

# HOUSE & HOME

By KATE JONES



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## Concierge has all the answers

Everyone has a personal to-do list – walking the dog, getting the car serviced, repairing the leaking tap in the en suite.

Sometimes that list seems never ending and the sheer time and energy required to get on top of each task can feel daunting.

A new service promises to take the pain out of organising everything from everyday tasks to home renovations with the Kay & Burton Concierge providing referrals for a suite of services at no additional fee.

Thanks to a wide network of tradespeople and professionals, who have all been vetted by Kay & Burton, the concierge can assist with a variety of referrals.

This network includes electricians, plumbers, builders, painters, locksmiths, cleaners, gardeners and utilities connection services. There are also professionals to help with more specific tasks including wine consultants, home stylists and art experts.

This long list also extends to finance and insurance providers.

Since launching in the Melbourne metro area last September and on the Mornington Peninsula last November, concierge senior manager Kate Emerson said the service had experienced a healthy uptake.

“We’re seeing a good steady growth since we opened,” she says. “People like the fact they get to speak to someone and they are not doing all that Googling to fix their old-fashioned windows in their Victorian home, instead finding someone who knows what to do, rather than just a handyman.

“We work out the most appropriate preferred supplier, so it’s better than obtaining multiple quotes and you get a preferred person who would like to take on the job.”

Concierge services are popular overseas, particularly in the UK and US. But it’s just not for the wealthy – concierges are used by time-poor parents, busy retirees and those

who would simply prefer to spend their downtime relaxing instead of chasing tradespeople.

It doesn’t cost anything to use the Kay & Burton Concierge and users don’t have to be current or former Kay & Burton clients as the service is available to the general public.

“Under that same umbrella we also assist in the process of decluttering and helping people preparing to downsize.”

Kay & Burton’s Concierge has an array of reliable tradespeople and professionals at its disposal. Many have long and trusted relationships

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So far, it has proved to be handy for those needing general repairs and people who are in the process of moving from one property to another.

“Removal and storage is a popular request and this is usually for people in the midst of a house sale,” Emerson says.

“We’re also there for them during the move and, once they are in the new house, we often provide referrals to styling services as well.

built through years of service with Kay & Burton.

Not only are they trusted and skilled, but the concierge’s preferred partners have also been screened for police checks, qualifications and up-to-date insurance coverage.

“We’ve got all of these valued suppliers and contacts, so why not open them up to not only our own client base, but beyond that as well?” Emerson says. 