

# Doorstep Collection



## More than 25 years ago, Valet Living created the amenity-as-a-service category in multifamily with its pioneering doorstep trash pickup service.

By far the most trusted and most adopted service of its kind, Valet Living now has more than 8,000 associates serving more than 1.9 million residences nationwide. A winning combination of exceptional staffing models, training, and technology set the standard for the industry. Advanced online portals and apps offer geo-fencing metrics, two-way notifications, and integrated community observations to help keep residents, community managers, and Valet Living employees on the same page, making trash-related hassles a thing of the past.

**Increase Net Operating Income:** Valet Living's 12-month phase-in approach and zero start-up investment produce an instant positive cash flow. And record valuations and sales volume in the multifamily sector are making doorstep NOI income more valuable than ever.

**Create Curb Appeal & Allure:** Overflowing dumpsters and trash stains in hallways can have a profound impact

on resident pride and perception of a community. Valet Living takes asset preservation to the next level with its standard-setting technology to facilitate community-wide audits that not only fix but anticipate issues.

**Save Time:** Community management teams no longer worry about waste-related tasks or interruptions with Valet Living's multi-layered labor model and self-serve technology. Residents communicate with Valet Living Support directly through our mobile app.

**Grow Resident Satisfaction:** Valet Living Doorstep is one amenity that all residents can use. With our app, residents can easily find their schedule, how-to instructions and tips, and use our unique "callback feature" to help ensure that trash is always collected, even if residents initially forget to set it out. Additionally, our app offers complimentary virtual events and fitness classes for your residents to enjoy from the comfort of their own homes.



Doorstep  
Collection



Elevated Resident  
Experience



Leading  
Technology



Bulk  
Removal



Torch  
Fitness



Sustainability



Pet  
Friendly



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## Grow a community within your community by partnering with Torch Fitness to activate so much more than your gym!

With Torch Fitness, your residents can enjoy instructor-led pool deck and aqua classes, participate in rooftop and courtyard workouts or join other residents to exercise in just about any underutilized space at your community, bringing it to life.

Residents appreciate on-demand and live virtual fitness classes—and overwhelmingly prefer instructor-led fitness classes.<sup>1</sup> Torch Fitness delivers with certified, insured instructors who help create personal connections and dynamic resident engagement through customized classes that promote healthier bodies and healthier communities, both in-person and virtually, wherever residents are.

Backed by Valet Living, the experts in multifamily, it's easier than ever to activate Torch Fitness with short-term, low-cost, 30-day contracts that bring exponential value to your residents.

## Programs Offered:

- Abs Blast
- Active Aging Classes
- Aerobics
- Aqua Sessions
- Boot Camps
- Cardio and Agility
- Circuit and HIIT
- Cycling/Spin Clubs
- Kickboxing
- Personal Training
- Pilates
- TRX
- Yoga
- Zumba
- And your special community requests!



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## Sustainability is more important than ever.

Like you, Valet Living understands that sustainability not only improves the overall quality of our lives, but it protects our communities and ecosystem while preserving our resources for future generations.

While 94% of Americans support recycling and 74% say it should be a top priority, only about 35% of people actually recycle! Valet Living can help bridge the gap between intention and action. And in several states, new laws governing waste management are adding urgency to the issue. Valet Living experts are prepared to help communities navigate evolving waste stream regulations to maintain compliance, avoid fines, increase cost-saving diversion measures and encourage resident participation.

And make no mistake, a partner with expertise is required! With the addition of organics/food-waste streams in many municipalities, each resident can be responsible for up to three different waste

streams. At a 350-home community, this could mean a total of 1,050 chances of contamination leading to fines for your community each night. Valet Living is here to help maneuver the changing environmental landscape by:

- Reviewing local laws and regulations and site and program logistics
- Liaising with hauling companies for waste-stream regulations
- Providing collection containers displaying labels for various waste streams
- Educating residents on how to properly sort food waste, recycling and trash into the correct bins
- Implementing ongoing outreach to existing and new residents
- Conducting quarterly compliance reviews
- And most important of all... helping save the planet!



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Elevated Resident Experience



Leading Technology



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# Bulk Removal



## Let Valet Living help you attain and maintain beautiful curb appeal through quick bulk removal.

Valet Living is your one-stop shop to efficiently clear all unsightly junk off your community grounds, helping your community shine for favorable first impressions and increasing current resident satisfaction. Multifamily resident turnover often exceeds 50%, and when residents move out, they invariably leave large items behind. These unwieldy items have a tendency to linger – since they're typically made up of things that won't fit in dumpsters or can break compactors – wrecking your curb appeal.

Valet Living Bulk Removal Services\* offer a timely, trusted, insured solution. You'll get free estimates and no-hidden-cost pricing for dependable on-time service by vetted, licensed providers at a 24-to-48-hour fulfillment rate.

Also, if you are a current Valet Living client, it is even easier! You can place an order at any time through your MyValet client portal or download the mobile app to upload photos on the go. Community managers can also set up recurring service and pricing for bulk removal, which can be promoted as a community amenity.



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## Consider Valet Living your pet's best friend with state-of-the-art pet park equipment.

A community's pet policy played a significant role in nine out of 10 pet owners deciding where to rent<sup>1</sup>. Make your community more pet-friendly with Valet Living's unique BYOP (Build Your Own Pet Park), the industry's only online customizable tool that allows you to custom design a dog park for your community in minutes or choose from our popular options. Design your plan online and you will receive a rendered plan, product

photos, an estimate and a free install consultation to have your community be one for the dogs!

Finally, not only does Valet Living help create an inclusive community for all your residents, both two-legged and four, it can also deliver tail-wagging NOI. In fact, pet-friendly amenities have the largest impact on rent increases<sup>2</sup>.



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