



Valet Living  
Setting the Standard



# Setting the Standard for Residential Living

**Valet Living Doorstep's™** waste and recycling collection service increases property value and adds an invaluable, time-saving amenity for residents and staff at every multifamily community.



**Valet Living Home** is powered by technology, but delivered by the best people in the business. Your Valet Living Doorstep residents request home cleans, pet visits, manage package deliveries and more through a single app.

# Setting the Standard for Residential Living



**Valet Living Turns** manages the entire turnover process.

- Painting
- Carpet cleaning
- Punch services
- Housekeeping
- Water damage response

**Valet Living Maintenance** helps improve community quality, allowing you to free up on-site staff and setting a new standard in property services.



# Setting the Standard for Residential Living

## *Five-Nights-Per-Week Waste and Recycle Stream Control*

- Providing residents with an exceptional living experience with the convenience of doorstep waste and recycling collection services.
- Increase recycling participation at the community, reduce contamination of recyclables and reduce the community's overall carbon footprint and waste spend.
- Marketing advantage that helps the community and portfolio stand out from the competition with a value added amenity.
- Assists in keeping the community aesthetically pleasing, efficient, and green. Waste is no longer out during leasing hours.
- Drips and stains on sidewalks and breezeways are significantly reduced.
- Pests and insects are reduced at the community.
- Allows maintenance team to focus on service requests and turning units instead of waste stream control.
- Risk Mitigation – aids in the reduction of slip and fall accidents caused by residents carrying waste and recyclables up and down stairwells and breezeways.



# Setting the Standard for Residential Living

## ***Valet Living Doorstep Increases Retention and Income***

- Valet Living Doorstep is the standard-setting doorstep collection amenity that adds value and convenience to every multifamily community and includes an onsite educational event for residents.
- Waste is collected five-nights-per-week from uniform containers shortly after it is set outside — no odors, trash leakage, or stains on walkways and breezeways.
- Doorstep collection can add an average of \$40k/year in NOI generation for a community.



# Setting the Standard for Residential Living

## ***Recruitment Process***

- Uniformed W-2 employee workforce.  
**NO INDEPENDENT CONTRACTORS!**
- Valid driver's license with insurance is required and reviewed annually.
- Alert, attentive and report any issues that arise at night when the community staff is off-site.
- Insured under Valet Living Workers' Compensation Insurance Policy.
- All service valets are equipped with OSHA-compliant cleaning supplies as well as safety gloves to prevent injuries from sharp metal cans or broken glass.
- Instructed on the use and implementation of OSHA-certified cross-contamination chemicals.
- Each service valet carries a collection satchel to limit the amount of drips and stains in breezeways and hallways.
- Dumpsters and compactor areas are cleaned each night.



# Setting the Standard for Residential Living

## ***Span and Control Measures***

- Every community has a dedicated and professional district manager at their service that is familiar with both the staff and the property to maintain an unparalleled standard of service.
- District managers oversee a small portfolio of communities to guarantee the highest possible service and provide continuous training and consistent ongoing education to their service valets.
- Property orientation meeting prior to starting service at each community to prepare and educate the on-site team. Continuous education is also provided throughout the service agreement for new team members.
- 24-hour Valet Living Support team for residents and a dedicated webpage on our company website.



## ***Container Procurement***

- A variety of container options available to fit each community's unique needs.
- Every resident is provided a uniform and branded container with no startup cost to the property.
- Valet Living Support contact information provided on each container.

# Setting the Standard for Residential Living

## MyValet - Virtual Workforce Management Technology

- Incident reports are time-stamped and geo-located for building accuracy, which include notations of incident and a documented picture of the incident.
- Activity report that defines the time a community was started and completed, the time each actual building or point of interest, such as a common area or dog station (geo-located) was started and completed, as well as which service valet did each building or point of interest.
- District managers have the ability to see real-time where the service valet is located and their current progress at a community in order to meet time goals of being off property.

The screenshot displays the MyValet dashboard interface. At the top, there is a navigation bar with the Valet Living logo and menu items: Home, My Company, Service Status, Observations, and More. A user profile icon labeled 'CR' is in the top right corner.

The main content area features a large hero section titled 'Valet Living Doorstep' with a 'Know More' button and a background image of a valet. Below this are three summary cards:

- My Company - Trust**: A pie chart showing 122 Reg. Users and 135 Communities.
- Service Status - Last Day**: A gauge chart showing 129 Completed and 1 Not Completed.
- Observations**: A donut chart showing 155 Low, 37 Medium, and 356 High observations.

Below the summary cards are three news and announcement sections:

- Latest News & Announcements**: Includes 'Upcoming Conferences', 'Valet Living Welcomes Regulations to Protect the Future of the Apartment Doorstep Collection Am...', and 'Youngster Aims to Solve Recycling Problem for Property Managers Nationwide'.
- New features in Client Portal**: Includes 'Have a Suggestion? What do YOU want?? Email us!', 'iValet App for Communities! Bulk Hauling!', and 'Enhanced Observation Report Features'.
- Total Communities Served**: A bar chart showing 4598 DoorStep, 382 Maintenance, and 333 Turns communities served.

At the bottom, there are 'View More' buttons for the news sections and a 'Know More About Services Offered' button. A chat icon is in the bottom right corner.

# Setting the Standard for Residential Living

## ***Ancillary Income With No Start Up Investment***

- Increase a property's asset value by adding a new revenue stream.
- Average property value can increase from \$750,000 to \$1,200,000 based on a cap rate from 6% to 8%.
- 12-month phase-in provides positive cash flow with no start-up investment.
- Existing residents are not billed until renewal.



# Setting the Standard for Residential Living

## ***Convenience***

- Residents get the convenience of five-nights-per-week waste and recycling collection.
- Residents no longer need to take long walks (day or night) or place waste on or inside their vehicles to take waste out to the dumpster or community compactor.
- Valet Living resident memos are provided in a new resident and property launch package, which can be co-branded.



## ***Valet Living Support***

- Residents have the convenience of contacting Valet Living Support by phone, email, web form submission or live chat at [www.valetliving.com/contact](http://www.valetliving.com/contact).
- Valet Living Support provides answers to frequently asked questions, resident memos and additional brochures, and recycling bag purchases and tracking information.



# Setting the Standard for Residential Living

## ***Resident Safety and Security (Risk Mitigation)***

- Reduce slip and fall accidents.
- Residents no longer need to take long walks (day or night) out to the dumpster or community compactor.
- An average tall kitchen bag of trash and/or recycles, which can weigh as much as 25 pounds, no longer needs to be carried up and down stairwells and breezeways.
- Valet Living service valets are an extra set of eyes on the property at night.



# Valet Living Turns

***No more scheduling headaches.***

***No more budgeting surprises.***

Now you can let Valet Living Turns manage the entire turnover process - setting a new standard in total property services.

With Valet Living Turns, you can rest assured your apartment homes will be pristinely restored and ready for incoming residents - without the stress of managing and coordinating everything on your own. Drawing from our expansive network of premium contractors, our turn service is always quick and consistent, offering dependable support in every season. And with our dedicated team handling every aspect of the job, yours can stay focused on the pressing daily demands of property management so that your time and resources are spent where they have the most impact: improving resident satisfaction and retention.

We're excited to raise the bar in unit restoration, working together to exceed residents' expectations - and most importantly, your own.

Our detail-oriented staff accepts nothing less than perfection on jobs of all sizes:

- Painting
- Carpet cleaning
- Punch services
- Housekeeping
- Water damage response



# Valet Living Maintenance

## ***Ensuring resident satisfaction. Ensuring operational excellence.***

Now you can let Valet Living Maintenance help improve community quality, allowing you to free up on-site staff and setting a new standard in property services.

Valet Living Maintenance is the helping hand that allows multifamily communities to prioritize unexpected resident needs and maintain day-to-day upkeep. We provide additional porter hours for property managers and maintenance teams so they can follow through on resident requests and uphold the same quality of service and high standards that they are proud to deliver.

Drawing on our experience working on every type of multifamily community, we'll guarantee that your hallways, breezeways, dumpster areas and common area spaces will remain clean and beautifully maintained. Our periodic management visits, along with an extensive check-list procedure, ensures it. As your reliable operations partner, we'll help you free up on-site staff, whether you have an unexpected request, a one-time need or require ongoing support. Our trained maintenance teams ensure everything on your property runs smoothly, including mitigating any potential risks and minimizing any resident complaints.



# Valet Living Pet

## ***A cleaner community. A cleaner experience.***

Now you can let Valet Living Pet help create a clean and welcoming environment – setting a new standard in property services.

Valet Living Pet is the partner for setting the standard in community building. Our quality pet waste stations are tailored to resident needs and those of their loved ones, ultimately contributing to higher resident satisfaction rates and cleaner common areas. And with our dedicated team on the job, yours can stay focused on the pressing daily demands of property management. This allows your time and resources to be spent where they have the most impact: improving resident satisfaction and retention.

Building on our waste management experience, we supply durable, low maintenance pet stations and biodegradable plastic bags to your community. Our experienced team can even take care of servicing your pet stations, ensuring the cleanliness of communal spaces and pet parks. Our national scale also allows for optimal pet station distribution and maintenance.



# Valet Living Home App

Valet Living Home is powered by technology, but delivered by the best people in the business. Your Valet Living Doorstep residents request home cleans, pet visits, manage package deliveries and more through a single app. Valet Living Home's time-saving amenities are performed by 100% W2, insured and background-checked associates through an onsite concierge office completely customized for your community. The result is a resident amenity experience like no other, delivering more time for your residents to spend with family and friends and unparalleled resident satisfaction at your community!



Thank you

