

Contract Concierge - 04012025 - 03312028

Submitter: MLombardi@windsorcommunities.com

PropertyEntity: IMP/CalPERS

Property Name: Windsor at Oak Grove

Property Address: 12 Island Hill Avenue Melrose MA 02176

RCP Website Posting Date: 2025-01-06

Posting Expiration Date: 2025-02-05

Vendor Qualifications: All applicable licenses and certificates including valid drivers licenses and certificates of insurance

Vendor Experience In Local Markets: 5 years experience servicing luxury multifamily communities

Scope Of Work: Scope of Work available upon request Effectively and efficiently respond to client contractor and visitor inquiries and service requests graciously assist all parties as needed Effectively manage package deliveries and ensure packages are being properly logged into package locker system Monitor package delivery drivers Amazon DHL FedEx UPS USPS other and ensure packages are being correctly logged into package locker system Log in overflow into package locker system effectively and efficiently Maintain a high level of organization and cleanliness throughout package locker room and package overflow area Assist residents in every way possible direct residents prospective residents vendors and guests to leasing andor maintenance staff when applicable Enforce client security safety and firelife safety rules procedures and protocols Help deter deflect detect investigate andor resolve all activity that could result in loss or liability for the customer including criminal incidents fire hazards and safety conditions Immediately and appropriately respond to emergency situations according to specified protocols in most scenarios more likely than not contacting the leasing andor maintenance staff immediately Complete required reports logs and paperwork in a timely method that meets or exceeds account quality standards Implement and adhere to all building and property management policies and procedures

Community Contact: Michael Lombardi

Community Telephone: 781-953-3361

Submission Date: \$120,000