

DECEMBER 2005 NEWSLETTER

President's Letter

by Laura Henneberry-Meier, CRP, GMS
CRC 2006 President



It is a new year. And, with that new year, comes endless possibilities in both our personal and professional lives. I hope that you find CRC one of the constants in 2006.

CRC, through its quarterly meetings, brings relevant topics to you at convenient locations throughout the Chicagoland area. Meeting times vary and are sure to fit into even the busiest of schedules.

The Program Planning committee and the Education committee set a new standard for meetings in 2005 and they are committed to raising the bar even higher in 2006. This means that you are ensured of adding to your knowledge while at the same time having a chance to network with both old and new friends.

It is hard to imagine doing our relocation jobs without support and encouragement. You will find both as a member of CRC. It is, after all, Chicago's Relocation Resource. This new tagline was introduced in 2005 and certainly says it all.

Without its active membership, CRC would be just another organization to show on a resume. CRC encourages all its members to join one of the many committees that help to set the course for the organization. Please consider joining the Charitable Causes, Membership, Program Planning, Education, or Marketing committee. You will soon realize, like I did, that you get so much more out of CRC by being an active participant. I believe that the time you invest is small compared to that which you take with you.

Mark your calendar now for February 16. It is our first meeting for 2006 and will include our Silent Auction.

If there is anything that I can do for you, please don't hesitate to contact me. I'm looking forward to seeing you at CRC's 2006 meetings.

Regards,

Laura J. Henneberry-Meier, CRP, GMS
2006 CRC President

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What A Great Meeting It Was!!

Our Annual Meeting, held on November 17th, proved to be a great complement to the year of strong programs offered by CRC in 2005. Our esteemed panelists Pam O'Connor, SCRIP of *Leading Real Estate Companies of the World*; John Rasmussen of *Wells Fargo Home Mortgage*; and David Barlow, CRP of

SIRVA Relocation shared their insight on the Relocation Industry for 2005 in review and a look ahead at 2006.

Pam O'Connor reflected on the real estate market indicating that actual sales figures tell a different story than the "bubble" focused media. Pam feels that the market is remaining relatively strong because of good fundamentals such as low interest rates, influence on the baby boomers, strong first-time buyers, and the growth in the economy and job market. Some key trends she noted in Real Estate include new business models, a redefinition of the agent, and new middlemen challenges posed by the internet.

David Barlow reflected on trends in the overall industry and shared his insights into each of those areas. Some of the key trends noted include: More Temporary Domestic Assignments are being used rather than a traditional relocation; Global capability and capacity is now an expected baseline service for relocation service providers; The HRO movements is a clear trend and there is no denying it; Relocation product and process innovation is still alive and well; The role of procurement and supply chain management groups within companies is having a major impact in how relocation services are purchased, and with that is the continuing pressure on client company HR Departments to reduce costs and keep service levels high.

John Rasmussen shared trends from the mortgage industry, including stats on various buying sectors, rates, and loan products. Although interest rates continue to remain low, it came as a surprise to most of the group to hear that roughly only 55% of mortgages this year were purchases and that 45% were refinances. Additionally, it was stunning to know that only 5-10 years ago there were basically 4 loan products and now the industry has roughly 400 various loan products available. Additional stats were shared by John, but a key trend that was noted was the trend toward consolidation, noting that the "big will get bigger."

Thank you Cort Furniture Solutions, Paragon Relocation Resources and Crown Relocations for sponsoring our November meeting. We also extend a special thank you to all of the members who joined us for this great event, and our sincere appreciation to our panelists who shared their time and expertise. On behalf of the 2005 Program Planning Committee, thank you for the positive feedback over the year and for sharing your thoughts on what you would like to see ahead for 2006.

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From the Historian Files

*by Bob Dicke, CRP
CRC's Official Historian*

DID YOU KNOW With our annual meeting still fresh in our minds, I thought it might be interesting to look back at a complete list of the past CRC Presidents. While there have been four multiple term Presidents, it is interesting to note that Greg Brewer is the only one that did it in non-consecutive years.

Past Presidents of CRC — The following people have made significant contributions to what the Corporate Relocation Council represents today:

1984 John Groch, Nalco Chemical
1985/86 Nancy McAtee, United Airlines
1987/88 Robert Podgorski, Northrop Corporation



1989 William Cummings, Amoco Corporation
1990/91 Betty Carr, Arthur Anderson & Company
1992 Mike Hussong, State Farm Insurance Co.
1993 Vincent C. Chapman, Amoco Corporation
1994 Patricia Johnson, Safety-Kleen Corporation
1994 Mary Ann Schleyer, Sears Merchandise Group
1995 Greg Brewer, Dotsero, Inc.
1996 Susan Kubiesa, Motorola
1997 Therese DeLorenzo-Toledo, Bank of America
1998 Carole Schultz, Starck Relocation Center
1999 Pam Herold, FMC Corporation
2000 Micki Lipson, Access Network
2001 Alvin "Chip" Wagner, Jr., A.L. Wagner Appraisers
2002 Greg Brewer, Human Intelligence International Corporation (HIICo)
2003 Anne Dittman, The Relocation Center
2004 Bob Dicke, Blackhawk Moving & Storage Inc.
2005 Cathleen Podell, Washington Mutual Home Loans

Note: Hugh O. Dermody, Jr. VP Corporate Relocation, Quinlan & Tyson Realtors, Inc. Park Ridge, IL was functional head of the group during CRC's initial years of development.

Board Profile



Barbara Springer, CRP is the Vice President of Relocation and Business Development for Koenig & Strey GMAC Real Estate, Chicago IL.

As a real estate appraiser in her own business for ten years she focused on high-end real estate in and around Chicago. Prior to joining Koenig & Strey GMAC in 2002, Barbara worked for Prudential Relocation as an Account Executive.

Barbara is currently Chairman of the Education Committee for CRC. She is a member of ERC, Midwest ERC, the Relocation Directors Council and Lake County Partners. She holds an Illinois Real Estate License.

Barbara resides in Lake County Buffalo Grove. She has one son who is a freshman in college. She also finds time to play golf, attend sporting events, travel to international destinations, explore fine restaurants and enjoy smooth jazz

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What's New With Your Fellow CRC Members

This year's CRC representation of the Midwest Planning Committee: **Susan Bender, CRP**, NRI Relocation (service Delegate), **Desiree Hickman**, AON Corporation (corporate delegate), **Cathleen Podell, CRP** Washington Mutual (service delegate) and **Kim Pope**, Hospira (corporate delegate). **Tricia McEaney, CRP** has joined Coldwell Banker Residential Brokerage as manager of corporate relocation

services for Chicago, northwest Indiana and southeast Michigan regions. **Deborah Benavides** has joined Coldwell Banker Residential Brokerage as manager of corporate relocation services for the Greater Milwaukee area.

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Upcoming Must Read Events

**“Around the Relocation Table”
February 16, 2006, 2 – 7 PM
The Northern Trust**

Held in conjunction with our Silent Auction

Gather with industry peers and feast upon a variety of hot, seasoned topics. Bring your plate of ideas for discussion – and be prepared to take away delectable feedback from experienced experts and counter-parts. Topics include:

- ** Family Assistance Programs
- ** Keeping inventory low
- ** Tax and Legal – Updates
- ** Renters
- ** High Cost Locations and Solutions
- ** Creative Financing
- ** Housing Bubble or Adjustment?
- ** Technology
- ** Global Assignment Trends
- ** International Household Goods
- ** Immigration Updates
- ** Global Security

Our program planning committee is currently working on the dates/details for our 2006 meetings. In the meantime, please note the following ERC meetings for 2006:

Midwest ERC—April 2-4,
St. Louis, MO

ERC National Relocation
Conference, May 17-19,
Lake Buena Vista, FL

ERC Global Workforce
Symposium, October 11-13,
Dallas, TX

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Dr. Know It All



This column will feature questions around the industry and answers to the most water cooler relocation topics. Please submit questions to crchicago@comcast.net

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Dr. Kia,

I am a driver in the moving and storage industry and heard about your column. I'll stump you Dr. Know It All!!!! I am thinking about leaving the industry behind me, only after 2 years. I'm a class A driver and make approximately the same amount of money as drivers that just deliver freight dock to dock. I am in the top 5% in quality and customer satisfaction in our vanline system and am certainly proud of my record. My point is this...other drivers that get paid the same don't deal with families and all their problems. I know good HHGs drivers are a dying breed and I am starting to understand why. O.K. Dr. Kia, you tell me why I should continue to do this?

Truly yours,

Used to be Scooby but maybe Scrapy Doo

Dear Scooby,

Firstly, if you are making the same as freight drivers that bump docks, you should go to business school - either you are under paid by your company or the customer, or you are paying out too much in expenses. Your skill is taking care of people's household goods in a caring, safe and efficient manner - that commands top dollar.

Secondly, you are right, good household drivers are a dying breed. While the money is great for the top tier drivers like you, lifestyle and family issues have become more important in this country over the last 4 years. Many drivers like you no longer want to spend 350 days per year on the road, they don't like the "randomness" of the moving life (rarely do moves go from point a to b, then from b back to a) because they want to be at home with their families on a regular basis.

The industry is moving toward the model used in International moving, great origin and destination services, with freight haulers doing the driving from a to b. Highly skilled professionals like you will find that you may get the best of both worlds. Regular work, great pay, but in the same town everyday, loading/unloading and caring for customers, without having to be on the road 350 days a year.

Good luck, and it's time...talk to your boss about a raise,

Dr. Kia

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REBUILDING TOGETHER

On February 16, the first meeting for CRC members will be held at the Northern Trust Bank. Coupled with this meeting is the Silent Auction that will benefit Rebuilding Together.

Rebuilding Together is a national organization with community based programs dedicated to helping low income, elderly, and disabled homeowners live in warmth, safety, and independence. This year, Rebuilding Together day will be held on May 6. Please mark your calendars to join your fellow CRC members in this wonderful endeavor. There is information about the charity at www.rebuildingtogether.com and more about the chapter we work with at www.rebuildingtogethercares.org

Committee members will be contacting you regarding a donation (either monetary or an item) for the Silent Auction. Thank you in advance for your generosity.

Happy Bidding!

VOLUNTEERS NEEDED

If you've given thought to getting more involved in CRC, now is your chance! If you are interested in serving on any of the committees, please find any Board member and we'll be happy to answer any questions that you may have. Serving on a committee is one of the first steps toward serving on the Board of Directors. Volunteering does not take as much time as you think and it is well worth it.

REACH OUT PROGRAM

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