

Co-op Coalition Survey: Concierge & Package Room

Thanks to the 21 people taking the time to respond. The results are contained in the table, below. Once again, thanks for helping your other co-op Coalition members!

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In a message dated Sep 22, 2017 1:42 pm Eastern Daylight Time, CooperativesDC@aol.com writes:

This e-mail survey is being mailed to all Coalition member managers, presidents, and representatives. Please decide who best can respond to this very short survey.

This survey has 2 questions. Please answer one or both. If neither applies to your co-op, just reply, "Does not apply." Below are the two questions submitted by a Coalition member. Again, thanks for helping one another out and preventing the wheel from being re-invented! Please respond in one week, COB Friday, September 29.

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1. *Our co-op has 300 units and over 450 residents. My Board of Directors has asked me to look into concierge type companies, not along the lines of a hotel concierge (regarding making reservations and such) but more along the lines of a lobby concierge that would focus more on a personalized approach to front desk duties. We currently have a security company 24 hours a day, 7 days a week but the Board is looking to possibly have a concierge during the daytime, early evening hours and then the security company overnight. If anyone can recommend a good concierge company that goes that extra mile with the residents in the quality of service they give, we would be very interested in hearing what company you have or any that you can recommend.*

2. *We have questions on how you may be running your package room. We have a large building and our current package room, though expanded in 2016, could probably use some changes to help with the large amounts of packages that we get. May I contact someone at your co-op to learn more about your package room operation?*

Any help on either of the 2 issues above are greatly appreciated.

You are receiving this email blind-copied to protect your privacy.

<25 units	NA
<25 units	Question 1 does not apply Question 2 our packages are increasing as more residents use internet to purchase. However, we have [fewer than 25] apartments and packages are currently left in our lobby on a table. When they become too many, our resident manager delivers them to the apartment doors.
<25 units	NA

25 – 49 units	NA
25 – 49 units	NA
25 – 49 units	<ol style="list-style-type: none"> 1. Does not apply. 2. We have a person on desk duty during the day and early evening who can receive packages and store them in a closet behind the desk. Notices telling owners they have a package are left in cubby holes located next to the co-op's mailboxes. The closet is locked when desk staff are not on duty. We are a relatively small co-op, and this procedure has worked to everyone's satisfaction.
25 – 49 units	<p>We are too small to have a concierge service or package room.</p> <p>However, we do have an occasional security problem with packages left in our lobby/mail room being slit open and rifled through, with perpetrators looking for items of value or interest. Our Board would welcome suggestions for dealing with that package security problem.</p>
25 – 49 units	NA
25 – 49 units	Our Front Desk is currently covered by a member of our Co-op, who receives a small stipend for helping us out until we hire someone new.
25 – 49 units	NA
25 – 49 units	<ol style="list-style-type: none"> 1. We have a doorman. Don't use a concierge service. 2. We don't have a package room. Our doorman keeps the packages in the lobby and then delivers them at the end of the day.
25 – 49 units	We have a package room on the first floor that the major delivery companies have the code to. Residents have the code as well. When companies do not leave packages in the room residents move them into the room.
25 – 49 units	<ol style="list-style-type: none"> 1. The concierge question does not apply. 2. We do have a package room. When a delivery person reaches out to the Resident Manager, she uses the Board room to lock up packages. We have reminded residents packages delivered without a signature are at their own risk. With the increased online ordering we are also alarmed with the overwhelming cardboard boxes left in the trash rooms. This has led to increased time to ready trash pickup since our trash service requires they be broken down flat.
Manager of 4 co-ops, between 20-50 units	<ol style="list-style-type: none"> 1. NA 2. We use Luxer package system. It has to be the right set up though, you need to make sure the concierge or staff can monitor the carriers to make sure they're logging in and scanning each package. If the package room is in a different location we're finding out the carriers are just dumping the packages and not notifying the residents.
50 – 99 units	NA
50 – 99 units	<ol style="list-style-type: none"> 1. HireOne: 202-429-2211 Reliant Concierge: 240-271-2105 2. Several of our buildings have just installed BuildingLink System for packages and reservation for the rooftop/community room. It's working out great so far. Their info is 212-501-7117.
50 – 99 units	NA
50 – 99 units	<p>For question 1: Does not apply. We are not nearly that large.</p> <p>For question 2: Yes, they can contact me, but we [have fewer than 100 units], so may not be equivalent in size.</p>
100+ units	<ol style="list-style-type: none"> 1. We don't use a concierge service, we use full and part-time employees to cover the front desk and manage the packages as well as other services for our residents. We have 3 shifts 7 days a week - 7am to 3pm, 3pm to 11pm and 11pm to 7am. We also have security guards as well, but they just patrol the property and cover breaks for the front desk employee. 2. Yes, we can be contacted to learn more about how we process packages.
100+ units	<ol style="list-style-type: none"> 1. We have full and part-time employees who provide "front desk" services. 2. Our staff log in and out all packages delivered to our co-op using BuildingLink. Residents are also notified through BL when they have a package. BL has helped

	considerably as an increasing number of residents buy on-line throughout the year and especially during the end-of-year holidays.
100+ units	<p>1. ... [We have] two separate companies handling Front Desk and security. Our management company provides the staff for 24/7 Front Desk, who handle packages & deliveries, assisted by Building Link software. BL can scan the delivery label to create the delivery slip record. Building Link can also handle a variety of functions, like reserving meeting rooms and Member account reporting.</p> <p>Security is handled by a company solely devoted to that task. The benefit is the coverage hours can be altered as needed (like for a pool event or Halloween evening). In my opinion, security is very dependent upon the staff provided by the company. They are generally paid minimum (or low) wage; sometimes you get a person who is very active and attentive, sometimes not. You have to ensure your Members don't use this staff for personal chores as that takes away from security coverage (like carrying in groceries for a small 'tip').</p> <p>A neighbor ... [condo] uses Securitas as a concierge, Front Desk and security. You might search for that company local contact. You might speak to the [condo] office at 202-554-5510. Obviously, security comes first and fire alarms have to be well provided for (training, contact info, etc).</p> <p>2. [Our co-op] recently remodeled & expanded our package room but in today's world of Amazon Prime and others, need more space. We are still trying to develop a workable policy regarding the large volume of deliveries and the time lag for pick up, including the number of very large, heavy boxes (everything and the kitchen sink). As an amenity, you want to provide a quality service but you don't want this to take over the Front Desk function. You have to be careful not to violate Postal rules and also not have your Members incur additional fees (like when refusing packages). You have to be able to handle special situations (like medical supplies and perishables) in a timely manner.</p> <p>You may contact our General Manager or me for more information.</p>