

**Cielo Concierge Up-Date**  
**May 13, 2009**

At our recent AGM, approval was given to establish a concierge function at Cielo and work began immediately to implement the service.

Your Concierge committee developed a detailed role description for the concierge position, making sure there was no overlap or duplication with our Resident Maintenance Manager role or our security staff's roles.

We also worked hard on the approved budget and determined that we can provide coverage 24 hours a day and 7 days a week with a combination of concierge staff and security staff. We have begun the recruitment process to select additional concierge staff to cover the second shift and weekend relief.

Teresita Pitargue will be taking on one of the Concierge shifts and I know all of you will join me in welcoming her to this new role!

We conducted a competition to select a firm to design the concierge station. Blue Fish Design Studio was selected as they have significant experience in designing concierge facilities in other buildings. They have completed a preliminary analysis of the four locations where a concierge station could be positioned and presented this at our last council meeting. Council decided that the optimum location is in front of the west pillar in the lobby. This location will be out of the traffic flow and will provide great visibility for the Concierge and also provide good visibility of concierge coverage to those outside the building.

We expect to have a design drawing in a couple of weeks and we will post it on the web site. We will also put an easel in the lobby with the drawings to give everyone a good look at them.

Construction of the desk will take place off site so there will be minimal disruption of the lobby area while the desk, wiring, phone lines etc. are being installed.

The concierge will have a phone at the desk and there will also be a security monitor so the concierge and security staff can monitor the closed circuit cameras on a continuing basis. We will be using the library space for storage of delivery items and also as a break station for the concierge on duty.

Our target date for project completion is July 1, 2009.