



**RESIDENTIAL  
SERVICES**



## RESIDENTIAL SERVICES

Owners and managers of residential properties across the country can rely on our **SP+ Residential Services** operating division – which focuses *exclusively* on the residential market – to be their experts in residential parking and ancillary services. Our courteous and attentive professionals deliver efficient service with a friendly smile while maintaining impeccable housekeeping standards.

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### Parking Operations



We implement operating policies and practices specifically designed to achieve the property's parking-related objectives, from revenue maximization to service levels. Our operations work to enhance property values.

### Parking Management

Intimately familiar with the priorities of homeowner and tenant associations, we develop customized operating plans that combine courtesy and convenience with efficiency and economy. By adding thoughtful touches such as a decorative planter at a parking entrance, we make our facilities feel like home.

- > Facility design
- > Pro forma development and financial analysis
- > Traffic and revenue controls
- > Car wash services

### Valet Parking

Valet attendants serve as ambassadors for a residential building. The personalities, professionalism and pride of hand-picked valet teams reinforce our clients' commitment to customer satisfaction.

- > Prompt vehicle retrieval
- > Damage claim minimization
- > Package and grocery assistance
- > Flat tire / battery assistance

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## Technology Integration

Advanced systems that can be monitored off-site reduce labor and operating costs. Our flexible monthly billing management system can handle multiple rates and rate changes, reserved spaces and inventory control.

- > License plate inventory systems
- > Bar-code decals
- > Key-card control
- > **Client View**<sup>®</sup> electronic reports

## Staffing and Training

For many residents our attendants are the first people to greet them in the morning and the last faces they see at night. Because they serve as property ambassadors, we make sure our employees complete our award-winning customer service training programs.

- > **SP+ University**<sup>™</sup> training
- > Customer service training
- > Professional attire
- > Automated workforce management

## We're More Than Parking

**SP+** professionals can provide an array of expertise and services to our residential clients.

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## Transportation

**SP+ Transportation** provides effective and efficient transportation solutions for a residential building. Our shuttle buses afford reliable transportation options to commuter hubs as well as within large residential complexes.

- > Vehicle selection and financing
- > ADA compliance
- > Routing and scheduling
- > Resident and visitor options

## Facility Maintenance

**SP+ Facility Maintenance** offers a wide range of cleaning, painting and repair services to keep office building parking facilities looking crisp and appealing.

- > Power sweeping
- > Painting
- > General housekeeping
- > Concrete and asphalt repairs

### Learn More About SP+

We are committed to delivering added value to our clients through innovation, sustainable practices, new technology and diverse subject matter expertise.

Please visit our website for more information on our complete line of services.

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

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