

Section I: Concierge Services: What is and is not provided

The concierge staff provides the following services that can be handled without leaving the front desk (with some exceptions):

- Dropping off and collecting dry cleaning
- Shipping and receiving packages
- Notifying residents when packages are received
- Maintaining a lost and found
- Logging/responding to maintenance requests
- Logging incident reports initiated by residents
- Documenting violations, notifying residents in writing (under the door) and forwarding to CMI
- Making reservations/helping with transportation
- Documenting “out of town” notices
- Issuing parking permits for Curry Street
- Timely posting and removal of bulletin boards items
- Providing replacement cleaning supplies, key fob batteries, light bulbs, compostable bags (some are charged to the unit)
- Making copies or sending/receiving faxes, *on a very limited basis*
- Arranging for access to shared resources such as folding chairs and wine glasses
- Reserving the Amenities Room and the Guest Suite
- Keeping watchful eye on lobby traffic
- Keeping lobby appearance clean and orderly
- Maintaining guest log – vendors and all visitors
- Performing a daily walk-through
- Monitoring parking garage stickers

NOTES:

1. Entering units: The concierge staff is unable to provide services that require entering resident units. For example, the concierge staff is unable to take in your paper, water your plants, walk your dog or other household requests.

There are two exceptions:

- a) An emergency: defined as a potential risk with fire, water, gas and other volatile situations, and for welfare checks; and

- b) CMI direction: a CMI manager or the building maintenance coordinator may direct the concierge to enter a resident's unit.

Hence, it is important to inform the concierge staff when traveling. When traveling, consider leaving a key with a trusted neighbor.

2. Front Door Access: "Majority preference" guides the treatment of front door access. Currently, the concierge staff in the East Tower consistently uses the automatic opener for residents. In the West Tower, the concierge staff uses the automatic opener ONLY when residents are in need of assistance.
3. Maintenance Requests: CMI "At Home Services" are available to residents and include minor work performed by the maintenance manager at a cost of \$20/half hour. More substantial work (in excess of \$500) can be provided by CMI recommended vendors. Arrangements for CMI services and/or referrals to outside vendors are coordinated through the concierge staff.
4. Concierge Staff Conduct: The concierge staff is here to serve all residents in a friendly and professional manner. In addition, you can expect to be treated with confidentiality in your dealings with the staff. To make this possible, the concierge staff is instructed not to engage in prolonged personal discussions with individuals.