

# CASE STUDY: SO MUCH MORE THAN A **CONCIERGE** THANKS TO OUR 'VALUE ADDED' BENEFITS

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**CLIENT /** PRS is the Build to Rent (B2R) branch of SDL Property Management, who work with developers on projects from inception to then managing the buildings when completed. 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 similar London-based property management companies, providing a professional, unique concierge service. Our extensive business experience and dedicated staff allow us to cover contracts of varying sizes.

**"IT WAS REASSURING TO KNOW OUR CONCIERGE WOULD HAVE THE KNOWLEDGE AND EXPERIENCE OF KEEPING OUR TENANTS AND BUILDING SECURE."**



**OBJECTIVE /** 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 is 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 SIA-trained concierge staff. This means our concierge have extensive security training, can understand how threats arise and how to anticipate and deal with situations that are potentially harmful, quickly and discreetly.

**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 meet residents 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 their premises early in the morning.

**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.

**"WE KNEW WE WERE GETTING SO MUCH MORE THAN JUST A CONCIERGE."**

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