



SITU

Connected by people.

**Don't
stress it.
Situ it.**

**Delivering Elite
Accommodation Solutions
for a Leading Financial
Institution**



When one of the world's largest hedge funds began experiencing challenges with the quality and consistency of their corporate accommodation, they turned to Situ for a more tailored, high-touch solution. Operating in a fast-paced, high-stakes environment, the client needed a housing partner who could deliver consistently excellent standards while also offering a level of service that reflected the critical nature of their workforce.

The Challenge

Prior to engaging Situ, the client had been struggling with several persistent issues. Their employees were encountering inconsistent experiences across properties – from unreliable check-in processes to varied levels of quality and cleanliness. For a business where every moment counts and talent retention is paramount, these disruptions were more than an inconvenience – they were a liability.

In addition to these practical concerns, the overall employee experience lacked personalisation. High-value assignees often arrived at accommodation that didn't reflect their preferences or meet their expectations. This mismatch undermined the relocation experience and risked affecting employee satisfaction during crucial transition periods.

The Solution

Situ was referred to the client via their relocation partner, and from the outset the focus was on building something entirely bespoke. The Situ team worked closely with key stakeholders to understand their expectations, standards, and pain points. This engagement began with a tailored property tour of London, where the client was shown a curated selection of properties that aligned with their needs. The experience wasn't just about viewing apartments – it was about demonstrating Situ's commitment to listening, understanding, and delivering quality from the ground up.

Following this engagement, Situ designed a **bespoke property programme** that addressed every friction point, and included:

- **Fixed, agreed rates** across a reliable network of vetted properties.
- **Consistent check-in processes** including 24-hour receptions and secure meet-and-greet options.
- **Flexible arrival and departure** arrangements, with bookings automatically extended to include the day before and after to eliminate issues around early check-ins or late check-outs.
- **Standardised cancellation terms**, ensuring predictability across all bookings.



But perhaps the most transformative element was the focus on **employee experience**.

Every assignee receives a pre-arrival call from the Situ team to discuss preferences, explain accommodation options, and answer any questions. These conversations inform tailored placements and enable thoughtful touches – from pet supplies for relocating animals to specific grocery items or wellness products for families with children. For those travelling during special occasions, personalised gifts are arranged in advance. It's an approach that turns accommodation into a welcome.

To maintain quality across the programme, Situ implemented a dedicated **SMS feedback system**, achieving a **60% response rate and an average satisfaction score of 4.7/5**. This client is, at present, the only one to receive this service, reflecting the strategic importance of the relationship.

Finally, Situ also secured a first right to extend policy for all bookings – giving the client exclusive flexibility to extend reservations up to 14 days before checkout. This guarantees business continuity and reduces pressure when plans change.

Elite Programme: A Class of Its Own

This programme is now offered under Situ's elite service tier for clients with high expectations, strategic needs, and top-tier talent to support. It's not available to every client, and that's by design. Elite Programme represents the highest standard of bespoke accommodation management, where every detail is considered and every interaction reflects care.

The Outcome

Today, the client benefits from a solution that blends consistency with personalisation. Property matching is completed within 25–45 minutes of enquiry, employee satisfaction is high, and relocation processes run smoothly and reliably.

The result is a housing experience that mirrors the professionalism and performance of the business it supports – quietly exceptional, meticulously managed, and trusted by one of the world's most discerning organisations.



Situ can help with your accommodation needs.

Just pick up the
phone and call one
of our friendly team
of accommodation
specialists



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