concierge *plus*

Tools & Features

Concierge Plus is the best-in-class resident management platform that's designed to make life easier for Front Desk and Building Staff, Residents, and Property Managers.
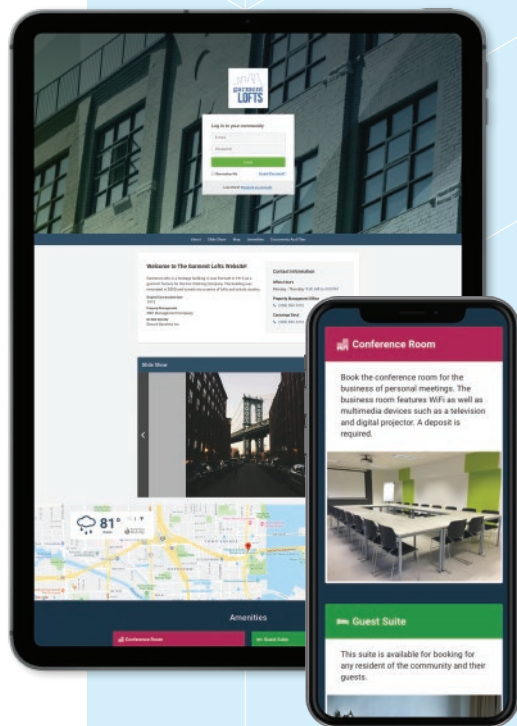
Our web-based, modular solution is fully scalable and customized to meet the needs of any sized community. It also saves time and money while delivering better customer service to residents and board members.
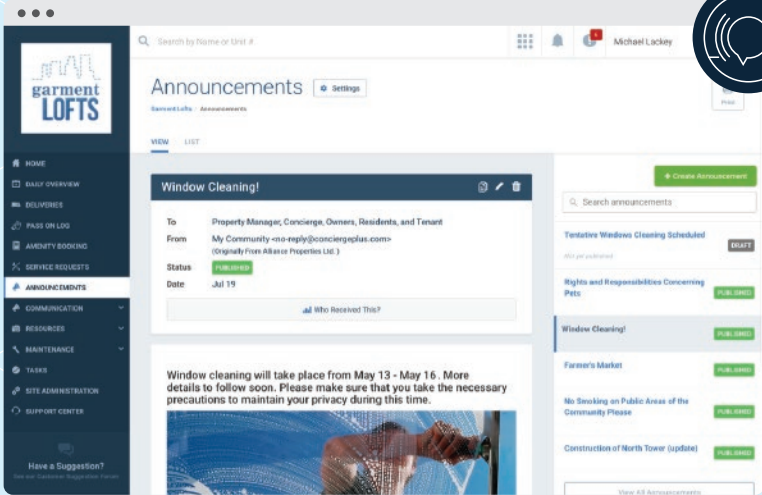
Works on All Mobile Devices and Tablets!

Concierge Plus allows you to access every feature and works seamlessly on any smartphone, tablet, laptop, or desktop computer.

DOWNLOAD OUR FREE APPS FOR APPLE IPHONE AND IPAD, OR ANDROID PHONES AND TABLETS, OR USE YOUR DEVICE'S WEB BROWSER.

Download on the **App Store**

GET IT ON **Google Play**

Daily Overview

This convenient tool gives property managers, security personnel, and front desk staff the ability to view a daily snapshot of all important administrative tasks such as notes from shift changes, and amenity booking requests. The Pass-On Log feature allows staff to hand notes to future shifts and have accountability for which staff member read each note, and when.

Resident Announcements

Create and distribute targeted announcements for all residents or specific groups in your building. Announcements can be accessed online, sent via email, text (SMS), or automated phone call. Your community website maintains a secure record of past announcements, available at any time, from anywhere.

Service Requests

Now it's easier for residents to submit service requests online (they can even upload images!) and property managers will appreciate a simplified way to organize requests as well as provide automated email updates to residents.

Package Tracking

Simplify parcel delivery management. Notifications are sent to residents by text (SMS), email, and/or phone call. A digital signature pad lets you keep a permanent, secure record of exactly who picked up a package and when.

Amenity Bookings

Streamline the management of amenity bookings with an easy-to-use online form. Email updates are sent automatically when a request is approved, or updated. Your residents will love being able to see a detailed list common amenities as well as a calendar view of their availability. Black out availability on Holidays with ease. You can even accept online payments for bookings by credit card!

Visitor & Resident Parking, Bikes, and Lockers

Track which parking spaces, bikes and lockers belong to which unit. Security and front desk personnel can also easily manage visitor parking and track vehicle details, and even print parking passes, or optionally let residents self-print passes!

Media Library

Securely store and share all of your community documents online in the Media Library. Using our simple drag-and-drop system, upload and distribute documents such as board minutes, forms, by-laws, floor plans, photos, and videos. Permission-based controls allow you to determine exactly who sees what.

Residents' Guide

Maintain, update and distribute your community's Residents' Guide with ease. Publish rules, by-laws, and other important information with this straightforward, searchable database.

Entry Instructions

This important safety feature will save time and front desk congestion. Residents can use an online form to notify building management and security staff of details regarding who has permission to access to their unit. An optional approval-based system will help you curb unwanted short-term (Airbnb) rentals!

Themes

Make it your own! Beautifully designed themes and colors allow you to personalize your community web site to match your branding.

Integrated Public Website

Every community gets their own domain name creating a permanent online home that you and your residents will be proud of. Our curated and customizable template means your website will represent your building and brand professionally, and the entire resident and staff experience resides within your domain. You can even automatically publish content such as amenities, calendars, files, and other information you want to publicly share.

Vacant Units

Allow residents to set dates when their units will not be occupied. Vacancy indicators will pop-up automatically throughout the platform, such as when a new package is being logged, and you'll quickly be able to produce a report of vacant or occupied units. Perfect for tracking seasonal residents, vacations, and other frequent travelers.
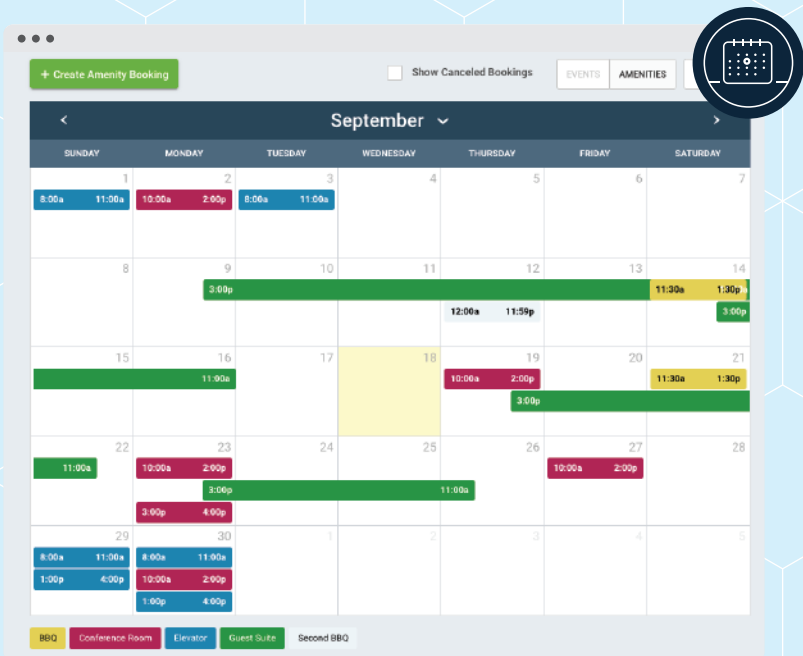
Hola! Bonjour! Bom dia!

Concierge Plus is multilingual. Additional languages can be added to your website very quickly allowing residents and staff to access content in their native language.

Permissions, Custom Fields, and Categories

We get it, every community does things their own way. Our permissions system offers the ability to create and manage groups to control who can do what within your platform. The ability to add custom fields and categories is included in virtually every component of Concierge Plus allowing you to tailor and extend our platform to keep track of everything you need.

AMENITY BOOKINGS

Incident Report# 2

CREATED ON	CREATED BY	SUMMARY
Jul 21 5:01pm	Mark Sunders	Stolen bike complaint from unit 103.

INCIDENT DATE AND TIME		LOCATION
01/14 3:24 PM		Garage

INCIDENT TYPE		REPORTED BY
Theft		Melanie Mendoza

UNIT(S) INVOLVED		RESIDENT(S) INVOLVED
103		Melanie Mendoza

DETAILS	ACTION TAKEN
Resident from 103 claims her bike has been taken out of her bike spot sometime last night between 6PM and 8AM this morning. Bike was not locked.	Suggested we review CCTV footage from this morning and try to get an ID on the suspect.

SIGNED BY
Mark

Quick Votes

Gather the opinion of community residents on any given topic with the help of Quick Votes. View instant results on topics such as landscaping or picking a date for the summer BBQ!

Discussion Forums

Create, moderate, and participate in discussions among condo residents with the Discussion Forums feature. You can invite discussion on specific forum topics for anything relevant to your community. Unlike social media sites, forums within your community website means you're in charge.

Community Calendar

Our Community Calendar lets residents see upcoming events while staff can keep track of building-related events such as scheduled maintenance or important board meetings. Permission-based controls allow you to choose which users can see which event.

Classified Ads

With the Concierge Plus dedicated Classifieds Ads feature, residents can easily post, search, and share items or services for trade, sale, or on offer. We've made uploading photos a snap and even created distinct categories so that residents can search through postings to find what they are looking for.

Incident Reporting

Concierge Plus revolutionizes the way Property Managers, Security and Concierge staff create incident reports with the only completely customizable solution accountability among your security team by recording incidents digitally, attaching photos and documents, and having a permanent record in a secure database that cannot be altered or deleted. Security staff sign off on a report with a digital signature and Property Managers receive instant email delivery of all new reports.

Newsletter

Our easy-to-use newsletter template lets management create customized communications for residents that can be shared as an email or printed and distributed.

Unit Profile

The Unit Profile is a summary view of all vital information related to a specific unit and its residents. It provides property managers and front desk personnel with a user-friendly overview of resident/ owner information, deliveries, entry instructions, service requests, and amenity bookings. Your concierge desk can also track guests digitally and record visitor signatures using our optional digital signature pads.

HTTPS://TRY.CONCIERGEPLUS.COM

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