

# Property Management

One Source. One Solution.



## SERVICES



## INDUSTRIES SERVICED

RESIDENTIAL PROPERTY MANAGEMENT  
COMMERCIAL PROPERTY MANAGEMENT  
STATE, LOCAL AND FEDERAL GOVERNMENT

## WHY NVT PROPERTY MANAGEMENT?

WE PAY MORE TO GET THE BEST!  
INDUSTRY RATED TOP CUSTOMER SERVICE!  
BUILDINGLINK, MRI, YARDI TRAINED ASSOCIATES  
STATE-OF-THE-ART SCREENING/TRAINING  
FAIRHOUSING CERTIFIED ASSOCIATES  
GEO-FENCING SHIFT CHECK-IN/OUT  
AUTOMATED SHIFT LOGS  
AUTOMATED BUILDING MANUALS  
STANDARDIZED UNIFORMS  
BACKGROUND CHECKS



## HOURS OF OPERATION

MONDAY - FRIDAY  
HOURS: 6:00AM - 5:30PM  
MAIN: 703.776.9121  
FAX : 703.556.0494

ON-CALL EMERGENCY LINE  
HOURS: 24 HOURS A DAY/ 7 DAYS A WEEK  
EMERGENCY: 703.731.9721

WWW.NVTSTAFFING.COM



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## PHILOSOPHY

After more than three decades of experience, NVT is recognized as one of the top staffing companies in the greater Washington D.C. Metropolitan area. NVT, Inc. consistently receives high praise from our clients and ranks near the top of the Washington Business Journal's Book of Lists. We believe that clients should not have to settle for mediocrity when they consider staffing firms for solutions.

Since 1990, our practice of valuing client priorities has made us a preferred solutions provider for residential, commercial and government industries. As the leading support provider in the D.C. metro region, we take great pride in our ability to deliver responsive, qualified support services when you need them.

Along the way, we've always believed that our best solution is our people. Regardless of whether our client is seeking short-term, long-term, or permanent expertise, NVT Staffing pays competitive hourly rates consistent with full-time wages. Our practice has always been to inspire full-time efforts that meet client needs. Our personnel are known for their professionalism, ability to adapt, and perform the tasks at hand. As the face of your property, we stress the importance of being as professional as possible, while maintaining a cordial demeanor. Reflecting the superior quality of NVT's employees, our clients often hire our temporary personnel for full-time positions with their organization. Our philosophy is simple: we pay more to get the best and we will never send you a "warm body".

To help simplify the sometimes overwhelming process of using a staffing provider, NVT utilizes a state-of-the-art online processing system. Through our website, you are able to place online requests, view the status of a request, view employees assigned to specific shifts, view past employees, view invoices, and approve time cards.

NVT's tremendous growth in the Property Management industry is a result of our ability to work with our clients on an individual basis. We listen to the needs of our clients and employees in order to develop unparalleled support programs. Our approach to providing excellence is constantly evolving in order to ensure you receive the best services possible. NVT is available 24 hours a day, 7 days a week to assist with last minute support needs.

## WHY NVT?

- NVT utilizes a rigorous, [state-of-the-art screening/training process](#) to evaluate and train every concierge that we employ.
- All employees undergo a thorough [background check](#).
- As a follow-up to our training, NVT utilizes [secret shoppers](#) to evaluate our employees while they are on assignment. The employees are evaluated in several fundamental areas and corrected if they fall short in a particular area.
- NVT consistently [pays higher](#) than our competitors. This helps attract highly qualified qualified candidates, as well as maintain employee retention. Therefore, when you call for a temp, there is a strong chance that we will have someone who has been to your property before.
- NVT developed [industry specific software](#) that allows us to quickly and efficiently place concierge, thus greatly improving the likelihood of us being able to find someone that has [worked at your property before](#).
- NVT charges one (1) FLAT RATE per hour for all shifts, including last minute, weekend, holiday and after-hour requests, therefore helping you to better forecast your concierge budget for the month.
- NO CALL CENTERS! NVT is open 24/7**, and your call will never be answered by a call center representative. A full-time NVT staff member will be available to assist you with any of your staffing needs.



Steve Graham



*We have been working with NVT Staffing for several years. They have always produced great candidates and exceptional service. In fact, we have hired two employees sent over as a temp to perm arrangements. There are a lot of staffing options, however, we have found that NVT understands our business goals and aligns the talent with our needs. It's never fun to have staffing issues. It is nice to know NVT Staffing is a great partner in helping find the right talent.*



### Headquarters

Address: NVT Staffing - Washington, DC  
Headquarters 7115 Leesburg Pike, Suite  
314 Falls Church, VA 22043-2301  
Phone: 703 761 4357  
Fax: 703 556 0494

### Property Management

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Headquarters 7115 Leesburg Pike, Suite  
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Emergency Line 24/7: 703 731 9721



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## NVT PROPERTY MANAGEMENT STAFFING

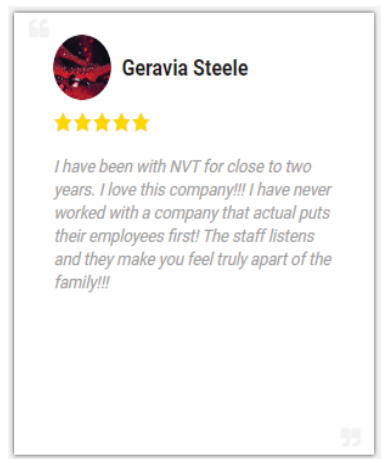
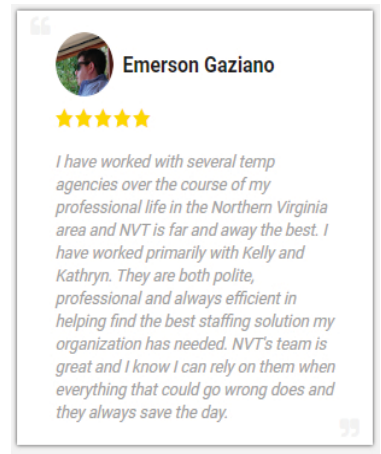
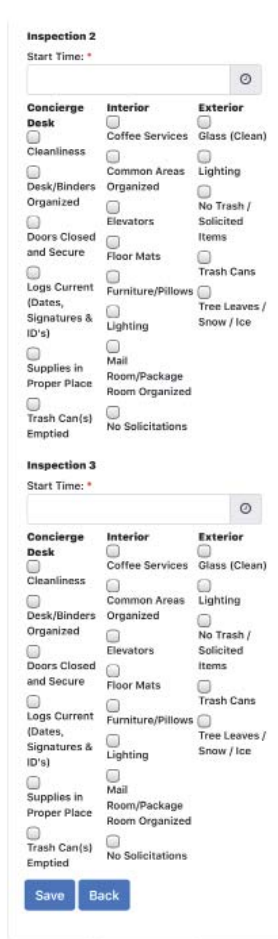
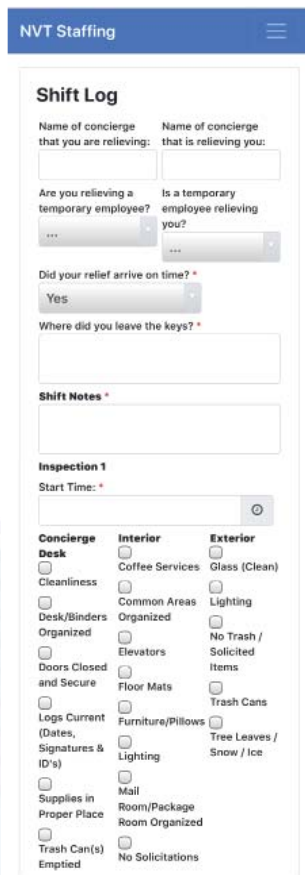
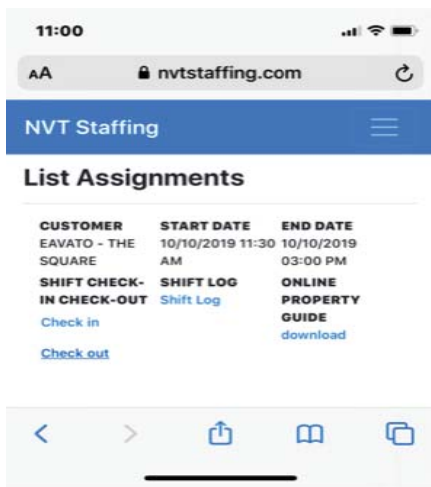
NVT's Property Management program is a leading industry provider of property management personnel. Our cutting-edge technology allows us to offer you and your residents services that you expect and demand, 24/7. Through NVT's exceptional customer support and efficiency, we provide seamless staffing solutions to enhance your daily and overall satisfaction.



## NVT CONCIERGE AUTOMATION WITH GEO-TRACKING

With overwhelming success, NVT's automated platform has raised the bar in regards to employee accountability. This new software allows us to monitor our employees using geo-fencing technology to ensure they arrive on-time. Employees cannot check into their shift unless they are within 500' of their assignment. Additionally, the new software requires employees to submit a shift log before leaving their shift which is then submitted directly to the property.

For more information regarding our new software, or to review your online property manual, please contact NVT.



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## NVT PROPERTY MANAGEMENT STAFFING RESIDENT CONCERGE MANUAL



For questions regarding updating the content of this binder, please contact NVT Staffing.

Property Name :  
Email address :  
Login link : [http://staffing.com/tenant/concierge\\_login](http://staffing.com/tenant/concierge_login)

it with the entire team. Place the gift in the kitchen/break area. If they offer you tickets to an event or other non-monetary gifts, give them to the Community Manager to be raffled off among the team.

### NVT SHIFT LOG CHECK LIST

All work areas should be neat and orderly when the shift is turned over to you. The NVT SHIFT LOG CHECK LIST is located on your employee portal and must be completed by the end of each shift. At the end of your shift, please update your relief on what is occurring in the building, so the transition is seamless.

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30 Years Experience

Industry Rated Top  
Property Management  
Staffing Vendor



### TO OUR VALUED CLIENTELE AND COMMUNITIES:

This reference guide is vital to the success of working with NVT and our Concierge. All of NVT's Concierge are trained to utilize this manual and rely on the information embedded in the preceding document. NVT requires all communities to maintain this document to ensure that our Concierge have the information needed to provide the best services possible while working an assignment at your Front Desk.

Keeping this manual up-to-date with the most current information is not only essential to our success with your community, but ensures the safety of your Residents and Guests in your building. Please make sure that you complete the questions below as fully and accurately as possible.

If you have any questions regarding the material below, please contact NVT Staffing at 703-761-4357. We greatly appreciate your cooperation!

If your property utilizes another reference guide, please indicate on this form, where and on which page the information can be located in your guide.

### THE FRONT DESK

We refer to the front desk as the Concierge Desk. Being on-time is key to your position. You must be at the Concierge Desk and ready to work at the time your shift is scheduled to begin. Please be courteous to the Resident Concierge you will be relieving, as they have personal priorities they need to attend to upon completion of their shift.

As a Resident Concierge, you are expected to work your shift every day you are scheduled to work. If a holiday falls on one of the days you are scheduled to work, you may request the time off, however, there is no guarantee your request will be approved.

It is your responsibility to remain at the Concierge Desk the entire time you are on duty. You must be prepared to help anyone who comes to the desk for assistance, answer phones, and/or to perform other Resident Concierge duties. If at any time, you must leave the desk (with the exception of quick restroom breaks), please place the "away from desk" sign on the desk along with the Resident Concierge bell. Make sure to communicate any need to be away from the Concierge Desk with your Community Manager, and be sure to note all extended time away from the desk on your NVT Shift Log report.

There is no eating at the Concierge Desk. We do not have scheduled breaks or lunch breaks. To eat, please step away from the desk, but close enough that you will be able to hear the bell if someone rings it for assistance (management can direct you where to eat).

Whenever anyone approaches the desk, please remember to **Stand, Smile and Greet** them. NVT strives to provide superior customer service and a warm, friendly environment. Please keep personal phone calls to an absolute minimum. This goes for calls made on cell phones as well as office phones. It sends the wrong signals to our residents if we are seen talking on our cell phones. The residents and Concierge Desk duties should have our undivided attention.

Please do not give out staff members' telephone numbers to anyone at any time. We do not accept cash payments. If a payment needs to be made, we will accept checks and safely deposit them into the designated location. NVT's Concierge associates are not allowed to accept tips for the services we provide at the Concierge Desk. If someone offers you cash, please politely explain that you are not allowed to accept monetary gifts. If they offer you a gift basket or food, please politely accept the gift and let the resident know that you will share

## NVT's Online Community Manual

NVT's online community manual has transformed the way concierge employees gain access to essential information for the property. Stored in the Cloud, NVT concierge have instant access to this information and all employees are trained based on the information provided in the manual. Since it is delivered in a unified format, they can quickly and efficiently reference the information needed.

Our online community manual details pertinent information, including, but not limited to, emergency contacts, emergency procedures, lock-out procedures, shift times and relief information.

Tired of receiving calls during your off hours? It's all about the details! This simple concept has helped streamline the concierge desk and it will provide clients with peace of mind that their tenants needs are being met on a consistent basis.



[www.NVTSTAFFING.com](http://www.NVTSTAFFING.com)

