

2026

Relocation Managers' Survey on Household Goods Shipping

*Complimentary Market Intelligence
provided by Budd Van Lines.*



**24th ANNUAL RELOCATION MANAGERS' SURVEY©
On HOUSEHOLD GOODS SHIPMENT -
ADMINISTRATION, POLICY & SUPPLIERS**

BACKGROUND

Trippel Survey & Research, LLC conducts this annual survey to (1) obtain current information on HHG policy and program management, (2) obtain evaluations from corporate mobility managers regarding their level of satisfaction with the moving service industry and suppliers utilized in Domestic US relocation. This survey did not have corporate sponsorship.

METHODOLOGY

This is the twenty-fourth annual *Relocation Managers' Survey*© on the Household Goods industry. Corporate relocation managers received an email message announcing the survey on January 16, 2026. A reminder notice was sent and the survey closed January 28, 2026.

Of the 995 initial invitations sent via SurveyMonkey 3 were hard or soft bounced. Among the remaining invitations 122 managers participated - a very small decrease from the 2025 survey.

Survey responses are presented in this report as reported by *SurveyMonkey*, the web-survey service firm used in this endeavor. When appropriate, comments are made throughout the report regarding survey responses and industry trending.

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DISCLAIMER

Since the last survey on this topic one year ago no household goods corporation or relocation management service provider engaged Trippel Survey & Research, LLC in consulting or research assignments or survey programs.

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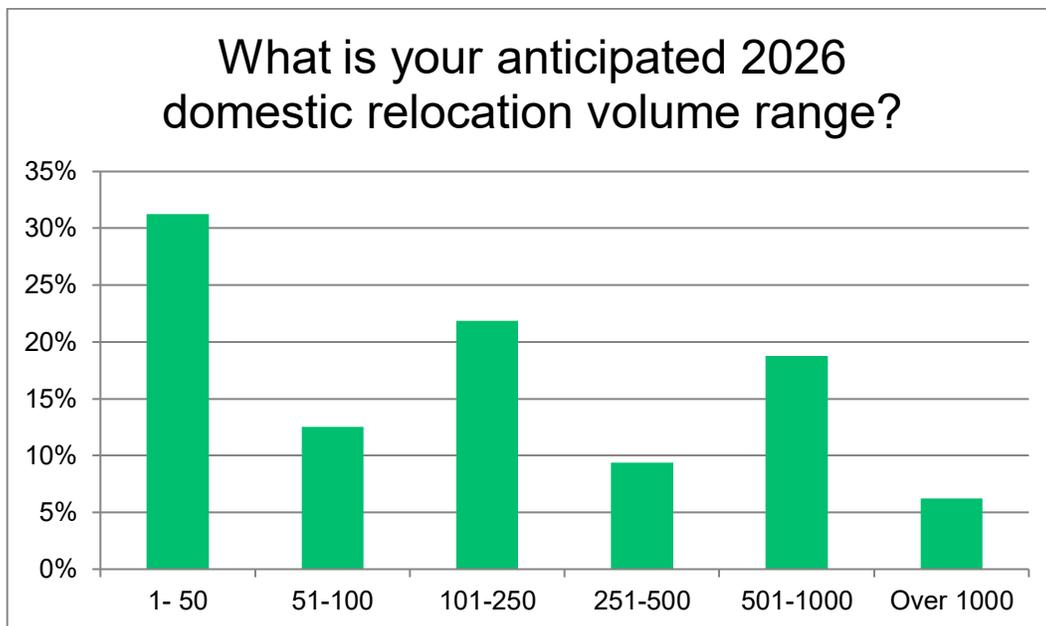
CORPORATE PARTICIPANT PROFILE

The following chart shows 122 participating corporate managers in this survey.

Email address (used to send you the final report).	
Answer Options	Response Count
	122
answered question	122
skipped question	0

The number of participants this year is slightly lower than last year's participation rate.

ANTICIPATED 2026 DOMESTIC U.S. VOLUME

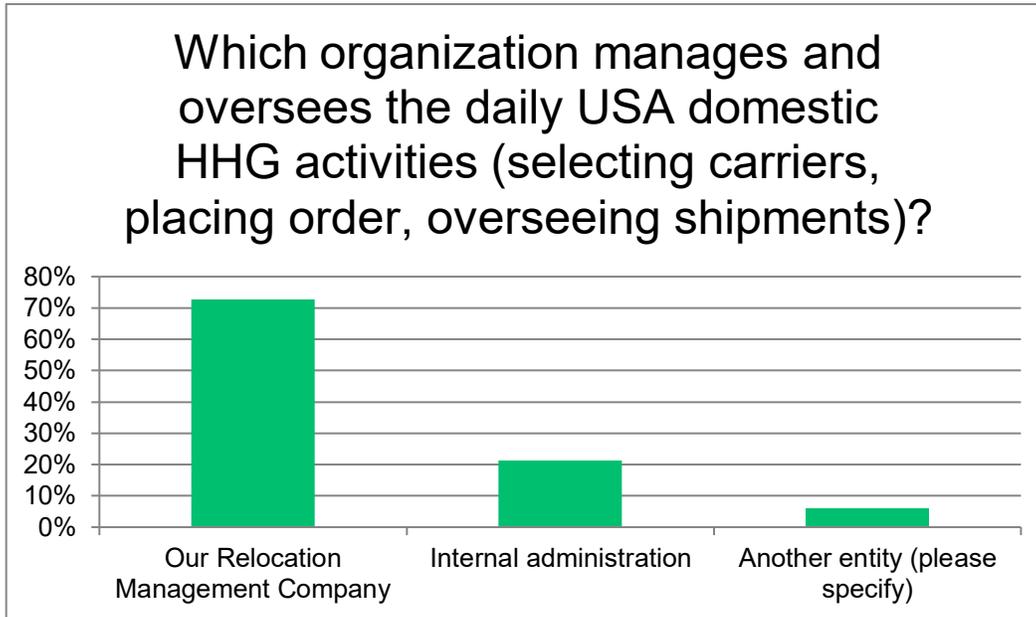


The 1-50-transfer volume segment range accounting for 31% of participants and is the largest segment among listed ranges.

Compared to last year, the respondents this year predict an aggregate lower industry domestic volume range compared to the prior year.

HOUSEHOLD GOODS PROGRAM ADMINISTRATION

DAILY MANAGEMENT OF HOUSEHOLD GOODS PROGRAM



Approximately 73% of corporations outsource the management of the household goods program to a relocation management company. This is a 12-percentage point decrease from last year's survey while being consistent with pre-COVID pandemic outsourcing rates.

Further analysis shows the largest movers, with over 500 domestic moves anticipated in 2026, are more likely to internally manage the HHG program compared to corporations moving fewer employees. This might not be surprising since large movers usually have small staffs of mobility professionals compared to companies moving fewer employees. (See *Trippel survey report of December 2025*)

AUDITS OF HHG

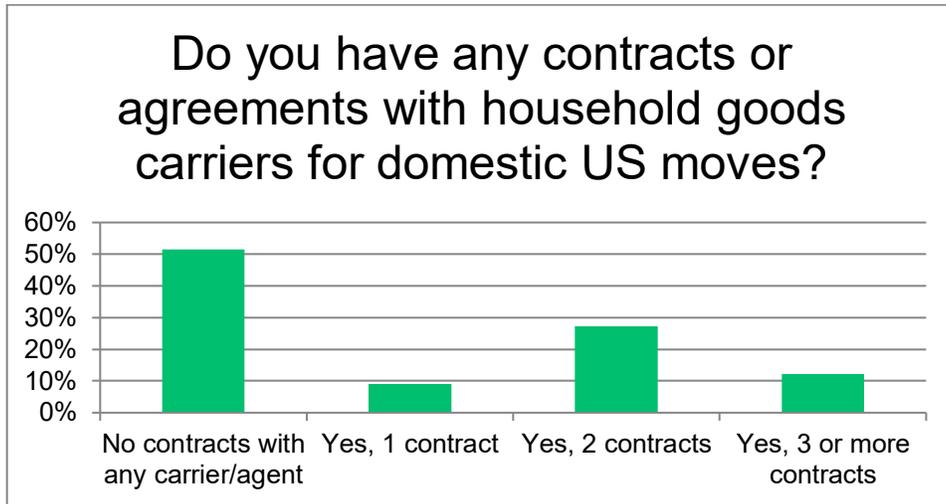
Are audits performed on each shipment to ensure policy was followed and invoices are accurate? Multiple answers permitted.

Answer Choices	Responses
Confidential information, cannot be disclosed	3%
No; audits are not performed on our shipments	0%
Yes, our RMC performs audits	73%
Yes, another external company (not RMC) performs audits	24%
Our internal relocation team or internal audit function performs audits	18%

Approximately 73% of corporations rely on the relocation management company to perform audits of policy and/or invoices. In other words, every corporation using an RMC expects them to perform audits. Another 24% of companies use the services of different external supplier.

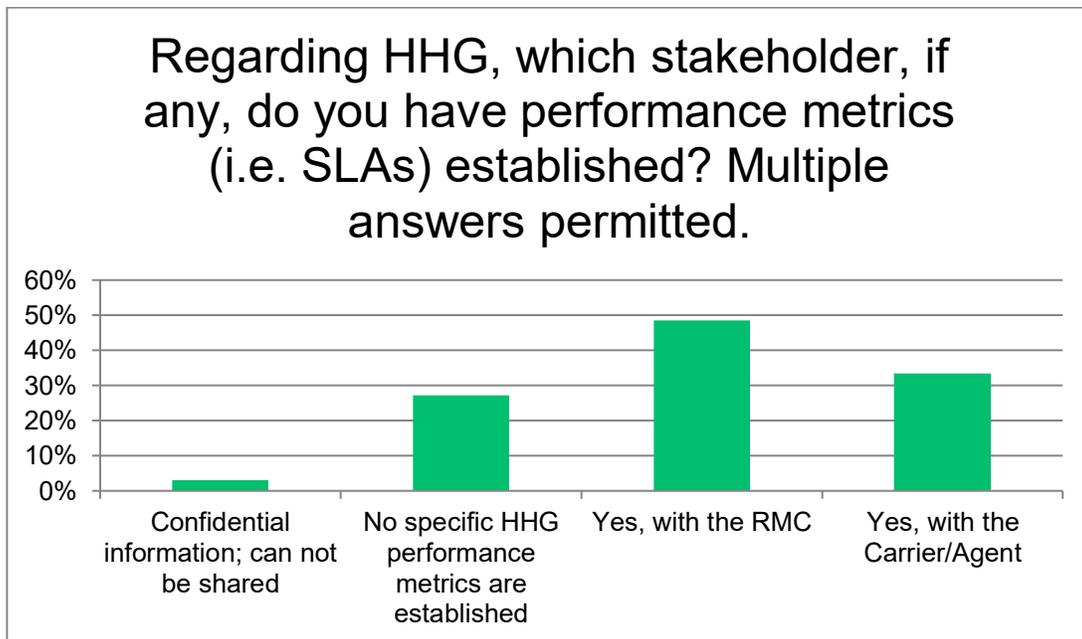
The combined “external” audit rate of 97% far exceeds the 77% rate pre-COVID rate. Also, use of internal team audits continues to trend downward.

CORPORATIONS CONTRACTING WITH HHG CARRIERS



This year’s survey indicates 52% of corporations do **not** have contracts with carriers. This rate is slightly lower than last year’s rate (58%). Further, corporations with contracts are increasing the number of contacts (example: from one to two, two to three, etc.)

USE OF PERFORMANCE METRICS

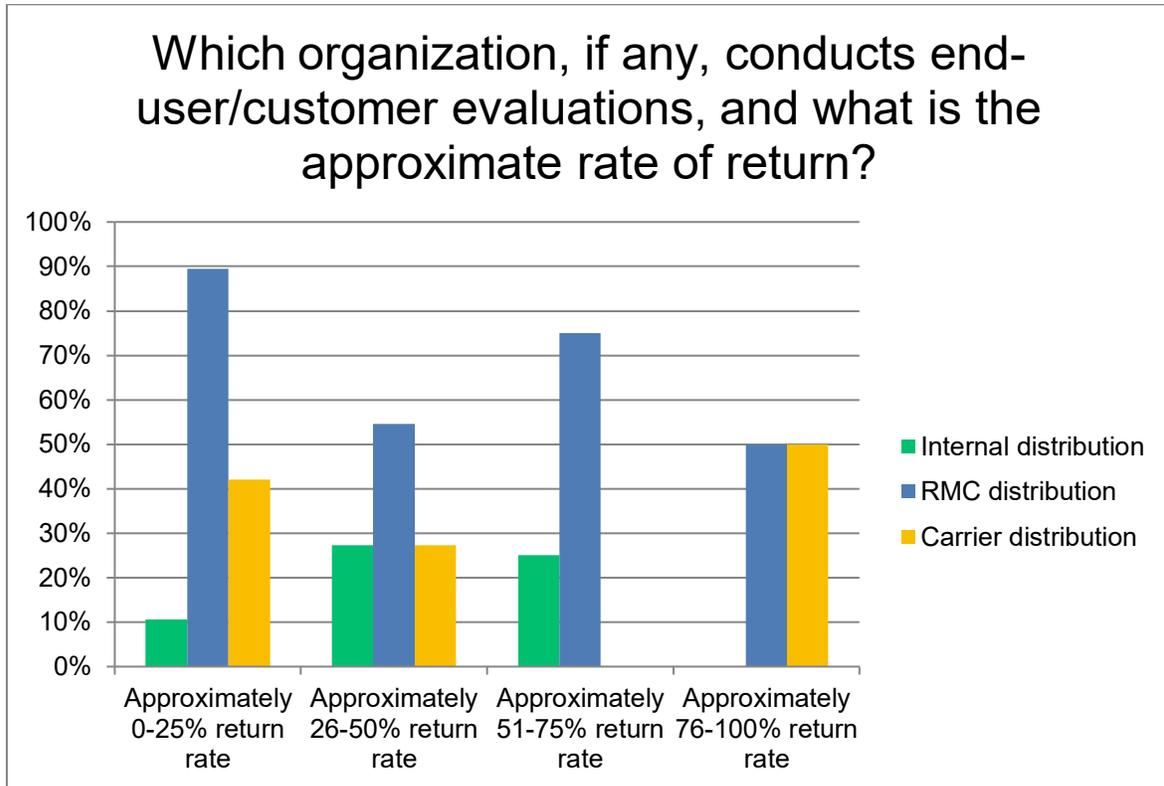


The percentage of corporations using metrics continues to rise. Many corporations (48%), regardless of whether they contract with carriers, establish SLAs with the RMC.

Also, 32% of corporations also have metrics with the carrier(s).

What is very surprising is the percentage of corporations without any HHG metrics jumped from 4% in last year's survey to 27% this year.

RETURN RATE OF END-USER SURVEYS



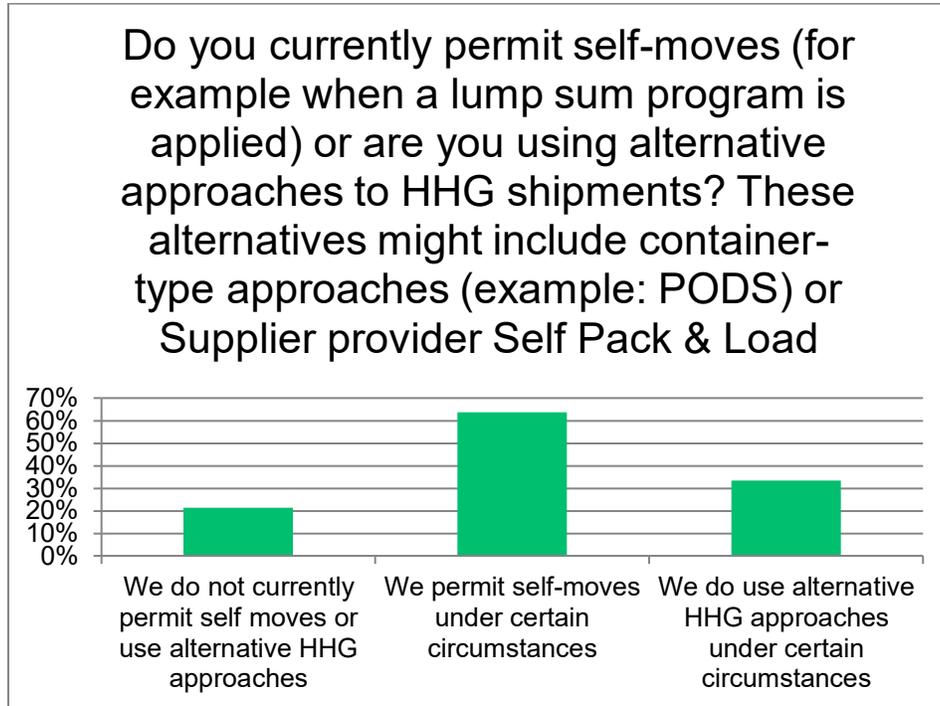
End-user surveys might be initiated by one of three organizations, or multiple organizations (ex: The RMC might send one and so might the HGG carrier).

The highest return rates are generated by the RMC (if one is used), Carrier return rates are the second best method of gathering customer feedback; those initiated by the company generally generate the lowest return rate.

Report continues next page

HOUSEHOLD GOODS SHIPMENT POLICY

ALTERNATIVE METHODS TO SHIP HOUSEHOLD GOODS



Sixty-four percent (64%) of corporations permit alternative means to transport household goods in certain circumstances. This is a 7-point increase from last year.

Conversely, 21% do not permit self-move or alternative approaches (down from 30% last year).

STORAGE, IF PERMITTED, AND DURATION OF HOUSEHOLD GOODS

As the chart on the next page shows, a large majority of corporations permit storage for managerial positions. Among these three higher organizational levels corporations are split between 1 month and 2 months storage.

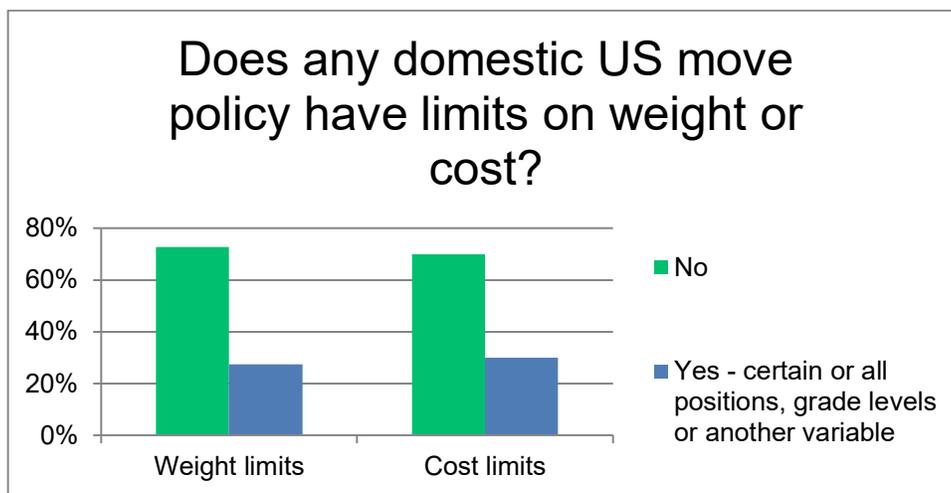
Among lower levels (non-managerial) the durations vary widely among corporations. When permitted storage duration is usually only 30 days.

Which of the following organization positions are permitted storage in a typical domestic U.S. transfer? Multiple answers permitted.

	NOT PERMITTED	30 Days (1 Mo.)	45 Days	60 Days (2 Mons.)	75 Days	90 Days or more (3 mons.)
Executive	3%	27%	0%	47%	0%	23%
Senior management	5%	37%	7%	45%	0%	6%

Management	10%	57%	1%	30%	0%	2%
Professional	21%	64%	2%	13%	0%	0%
Exempt, non-professional	42%	48%	3%	7%	0%	0%
New Hire -experienced	33%	52%	0%	15%	0%	0%

SHIPMENT LIMITS BY EITHER COST OR WEIGHT

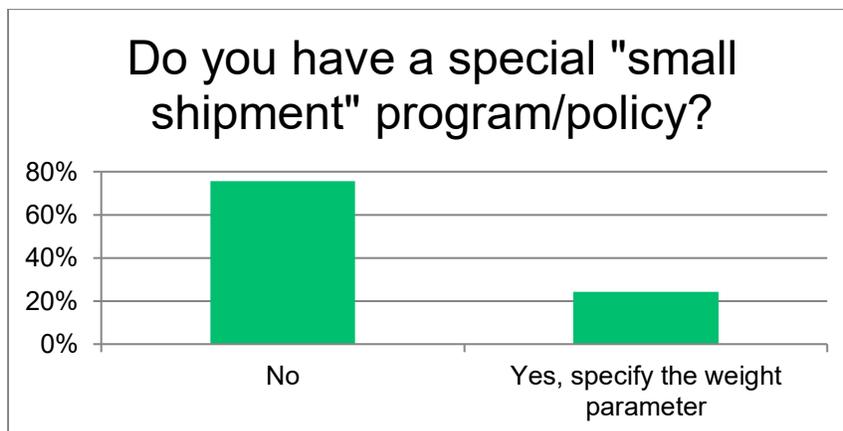


Most corporations, in the 70-73% range, do not impose shipment restrictions by either weight or costs.

“SMALL SHIPMENT” PROGRAMS

The chart below shows seventy-six percent (76%) of corporations do not have a “small shipment” program. This is basically unchanged from the survey a year ago.

Among those 21% of companies with a special Small Shipment program/policy the most common weight limit was 5,000 lbs. The maximum weight ranged from 3,000# to 8,000 pounds.



SUPPLIERS' PERFORMANCE

OVERALL CARRIER PERFORMANCE

	1	2	3	4	5	Count	Aver	Percent #5
Allied Worldwide			1	10	16	27	4.56	59.3%
Atlas Van Lines	1		2	24	31	58	4.45	53.4%
Budd Van Lines				13	18	31	4.58	58.1%
Mayflower			2	1	4	7	4.29	57.1%
New World Van Lines				5	6	11	4.55	54.5%
NorthAmerican				8	9	17	4.53	52.9%
United Van Lines			2	20	29	51	4.53	56.9%
Wheaton			2	5	6	13	4.31	46.2%
Other not listed		1	2	10	13	26	4.35	50.0%
	1	1	11	96	132	241	4.48	54.8%

This survey used a five-point scale to evaluate corporate managers' outlook on performance of carriers. Overall, the household goods industry earned high evaluations from managers; albeit slightly lower outcomes than the 2025 survey.

Two carriers earned very high ratings. Budd Van Lines (an independent carrier) and Allied Worldwide (brand of Sirva) outperformed all carriers. Budd earned the best average score while Allied Worldwide earned the highest percentage of top #5 evaluations.

Among multi-carrier brand entities Sirva brand (Allied and northAmerican), earned weighted evaluations ahead of the Unigroup (United and Mayflower) brand, the Atlas brand and the Wheaton brand.

Among the two evaluated independent brands Budd Van Lines earned slightly higher evaluations than New World Van Lines.

CLAIMS PERFORMANCE

Claims free % >>	0-33%	34-66%	67-100%			
Assigned value>>	1	2	3	Count	aver	% #3
Allied Worldwide		5	10	15	2.67	67%
Atlas Van Lines	7	6	25	38	2.47	66%
Budd Van Lines	2	4	15	21	2.62	71%
Mayflower		2	2	4	2.50	50%
New World Van Lines		3	4	7	2.57	57%
NorthAmerican		4	5	9	2.56	56%
United Van Lines	1	2	6	9	2.56	67%
Wheaton	1	3	3	7	2.29	43%
Other not listed	3	5	9	17	2.35	53%
Totals >	14	34	79	127	2.51	62%

This is a new question requested by a corporate manage.

On a simple 3-point scale (3 highest) the evaluations were given by mobility managers using three ranges of claims performance. The ranges are 0-33% claims-free (lowest performance), 34-66% claims-free (middle evaluation of performance) and 67-100% indicating a very high rate of claims-free moves.

Less than one-half of the mobility manager participating in the survey answered this question, and although many mobility managers evaluated multiple HHG carriers the total number of claims-free evaluations submitted is far lower than the number overall performance ratings. I do not know why other than the assumption many mobility managers do not obtain factual reporting on claims.

With that said, Allied Worldwide is perceived as having the highest percentage of claims-free moves based on average score, while Budd Van Lines had the highest net satisfaction rate (%3-%1) rating. Many carriers were bunched in the middle tier of claims-free performance.

SATISFACTION WITH RELOCATION MANAGEMENT COMPANY MANAGING HHG

R.M. C.	1	2	3	4	5	Total	Average	Percent #5
Aires	0	0	0	4	3	7	4.43	42.9%
Altair Global Relo.	0	0	0	4	4	8	4.50	50.0%
Cartus	0	0	0	9	11	20	4.55	55.0%
SIRVA	0	0	0	11	15	26	4.58	57.7%
Weichert Workforce Mobility			1	5	5	11	4.36	45.5%
Another RMC not listed			2	6	7	15	4.33	46.7%
	0	0	3	39	45	87	4.48	51.7%

With 73% of corporations relying on the services of a relocation management company to manage the transportation of household goods it is useful to question the level of satisfaction with the performance of the RMC managing the HHG program.

Only 5 RMCs generated meaningful number of evaluations.

To this extent corporate managers gave the highest average score and most %5 ratings to Sirva with Cartus closely following.