



# AT YOUR SERVICE

## JANE PINDER

AN EXCLUSIVE concierge service for residents at PresCare's new retirement village has started before construction on the new facility has finished.

In a Queensland-first partnership, The Concierge Collective will manage the service at Kingsford Terrace in Corinda.

Concierge Collective managing director Adele Blair said a virtual service had launched, ahead of the first residents moving in late October.

"Once a resident makes a

deposit on a property, they have access to the Kingsford Concierge," she said.

"It does limit the service as we are not on-site and cannot run up there and collect their dry cleaning or whatever, but the virtual service so far has included getting quotes for curtains and blinds in their new property, to helping downsizing and selling furniture online.

"Some people are using it more than others, some people aren't sure what to ask us to do. We are proactive and ring them, and remind them we are here and what can we help them with.

"It's quite a specific market we are dealing with in this instance, so we want to make sure they feel safe and secure in their move."

The first stage of the \$100 million Kingsford Terrace community, the Litchfield building, is due to be completed in October. A display apartment will be available for viewing by appointment only from the start of July.

The future on-site concierge

service will include a range of base services such as on-site pet grooming, floral and newspaper deliveries, as well as watering plants and collecting mail during holidays.

The concierge will be able to

take care of airline bookings and confirmations, as well as concert and theatre ticket bookings and restaurant reservations, and can source and coordinate tradespeople and refer personal trainers.

They will manage the bookings for common areas as well as hold items for collection.

Ms Blair said becoming a concierge was both a passion and a calling.

"They usually need to have really good mind-reading skills, and be proactive on what the client might need or want at any given time, and have the technical skills to back it up," she said.







**VIRTUAL ASSISTANCE:** Concierge Collective managing director Adele Blair will bring concierge services to Prescare's Kingsford Terrace development in Coorinda.