



BOUTIQUE PROPERTY MANAGEMENT & CONCIERGE

MEMBERSHIP GUIDE



WELCOME

Welcome to *Boutique Property Management & Concierge*. If you have joined us, or are thinking of joining us this guide provides you with an outline of our services.

OUR PHILOSOPHY

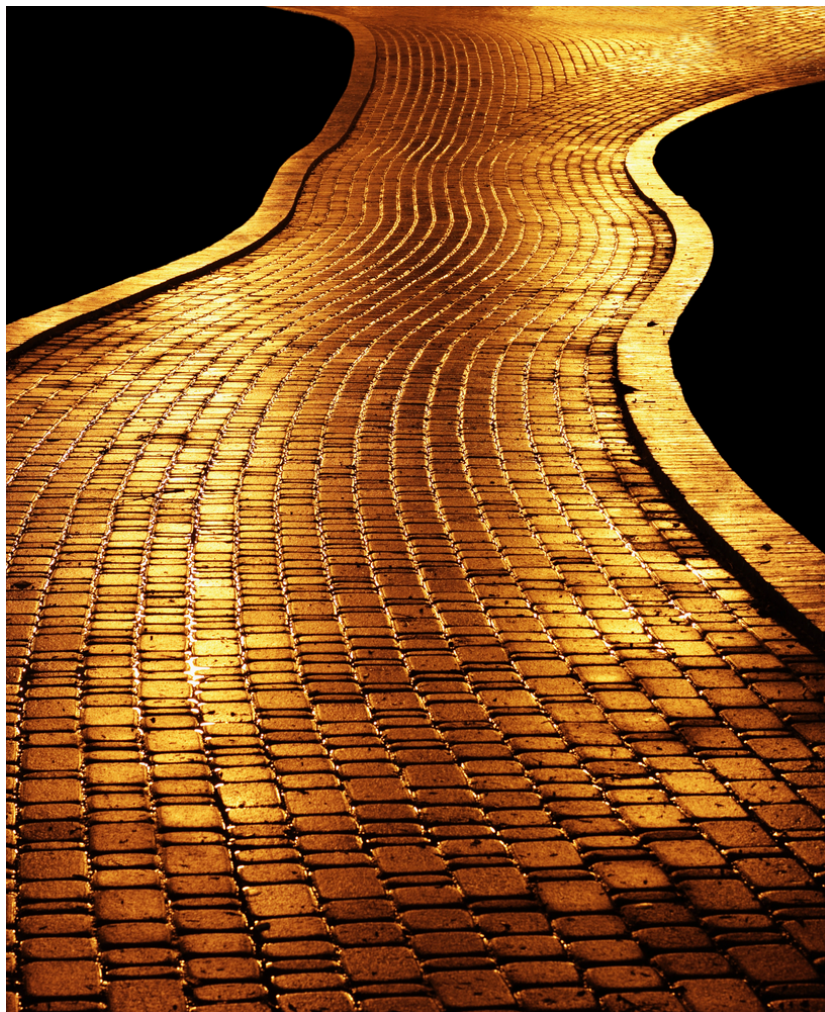
We are purposefully small. This means no complicated processes, no waiting on hold and no frustrating delays. All you have to do is contact us (in any way that is convenient to you), and we do the rest.

No request is too small or too large. It's simple; your wish is our command.

ASK AND YOU WILL RECEIVE

WE WILL EXCEED AND DELIGHT

EVERYTHING IS POSSIBLE



BESPOKE PROPERTY MANAGEMENT

We take care of all your property-related needs. Whether you require your fridge fully stocked and heating and lights on after a long trip; or you require a full property refit, we are on hand to ensure efficient, smooth and hassle-free solutions.

WHAT MIGHT YOU ASK OF US?

Luxury Property Management

We manage all aspects of your property (or properties) whether they are used as occasional homes, are regularly vacant or used by your guests. This includes (but of course is not limited to):

- Ensuring the property is in perfect order for you or your guest's arrival
- Managing all administration issues relating to your property
- Acting as your secure key holder
- Supervision of staff
- Security checks
- Mail collection
- Any other bespoke property management requests you may have

New Home Concierge Service

We act as your first point of contact when you move into your new home. We manage any maintenance, snagging or settling in issues you may have.

Facilitating & Arranging Repairs & Maintenance

We will look after all your maintenance and home repair issues with a trusted network of providers.

Setting Up of Your New Home

We will organise the set-up of your new home including sourcing furniture, arranging of new utilities and ensuring the property is ready for occupancy.

Project Managing Refurbishments, Interior Design & Redecoration

We ensure that your refurbishment projects proceed according to plan, and liaise with interior designers, architects and builders on your behalf.

Sourcing Property

We have access to many British & European off-market properties through our network, and will keep you informed of new off-market properties we become aware of.

We also work with professional, certified property finders and estate agents on your behalf, to source additional properties to your portfolio.

LUXURY LIFESTYLE CONCIERGE

We take your time consuming day-to-day activities out of your hands, allowing you to focus on the more important things in life. We liaise with a network of highly specialised advisors to offer the very best in luxury lifestyle concierge.

WHAT MIGHT YOU ASK OF US?

Travel & Leisure

We can provide a tailored travel service, via our trusted network of travel specialists for your business and pleasure needs. We also have direct access, if you wish to hire a private island in Ibiza for that very special occasion.

Jewellery & Watches

We can organise and find the very best of watches and jewellery that you may desire.

We have priority access to an expert in Geneva who is able to source fine watches and jewellery that are only available to the discerning few, as well as an exclusive jewellery designer who will work with you to design that very special bespoke piece.

Wine

We are able to source the most exquisite and expensive wines for your collection and enjoyment.

Private Jets & Yachts

We work with private jet and yacht providers on your behalf and can organise your travel requests to most global destinations.

Bookings

We can organise priority access to exclusive restaurants, theatres, clubs and events in London, Monaco, Geneva and Ibiza.

Personal Shopping

We can organise personal shopping at the best department stores and boutiques. We can also source that hard to find or rare gift for your loved ones.

Fine Art & Photography

We can source, move and hang art at your request.

Chauffeurs & Cars

We can organise chauffeur driven cars, and private cars for your convenience.

Security

We can provide total security protection for yourself and your property.

FAQ's

When can I call or contact you?

We are available 24/7 365 days per year.

Is there anything you don't do?

We will manage on your behalf, any legal request. We will try our very best to deliver your request to perfection. Where something is just not achievable within the timeframe we will proactively suggest and organise an alternative for you.

Will you deal with my PA?

We will gladly communicate with you in the way that you request – whether that be via phone, Skype, email, messaging or through a personal assistant.

Does your service include requests from my husband/wife/partner/children?

Yes - we have different membership packages depending on how you want your membership to work. We are very discrete and security conscious and we have confidentiality measures in place to ensure your complete privacy and security.

How do I join?

Please just give us a call or send us an email. We will then meet with you at a time and location of your convenience. During our discussions we will seek to get to know you and understand your preferences and lifestyle. Our aim is to provide a proactive service. We ultimately aim to organise your requests on your behalf before you even think to ask!

Will you let me know of important events relevant to me coming up in the main cities I frequent?

Yes – we will compile a calendar of events, which is tailored specifically to your preferences, interests, likes and dislikes.

Is payment required upfront?

Membership is on a yearly basis and payment is required in full at the beginning of your membership.

Do you have a waiting list?

From time to time we may have a waiting list, we will do our absolute best to accommodate you.

CONTACT

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