

A resident amenity your team doesn't have to staff.

A human-powered Community Concierge Desk your community offers as an amenity. The property pays; residents benefit. A Community Concierge helps residents find trusted local services and navigate everyday needs — so your team stays focused on leasing, and you gain something residents actually use.

What it is

Close By Concierge places a consistent, background-checked Community Concierge on-site each week. Residents bring everyday questions — finding a doctor taking new patients, childcare, a reliable handyman, help with a form. The concierge personally researches the options, checks key details, and follows up with practical next steps. **This is not an automated chatbot and not an errand service. Technology organizes the request. A real person finds the answer.**

What residents can ask for

Relocation & getting settled — licenses, utilities, schools, orientation

Family, childcare & education — childcare, camps, tutoring, classes

Employment & career — workforce programs, resume help, career fairs

Pets — vets, boarding, sitters, grooming, training

Financial, legal & professional — notaries, tax prep, attorneys, planners

Home & personal services — cleaners, handymen, movers, detailing

Health & wellness resources — primary care, dentists, specialists, urgent care

Community assistance — food, utility & transport help, benefits, clinics

Aging parents & caregiving — home care, senior living, care managers

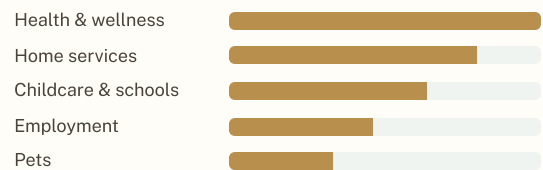
Social connection & local life — clubs, groups, faith, volunteering, events

What the property gets: a monthly Community Insights Report

Every month you receive anonymized data on what your residents are actually asking for — top categories, emerging needs, and specific recommendations you can act on. Five residents asking about tax prep becomes a recommendation to host an on-site tax clinic. No competitor offers this.

- ◆ A distinctive resident amenity and a consistent human point of connection
- ◆ Stronger new-resident onboarding and engagement
- ◆ Fewer resource questions pulling your leasing staff off leasing
- ◆ A professionally managed program — no internal position to hire, train, or supervise

THIS MONTH



Sample report — anonymized categories

How it works

- 1 Weekly on-site office hours** — a Community Concierge residents can walk up to; walk-ups are logged so they count in your report.
- 2 A community-specific request tool** — your own link & QR code; every request routes to your community automatically.
- 3 Personal research & follow-up** — a real Community Concierge researches, verifies, and follows up. Not a chatbot.
- 4 Community Insights Report** — aggregate trends, top categories, response times, and recommended partners & events.

Trust & professionalism

- ◆ Insured — general liability coverage
- ◆ W-2 employees, not gig contractors
- ◆ Background-checked Community Concierges
- ◆ Resident privacy protected — categories & trends only

What it's not

Information and resource navigation only. Not case management, advocacy, or legal, medical, or financial advice. Not an errand service, personal assistant, transportation, medication handling, property management, or maintenance. Referrals are recommendations, not endorsements.

A scalable amenity

Flexible partnership options for communities of different sizes and resident populations. Pricing scales with your community — everyone gets the same Community Concierge, request tool, monthly events, and Community Insights Report, sized to fit. Tell us about your community and we'll build a proposal.