

## **Atrium Combined Bodies Corporate**

### **Use of Quest Hotel Reception by Tenants, Residents and Owners as a Concierge Service**

19/11/15

The Quest Hotel is a separate business entity to the Atrium Body Corporate. Historically, under previous Quest Franchise Holders, an arrangement was in place where-by the Body Corporate funded a concierge service. At the BC Committee meeting on 12/11/15 the committee confirmed that the BC will not fund a concierge service.

Most apartment buildings in Wellington do not have an attached Hotel Reception and owners/tenants have to manage without the benefit of a concierge service.

After discussion with the current Quest Franchise Holder, Sean Chin, he is prepared to offer a limited concierge service for a pre-arranged nominal fee with individual residents.

The following TWO services will be provided:

1. Key drop off for service/repair persons to pick up for a nominal fee.
2. Parcel and courier drop offs for owners who are residents who have made a prior-arrangement with Quest. The parcels must be addressed to Quest Reception. All other courier deliveries will be placed on the letter boxes in the lift foyer.

Quest does not take responsibility for any parcels or keys left with reception.

#### **Owners and tenants who lock themselves out of their room:**

Tenants should contact their landlord or property manager in the first instance. Owners would need to contact a locksmith to assist them with entry (Beveridge's 0800 566 1111).

Owners who currently have a key left at Quest Reception need to contact Sean to arrange what to do with the key.

The Body Corporate is not promoting this service. All owners/residents need to make their own decision on whether they wish to use this private service that Quest have offered.

Regards

Judith Barnes

Body Corporate Chair

Atrium Combined Body Corporate