



Removal and Relocation Expenses Policy Frequently Asked Questions

(Q) How is the reasonable daily travelling distance of 30 miles radius of the College site/campus calculated.

(A) The distance is normally calculated 'as the crow flies' taking into account the reasonableness of road access.

(Q) How do I claim?

(A) When an offer of employment is made, the HR Department will normally provide you with a copy of the removal and relocation policy. This can also be found on the HR Website.

<https://www.royalholloway.ac.uk/iquad/collegepolicies/documents/pdf/humanresources/removalrelocationexpensespolicy.pdf>

Claims should be made via Agresso, the College's finance system. When making a claim please use Account code: 6034 and Sub-project O10361-11. Details of how to get a user account are [here](#). ELearning, reference guides and details of Expenses training and drop in sessions are on the [Expenses](#) and [Agresso resources pages](#).

(Q) Can staff on a fixed term contract claim for removal and relocation expenses?

(A) Members of staff on fixed term contracts are not required to repay any relocation expenses claimed if they fulfil the full term of their fixed term contract. Please note the repayment requirements under section 6 of the Removal and Relocation Expenses Policy.

(Q) Do I need to include any further documentation?

(A) Yes. You should download a Removal and Relocation declaration form from the HR Website and attach it to your first Agresso claim. For audit purposes all expenses claims must be supported by documentation providing proof of payment such as a valid receipt, paid invoice or booking confirmation details including the amount paid. Bank or card statements can be provided for payment of expenses where these types of document are unavailable. For eligible expenses related

to the purchase of property a statement of completion can be submitted. All documents must be scanned and attached to the online claim as detailed in the training and reference guides.

(Q) Who should I send my claim form to?

(A) The claim will be submitted via electronic workflow to HR for checking and authorisation.

(Q) HM Revenue and Customs regulations state that I have to claim my relocation expenses by the end of the tax year following my commencement of employment. Can I claim after this date?

(A) Yes with the prior approval of the Director of Human Resources. However the relocation paid to you then becomes taxable rather than tax-free. You should submit your claim to Human Resources for authorisation. The form will then be sent to Payroll for payment rather than via the Relocation Expenses system.

(Q) I am moving to the UK from abroad, can I claim for the relocation of my pets?

(A) Yes, as long your total claim is not more than you are allowed but please note, quarantine costs cannot be claimed under relocation.

(Q) Can I claim for the cost of the removal and relocation of personal effects kept in my office and/or office contents (e.g. books, office equipment)?

(A) Arrangements for the costs of removing any personal possessions kept in the office should be agreed with your previous employer to return these to you. Transportation of these items to your new address should then be undertaken as part of the home removal of your household effects and will not be taxable.

Any removal and relocation of personal effects/office contents (e.g. books, office equipment) from your previous employer or from your new address to Royal Holloway will be taxable.

(Q) What expenses can I claim using my tax-free relocation allowance?

(A) Expenses and benefits which qualify for exemption can be grouped into the following categories:

- disposal or intended disposal of old residence (eg legal and estate agency fees)
- acquisition or intended acquisition of new residence (eg legal fees)
- transporting belongings
- travelling and subsistence
- domestic goods for the new residence (While the HMRC does not have a defined list for what can be classed as a "domestic good", it does cover "white goods" - ie washing

machine, fridge, freezer etc.. HM Revenue and Customs give the following example: an electric cooker bought to replace a gas cooker where there is no gas supply in the new home.)

(Q) I am not relocating my 'main residence' as I have bought a second residence. Can I still make a claim?

(A) Yes but you would not be entitled to the relocation tax exemption.

The Inland Revenue guidance on what qualifies as a main residence is as follows:

- if, for example, you stay in your new home only during the week, return to your existing family home most weekends and your family do not intend to move permanently to your new home, then your old home will probably remain your main residence. In that case, you would not be entitled to the relocation exemption.
- but, if you buy a new home, move into it with your family and rent out your old home, your new home will probably become your main residence. If it does, you will qualify for the exemption.

You should submit your claim as above. The claim will then be sent to Payroll for payment via payroll rather than via the Expenses system.

(Q) I started with the University on a two year fixed term contract and I chose not to relocate. I have now been appointed to a different permanent position with the University, so I will now be relocating. Can I still claim for relocation, even though I have already been with the University for two years?

(A) If your new appointment includes an offer of relocation assistance, you may be eligible to claim tax-free relocation expenses because you have a completely new job/new contract, but please discuss in advance with HR and Deputy Director of Finance before incurring costs. If the only change was that your original job had simply been made permanent, you could NOT claim for relocation.

(Q) When I left my old property, I bought cleaning products and enlisted a cleaning company to help me clean before I vacated the old property. Can I claim for these within my relocation budget?

(A) No, these cannot be included in your relocation claim.

(Q) I'm relocating to Royal Holloway from abroad. It is so expensive to move my belongings, can I just buy replacements when I arrive in the UK and claim for them?

(A) You cannot claim for replacement goods if you are only replacing them because they are too expensive to ship. Replacement goods that you choose not to bring to the UK because they are not suitable or do not work in the UK (for example a television or domestic appliances such as a washing machine because they operate on a different voltage, etc) can be claimed for.

(Q) Can I claim any of my relocation allowance before I start my new job with Royal Holloway?

(A) No, you cannot claim for your relocation expenses until after you have started with the College. You can only claim for reimbursement of expenditure you have already incurred. Your claim should be submitted, along with receipts, via Agresso, the College finance system.

(Q) I will be relocating but I won't be purchasing a property, I will be renting and this will be my main residence. Can the agency fees related to this rented property be claimed?

(A) Yes, this can be included in your relocation claim. You cannot claim agency fees for renting a property on a temporary basis but you may be eligible for a lodging allowance (see below).

(Q) If I live in temporary accommodation (hotel/rented) until my old home is sold and a new home is purchased can I claim for the hotel bills/rent under relocation?

(A) Yes, you can claim for this because the hotel/rented property represents temporary living accommodation, but it will count against your total relocation allowance and therefore reduce the amount available for other expenditure later.