

Concierge Department

Q: How do I dial out from the lobby phone?

A: **Dial “9”, then the phone number. Ex. 9-1-203-323-2323**

Q: How do I request a work order?

A: **Call the Concierge at 203-323-2323 and he/she will put your request in and send it to the Maintenance Team. You can also fill up a work order form at the Concierge desk.**

Q: How do I make an appointment with Transportation?

A: **Call the Transportation Desk at 203-595-2325 to make an appointment. You may leave a message with your name, apartment number, destination and time of appointment. You may also stop at the Transportation Desk and make your appointment personally.**

Q: What time does the mailman come?

A: **The regular mailman typically comes late afternoon to early evening. On occasion, the mail may be delivered earlier in the day. Look for the “Mail is In” sign on the Concierge Desk.**

Q: Does UPS/Fedex pick-up outgoing packages at Edgehill?

A: **UPS/Fedex will pick-up properly labeled outgoing packages when they come to make a delivery. They do not have set pick-up times.**

Q: Where can I check the schedule of activities?

A: **The Monthly Activity Calendar is placed in your In-House Mailbox the day before the first day of the current month. Extra copies are available at the Concierge Desk. Daily Activities are posted next to every elevator and on the information channel 592. You can listen to a voice recording of the Daily Activities by dialing 203-595-2301.**

Q: What do I do when the fire alarm goes off?

A: **Just stay in your apartment and listen to the wall speakers for instructions from the Concierge Desk. If you are in a common area (Dining Room, Card Room, etc.), just stay put and follow instructions from Edgehill Staff.**

Q: My Key or Garage Opener doesn't work, how do I get it fixed?
A: **Just call or take it to the Concierge Desk. We will repair it or get you a replacement.**

Q: Do my friends and family need to sign-in when they visit?
A: **Yes. All visitors must sign-in and out at the Concierge Desk.**

Q: Where can my guests park?
A: **Marked Visitor Parking Spots are available around the road loop of the Community.**

Q: How do I access my storage cage?
A: **Your apartment key will open the door to your assigned storage room. Residents provide their own padlocks for their own storage cages.**

Q: How can I get a parking spot in the garage?
A: **Call the Security Manager at 203-595-2334 to request a parking spot in the garage. Spots depend on availability and a charge of \$88.83 per month will be billed to your account.**

Q: How do I make photocopies and send faxes?
A: **The Concierge Desk offers photocopy and fax services for a nominal fee.**

Q: Are there guest rooms available for visitors?
A: **Edgehill has two guest suites, the Jonquil and the Primrose, available for visitors. Please call the Concierge Desk for reservations.**

Q: Does Edgehill have a recommended local hotel?
A: **We have negotiated a great rate at The Hyatt Regency in Greenwich, approximately one mile from Edgehill. Please call the Concierge Desk for details.**

Q: Can my guests use the Swimming Pool?
A: **Visitors are welcome to use the swimming pool with the resident's presence.**

Q: Can I give tips to the staff?

A: **Edgehill Staff do not accept tips. However, the Resident Council has an Associate Appreciation Fund that gives out a bonus to all staff twice a year.**

Q: How do I arrange a wake-up call?

A: **Call the Concierge Desk at 203-323-2323 and leave the date and time you would like your wake-up call.**

Q: Do I have to sign-out when I'm going away for a few days?

A: **Although not required, we strongly encourage residents to fill-out a Resident Absence Form at the Concierge Desk when spending more than a day away from the Community.**

Q: Where can I get a directory of Edgehill Residents?

A: **The Edgehill Resident Phone List is available at the Concierge Desk. This is updated constantly so make sure to check if your list is current.**

Q: How do I have my mail held when I'm away on vacation?

A: **US Postal Hold Mail forms are available at the Concierge Desk. Simply fill one out and drop it in the outgoing mailbox and the Postal Office will halt delivery of your mail until the date you specify.**