



New Babylon Residences
COMFORT AND SERVICE MANAGEMENT

New Babylon

RESIDENCES • UPTOWN • THE HAGUE

New Babylon Residences

THE ADVANTAGES OF COMFORT AND SERVICE MANAGEMENT AT A GLANCE

In order to make your living experience as pleasant as possible, we have appointed professional service managers in the Park Tower and City Tower. The service managers are pleased to welcome you at the reception desk in the hall on the ground floor of your apartment tower. They will be on hand from day one for your own personalized comfort and service. Living in New Babylon Residences has just become even more enjoyable.



Dedicated website



Catering and meals



Key management



Service Manager



Dog-walking service



Cleaning

SERVICE INFORMATION

- The service manager is available from Monday through Friday from 07:00 to 21:00 hrs
- There is camera surveillance
- The service manager is the first and central point of contact for all residents and visitors
- A dedicated website for New Babylon residents; where you will find not only static information such as lease and other agreements, but also all of the latest news about the building and the services offered
- In addition residents will be informed via personal mailings and the resident's section of the New Babylon website
- Daily monitoring and handling of resident emails and service requests
- The service manager will monitor who enters and exits the building
- The service manager will open the door when you have both of your hands full

SERVICES OF COMFORT AND CONVENIENCE

- Delivery services will be facilitated upon your request by granting the service provider (visitors, cleaning service etc) authorised access to your apartments

At the request of residents we will also:

- Coordinate dry-cleaning service
- Receive packages on your behalf
- Arrange dog-walking service
- Organise household help
- Arrange for catering services, handling orders
- During your absence: watering plants, feeding fish, emptying mailbox; and whatever else you would like to be arranged through the service manager

TECHNICAL FACILITY MANAGEMENT

- Monitoring the general condition and functioning of the building (such as cleaning, door operation, lights etc.)
- Coordinating repair/service requests in your apartment
- Carrying out minor repairs in your apartment and in the general areas
- Support apartment inspections and redelivery
- Report breakdowns to the technical department, check follow-up action
- Key management of general keys and key management for residents
- A monitoring and advisory function (monitoring of compliance with the house rules)

It has been shown that the presence of a service manager means that the building is smarter and problems are detected sooner and solved faster. The result is increased satisfaction of residents with their living environment. It also raises the level of social control in and around New Babylon Residences.