



# CASE STUDY

**SO MUCH MORE THAN A CONCIERGE SERVICE,  
THANKS TO OUR 'VALUE ADDED' ETHOS**

PRS & Estate Management is an example of one of the companies with which we work, in providing concierge services.



## CLIENT

PRS is the Build to Rent (B2R) branch of SDL Property Management, a vastly expanding company, which estimates that their B2R portfolio will constitute 4,000 or the 20,000 properties built for this purpose by 2020.

They work with building developers on projects from inception to then managing the buildings when completed so in order for them to do their job successfully and continue their growth, they in turn require us to provide a reliable service.

We work with a number of London-based property management companies, by providing a professional concierge service. Our extensive business experience and dedicated staff allow us to cover contracts of varying sizes.

1st Class Protection is a trusted name when it comes to concierge in the capital and we proudly hold a reputation for always exceeding our customers' expectations.

**"IT WAS REASSURING TO KNOW THE CONCIERGE WE HIRED THROUGH 1ST CLASS PROTECTION WOULD HAVE THE KNOWLEDGE AND EXPERIENCE OF HOW TO KEEP OUR TENANTS AND BUILDING SAFE AND SECURE. WE KNEW WE WERE GETTING SO MUCH MORE THAN JUST A CONCIERGE SERVICE."**



## OBJECTIVE

As in all our projects, we always aim to provide a professional, cost-effective concierge service and to satisfy our client's requirements: for example, someone highly competent, a good communicator, presentable, and with an excellent understanding of customer care.

In many cases there are ways in which we can help our client beyond the typical concierge job description and so another important objective was being able to deliver a 'value added' service, going beyond the client's expectation.

As a security company, we have the advantage of being able to provide concierge staff with an SIA licence. This means our concierge have an understanding of how threats can arise and how to anticipate and deal with situations that are potentially harmful, quickly and in a discreet manner.

## ACTIONS TAKEN:

We greeted, logged and directed visitors, as well as turning away anyone who was deemed suspicious, answered calls, signed for packages and performed other ad hoc tasks. We also monitored CCTV in and around the location.

Another security measure we implemented was to secure all of the building's entry and exit points to protect the block and residents from threats of intrusion, vandalism, theft and/or violence.



We were also able to offer our complimentary 'Meet and Greet' service where our concierge will meet vulnerable tenants at their car and accompany them to their door. This is of great reassurance to many residents, especially if they are arriving home late at night or leaving the premises early in the morning.



## ADDITIONAL LOCATION-SPECIFIC REQUIREMENTS:

Residents and management benefited from our concierge service, as well as several additional services, assisting with the smooth daily running of the apartment building. What is more, we provided a safe and secure environment for residents and visitors.

PRS & Estate Management recognised and showed appreciation for our professionalism and willingness to undergo additional tasks.

We remain in close contact with the client and employees to ensure our service continues to be relevant to their needs.

## OUTCOME:

Residents and management benefited from our concierge service, as well as several additional services, assisting with the smooth daily running of the apartment building. What is more, we provided a safe and secure environment for residents and visitors.

PRS & Estate Management recognised and showed appreciation for our professionalism and willingness to undergo additional tasks.

We remain in close contact with the client and employees to ensure our service continues to be relevant to their needs.

**“1ST CLASS  
PROTECTION  
HAVE GIVEN US  
EVERYTHING WE  
ASKED FOR, AND  
MORE.”**

**YOUSSEF  
AKTAOU,  
PROPERTY  
OFFICER**

