

<b>Benchmarking Data Request</b>				
<b>Subject:</b>		<b>Concierge Services</b>		
<b>Description of Subject:</b> Provision of staff to handle visitors, contractors, inquiries from residents, regularly inspect building, regulate law and order, manage rubbish disposal and minor maintenance matters.				
Q 1	Does your building have concierge services	Yes	No	Comment
Q2	If yes, what hours do they cover - Hours per day - Days per week	Hrs	Days	
Q3	Have you varied concierge coverage hours within the last two years? If 'yes' please explain why?	Yes	No	
Q4	Is the concierge physically positioned as a 'receptionist' in the building	Yes	No	
Q5	Do you engage concierges through an external contracting agency?	Yes	No	
Q6	What is the period of your concierge contract?  1 year 2 years 3 years 4 years 5 years			
Q7	Please indicate if your concierge services cover these tasks: Handling visitors (residents, contractors, others) to the building Resolving apartment queries from residents Conducting routine inspections Managing rubbish disposal systems (bins, chutes, recyclables etc) Dealing with entry and departure of short term tenants Managing move in and move outs by lease or owner residents Monitoring building security Resolving disputes or unruly behaviour Others  -----  -----	Yes	No	
Q8	Does the concierge service provide regular reports on their activity?	Yes	No	
Q9	In addition to the concierge team, do you have a resident building manager?	Yes	No	
Q10	Is concierge services the largest cost item in your OC budget?	Yes	No	
Q11	For the last fiscal year, provide total cost of the service			\$'000

Q12	Is your contract for concierge services subject to an annual fixed escalation rate (eg CPI, or 4%, 5% etc)	Yes	No	Comment
Q13	Do you pay a base rate for concierge services then pay separately to cover for public holidays?	Yes	No	Comment

**Profile of the Building**

How many apartments are in your building? -----

How many public entrances to your building? -----

How many carparks in your building? -----

Do you have short stay residents in the building? Yes No

What proportion of all apartments are likely to be for short stays? (%) -----%

**Comments you wish to make**  
(ie problems with services, improvements in services, other information you would like to have or share etc?)

Date	Building Contact person	Email/Tel number
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