**ALE / Loss of Use Housing**

Who we serve: Insurance carriers, TPAs, adjusters, policyholders

Temporary housing for policyholders displaced by a covered loss — fire, flood, wind, mold, or other insured events. ALE daily limit aligned pricing with carrier-direct billing and full claim file documentation.

**Mid-Term Furnished Rentals**

Who we serve: Individuals, families, remote workers, relocating professionals

Fully furnished rentals for stays of 30 to 180 days. Ideal for people in transition who need a real home — not a hotel. Flexible month-to-month terms available.

**Corporate Relocation Housing**

Who we serve: HR departments, relocation management companies, executives

Premium furnished housing for employees on assignment, new hires in transition, or executives relocating to a new market. Aligned to corporate relocation policies with direct corporate invoicing.

**Travel Nurse & Healthcare Housing**

Who we serve: Travel nurse agencies, hospital systems, healthcare staffing firms

Furnished housing near assignment hospitals for travel nurses, allied health professionals, and locum physicians. 13-week contract aligned terms with agency-direct invoicing and multi-nurse group placements.

**Construction & Workforce Housing**

Who we serve: General contractors, project managers, construction firms

Short and mid-term housing for project teams, construction crews, and skilled tradespeople near active job sites. Per-bed and per-unit pricing available for group placements.

**Government & Military TDY Housing**

Who we serve: Government agencies, military personnel, federal contractors

Compliant temporary housing for military TDY orders, government travel, and federal contractor deployments. GSA rate compliant options with per diem aligned pricing.

**Disaster Relief & Emergency Housing**

Who we serve: FEMA contractors, NGOs, relief organizations, state agencies

Rapid housing deployment for disaster relief workers, emergency responders, and community recovery teams. Bulk placement capacity with flexible emergency billing.

**Transition & Bridge Housing**

Who we serve: Divorce attorneys, social workers, estate planners, individuals in life transition

Temporary furnished housing for individuals navigating divorce, estate settlement, home sale transitions, or other major life changes. Discreet and professional, with no long-term commitment required.

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All housing types include our standard placement management, move-in/move-out inspections, 24/7 emergency line, and carrier-ready documentation. Arrive & Thrive™ hospitality services are available as optional add-ons for any placement type.

**WHAT WE DO**

## Core Services

Three integrated service areas — housing, management, and family support — delivered under one roof so nothing falls through the cracks.

### I. ALE HOUSING PLACEMENT

#### Furnished Home Placement — 2 to 5+ Bedrooms

Fully furnished houses matched to household size, occupant count, location preference, and ALE daily limit.

CARRIER

#### Accessible Unit Placement

Single-story, no-threshold entry, walk-in or roll-in shower, grab bars, 32"+ doorway clearance. Limited inventory — request early.

CARRIER

#### Large Family Placement

4–5 bedroom units accommodating up to 10 occupants. Preferred for 60+ day stays.

CARRIER

#### Pet-Friendly Placement

Sourcing of units that accept pets. Confirm pet type, breed, and weight at intake.

CARRIER

#### Extended Stay Hotel Coordination

When furnished homes are unavailable, we coordinate vetted extended-stay hotel placements with kitchen facilities.

CARRIER

#### CAT Event Rapid Response

Pre-positioned inventory and surge protocols for catastrophic loss events. Priority placement within available market supply.

CARRIER

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## II. PLACEMENT MANAGEMENT

### Placement Intake & Coordination

First-contact call, household profiling, unit matching, and response to inquiry within 2 hours.

CARRIER

### Occupancy Agreement Execution

ALE-specific occupancy agreement prepared, sent, and signed by all parties before move-in.

CARRIER

### Move-In Inspection & Documentation

Photo-documented room-by-room condition report signed by occupant and placement manager.

CARRIER

### Move-Out Inspection & Documentation

Full condition comparison to move-in baseline. Damage photographed, documented, and filed.

CARRIER

### Extension Request Management

Formal extension documentation prepared and submitted to the carrier. Occupant notified in writing.

CARRIER

### Discharge Coordination

Move-out notice, final inspection, deposit reconciliation, carrier notification, and property reset.

CARRIER

### Carrier Documentation & Reporting

Occupancy logs, signed agreements, and inspection reports available on demand for the carrier claim file.

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### III. FAMILY SUPPORT SERVICES

#### School Enrollment Navigation

Coordination with local school district for enrollment of displaced children. Documentation for claim file.

CARRIER

#### Accessibility Modification Coordination

Sourcing and installation of temporary grab bars, ramps, or mobility aids. Requires medical documentation.

CARRIER

#### Medical Equipment Coordination

Sourcing of temporary hospital beds, oxygen equipment, dialysis support, or other medical necessities.

CARRIER

#### Storage Coordination

Arrangement of temporary storage when the displacement unit cannot accommodate the family's belongings.

CARRIER

#### Pet Boarding Coordination

Short-term vetted boarding when pet-friendly housing is unavailable in the market.

EITHER

#### Community Integration Support

Local resource guides, faith community referrals, and mental health warm referrals for longer-stay families.

FAMILY

STANDARD WITH EVERY PLACEMENT

## Included at No Additional Charge

These eight services come standard on every placement — regardless of housing type, market, or duration. No additional charge.

### INCLUDED SERVICES — EVERY PLACEMENT

#### Intake & Placement Coordination

First-contact call, household profiling, unit matching, and response to inquiry within 2 hours.

INCLUDED

#### Welcome Orientation

In-person or remote unit walkthrough covering appliances, WiFi, utilities, parking, and emergency contacts.

INCLUDED

#### 24/7 After-Hours Emergency Line

On-call contact for all habitability emergencies — lockouts, no heat or AC, water issues — for the full duration of every stay.

INCLUDED

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### 30-Day Placement Check-In

Proactive call to the occupant at the 30-day mark covering satisfaction, maintenance needs, and extension planning.

INCLUDED

### Move-In Inspection & Report

Full photo-documented condition report of the unit, signed by both the occupant and the placement manager at move-in.

INCLUDED

### Move-Out Inspection & Report

Complete condition comparison to the move-in baseline with damage documentation for the carrier claim file.

INCLUDED

### Extension Request Management

We prepare and submit all formal extension documentation to the carrier — the adjuster doesn't have to chase it.

INCLUDED

### Carrier Documentation & Reporting

Occupancy logs, signed agreements, and inspection reports available on request for every active or closed placement.

INCLUDED

## IV. ARRIVE & THRIVE™ — OPTIONAL HOSPITALITY SERVICES

Optional add-on services available for all placement types. Many are carrier-billable with adjuster pre-authorization. Full menu available upon request.

### Tier I — Essential Welcome Kit

First-night toiletries, pantry basics, coffee, linens, and emergency contact card.

EITHER

### Tier I — Premium Welcome Kit

Essential items plus cozy throw, candle, wine or sparkling cider, and a handwritten welcome note.

EITHER

### Tier II — Arrival Grocery Stock

First 3 days of household essentials stocked before move-in — milk, eggs, bread, produce, coffee, snacks.

EITHER

### Tier II — Weekly Full Grocery Stock

Customized weekly grocery delivery based on household size, dietary needs, and preferences.

EITHER

### Tier III — Weekly Housekeeping

Professional full home clean — vacuum, mop, bathrooms, kitchen. Vetted cleaners only.

EITHER

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**Tier III — Linen Refresh Service**

Fresh linens and towel swap for all bedrooms and bathrooms.

EITHER

**Tier III — Laundry Service**

Wash, dry, fold, and return delivery — weekly pickup to the door.

FAMILY

**Tier IV — Kids Welcome Package**

Age-appropriate activity kits, snack pack, and comfort items. Customized by child's age.

EITHER

**Tier IV — Baby & Toddler Setup**

Pack-n-play, outlet covers, diapers, wipes, and baby wash. Confirm formula brand at intake.

EITHER

**Tier IV — School Supply Kit**

Backpack, notebooks, pencils, and supplies — ready for a child's first day at a new school.

CARRIER

**Tier IV — Teen Comfort Package**

Teen-preferred snack pack, local activity guide, and direct acknowledgment beyond the family package.

EITHER

**Tier V — Pet Welcome Kit**

Bowls, pet bed, waste bags, treats, and a local vet and dog park guide.

FAMILY

**Tier V — Pet Supply Restocking**

Preferred pet food brand and supplies delivered on a recurring schedule.

FAMILY

**Tier VI — Comfort & Wellness Kit**

Candle, cozy throw, bath salts, herbal teas, sleep mask, and journal. Recommended for 30+ day stays.

FAMILY

**Tier VI — Spa & Self-Care Package**

Premium bath and body set, face masks, aromatherapy, and a referral to a local massage partner.

FAMILY

**Tier VII — Work-From-Home Setup Kit**

Monitor stand, keyboard and mouse, ring light, power strip, and 'Do Not Disturb' door sign.

CARRIER

**Tier VIII — Neighborhood Welcome Guide**

Custom guide: best coffee, grocery, pharmacy, restaurants, parks, kids activities, and emergency services.

INCLUDED

**Tier VIII — Parent Night Out Package**

Vetted babysitter referral, restaurant gift card, and a movie night kit for the kids.

FAMILY

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**Tier VIII — Family Fun Pack**

Local attraction passes, board game, movie night kit, and a local ice cream gift card.

FAMILY

**Tier IX — 30-Day Milestone Gift**

Delivered at one month: handwritten note, local restaurant card, and a comfort upgrade for the unit.

EITHER

**Tier IX — Home Return Celebration Kit**

When they're heading home: champagne or cider, a heartfelt card, and a locally sourced gift.

EITHER

<b>BILLING KEY:</b>	<b>CARRIER</b>	<b>EITHER</b>	<b>FAMILY</b>	<b>INCLUDED</b>
	Billed to carrier with authorization	Carrier with pre-auth, or family direct	Paid directly by family	Standard — no additional charge

full pricing?

We don't list rates publicly — every market and housing type is different and we respond within the hour with availability, a market rate sheet, and placement of