



24 HOUR CONCIERGE SERVICE

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AT YOUR SERVICE TWENTY-FOUR HOURS A DAY

THE W1 LONDON CONCIERGE
ORCHESTRATES SUPPORT
FOR RESIDENTS QUIETLY
AND EFFICIENTLY.

The W1 Concierge will assist you with valet parking,
mail collection, mail forwarding and key holding.
In addition, a wide variety of services can be organised by
The W1 Concierge for you on an ad-hoc basis, including;

Transportation (cars, jets, helicopters etc.)

Pet Care (grooming, dog walking etc.)

Ad-hoc cleaning of apartments

Dry cleaning and tailoring

Restaurant bookings

Theatre bookings

When a charge is applicable to a request,
The W1 Concierge team will invoice you and take the
monies from either your credit card on file or your float.



EVERY DETAIL COVERED

RESIDENTS AT THE W1 LONDON
CAN ENJOY ADDITIONAL SERVICES
TO OPTIMISE THEIR HOME
AND LIFESTYLE.

Two service packages have been devised for the residents at The W1 London to complement the 24-hour Concierge:

The Housekeeping Package which provides support aimed at all aspects of keeping a super-prime home immaculate.

The Lifestyle Package which includes
The Housekeeping Package but in addition gives
24-hour access to The W1's lifestyle team.

Once signed up to a package, each resident will be introduced to their personal lifestyle manager. This will be a member of The W1 Concierge dedicated to looking after the client at all times. Each resident will need to have only one point of contact, who will organise and oversee all services and will be contactable for any queries or advice.

The Lifestyle Package is uniquely tailored to the client and it is therefore impossible to state the parameters of this service. However, feel free to ask one of our advisors for further information or see page 11 for some of the most popular lifestyle requests that The W1 Concierge handles.

HOUSEKEEPING PACKAGE

Dedicated lifestyle manager as one point of contact at all times.

Setting up phone lines and internet connection upon completion of contract.

ANNUAL INTERNAL MAINTENANCE COVERING:

- Air-conditioning service.
- Under-floor heating service.
- Boiler service.
- Gas safety test.
- Testing tap temperature.

WEEKLY CLEANING.

WEEKLY SECURITY CHECKS COVERING:

- All lights are working and replacing any lamps which have blown (lamps are charged separately).
- Appliance testing – Fridge is still cold/oven is working.
- All WCs are operating.
- Shower pressure.

COLLECTING, PROCESSING AND PROMPT PAYMENT OF:

- Utility Bills.
- Council Tax.
- TV/Internet Subscriptions.
- Domestic staff.

QUARTERLY ACCOUNTING statement showing any expenditure from client account, with a narrative of events covering maintenance carried out and apartment checks with relevant accompanying photos.

CONTENTS INSURANCE: whilst The W1 Concierge is not permitted to advise on insurance under FCA regulations, it can liaise with brokers to procure the most competitive Contents insurance.

IF THE PROPERTY IS LET AS A RENTAL, THE W1 CONCIERGE WILL:

- Advise on the most suitable letting agents and obtain three different rental valuations.
- Negotiate agents' fees to a competitive level.
- Attend viewings.
- Report weekly to the client with a full viewing schedule.
- Oversee the letting process once an offer has been accepted by liaising with the agent, lawyer and client regularly.
- Advise on how the rental deposit should be held.
- Oversee the inventory.
- Host the move-in process with the tenant.
- Undertake quarterly inspections.
- Oversee the renewal or check-out, and advise on any deposit deductions which apply.





LIFESTYLE PACKAGE

DOMESTIC RECRUITMENT:

The sourcing and hiring of nannies, housekeepers, chauffeurs and chefs. As well as liaising with reputable agencies, the W1 Concierge has built up its own blue-chip network of domestic staff, based on connections and recommendations within its highly experienced team.

PERSONAL SHOPPING:

The W1 Concierge will oversee any shopping requests from clients. The W1 Concierge has links with stylists who can assist. The W1 Concierge enjoys a collaboration with Ralph Lauren, which results in lifestyle clients being invited to prestigious private events and pre-season collection viewings, and gives them access to exclusive discounts.

EDUCATIONAL CONSULTANCY:

The W1 Concierge works with one of London's top educational consultants to place students into some of the leading and most competitive schools.

ACCESS TO SOLD OUT AND 'MONEY CAN'T BUY' EVENTS:

The W1 Concierge lifestyle team has access through its network to the world's most elite private events of the 'money can't buy' category. The W1 Concierge has a 94% success rate obtaining entry to some of the most prestigious events, which are traditionally 'invite only.' These have included entry to the Victoria Secret's Annual Fashion Show and Coldplay's only UK concert in 2014 and the team have also secured debenture seats for the Wimbledon finals 24 hours prior to the day. The W1 Concierge charges a pre-agreed fee for all successful one-off requests.

PRIVATE MEMBERS' CLUBS

The W1 Concierge has access to some of the best and most elite members' clubs in the world. The W1 Concierge is able to fast-track membership through its own contacts.



FINANCE

The price of these packages for W1 residents ranges according to the size of their apartment. Costs have been worked out based on the square footage of the apartments combined with the envisaged annual maintenance costs. These annual fees will be payable in one initial payment. We would then hold monies on account for our clients in order to achieve prompt payment of bills etc.

Please contact us for a detailed quotation.

MOVE-IN FORMS

Upon move-in each resident will be obliged to complete a number of forms provided by the W1 Concierge, including credit-card authorisation. It is the responsibility of each resident to keep up-to-date credit card details on file with the W1 Concierge. The W1 team will always request authorisation before deducting monies from residents, but to operate a seamless service, it is imperative that bills can be paid on the client's behalf quickly and effectively.

HOUSEKEEPING AND LIFESTYLE PACKAGES

When a resident chooses to take up either package, they will be asked to leave a float of monies in a client account held by the W1 Concierge accounts team. This is to ensure a seamless service at all times.

The W1 Concierge will advise on the appropriate size of such a float.



