

# Retail Concierge

**We know  
that opening  
a store can be  
time-consuming  
and stressful.**

**We offer a menu of services to  
smooth the journey for our retailers,  
from help with Wi-Fi set up to  
marketing support and facilities  
management.**

For more information or to book any of our Retail Concierge services, please contact your Property Manager. If you are not yet a Grosvenor tenant please contact [retailconcierge@grosvenor.com](mailto:retailconcierge@grosvenor.com)



GROSVENOR

# Green Utilities

**Your utilities will all be set up ready to go as standard, ahead of your move-in date, and we also manage your waste collection and recycling services. The electricity we source is deep green certified while remaining competitively priced, to help us all progress towards our environmental ambitions.**

**While our green utilities programme is automatically provided to all new retailers, and is available to our existing occupiers upon request, we also offer the below Retail Concierge services as add-on options.**



GROSVENOR

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# Fit-Out Support

Our dedicated Project Managers can oversee your fit-out works from conception and design through to completion. With contacts from architects to structural engineers and planning consultants, we can coordinate and deliver the fit-out you want. With Grosvenor's strong focus on sustainability we also ensure that components of the fit-out use materials that are as sustainable as possible.

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# Rental Furniture

We can introduce you to our recommended provider for rental furniture for retail use. Through this provider, furniture can be rented for as short or long a period as you require, from just one day up to twelve months or more.

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# Wi-Fi

For selected units which are prime fibre capable, we can arrange to have Wi-Fi set up and working on your arrival. Our prime fibre provider delivers speeds of 100 Mbps, with unlimited usage.

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# Facilities Management

We can take the hassle away from finding and organising local property services through our long term service partners including:

- regular or one-off cleaning
- cleaning or security for events
- on-demand handymen
- pest control
- key trades including gas engineers, plumbers & electricians

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# Business Rates Advice

The Business Rates you pay are based on a rateable value which can be challenged. We can introduce you to the specialist consultancy Gerald Eve, who will be able to advise if there are any opportunities to mitigate your rates. Gerald Eve is extending our preferential rates to our retailers.

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# Marketing, Digital & PR

We offer a range of marketing, digital and PR services to support your business, from window vinyl installation and branded tote bags to media buying and SEO services.

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## **Print:** Design, print and installation of window vinyl

We encourage our retailers to advertise their forthcoming occupation while fit-out works and preparations for opening are underway. We can organise for the design, print and installation of a window vinyl so shoppers and other retailers can look forward to your opening.

## **Print:** 500 retailer branded tote bags

We can organise the design, print and delivery of your branded tote bags to offer a lasting and more environmentally friendly solution to carrier bags, as well as advertising your brand.

## **PR:** Media buying (print and digital)

If you are planning to make an announcement through advertising, we will introduce you to our PR agency and media buying specialist Four, who will give you access to insider rates and a selection of advertising packages to suit your budget.

## **PR:** Press pack and syndication to top 100 titles

Four will create a media pack for your brand/launch and distribute it to 100 top consumer titles to suit your brand, either specialist or generalist targeted titles.

## **Digital:** Introduction to recommended agency for paid social media buying

Our social media agency Verb can manage any paid social media campaigns such as in-feed advertising, Instagram stories adverts or Facebook advertising, all to a targeted consumer base.

## **Digital:** Local SEO services

SEO specialists Fountain will work behind the scenes on your website to ensure that you are fully SEO optimised for a local audience, listing your site on 60 key citation websites, setting you up with a best practice Google My Business account, researching keywords for your business and optimising your content for them, and providing an SEO best practice guide.

## **Digital:** discounted partnership fee on CODE app (F&B only, subject to approval from CODE)

CODE is a reward app for hospitality professionals, giving discounts in hand selected restaurants around London. By listing your restaurant on CODE, you will be able to drive bookings and diners at your preferred time of day or day of the week to a targeted base of discerning hospitality professionals.



# Summary of services

Description	Supplier	Indicative Cost
<b>Store Fit-Out Support</b>		
Grosvenor Project Management – from conception to completion or as required	Grosvenor	Direct Quote
<b>Rental Furniture</b>		
Retail furniture for rental from a recommended provider via direct introduction		Direct Quote
<b>Wi-Fi</b>		
Prime Fibre– Wi-Fi set-up and working on arrival (for selected units only)	Grosvenor	£40 per month for a basic package; estimated speed 100 Mbps
<b>Facilities Management</b>		
Weekly cleaning – 2 hours	Grosvenor	Regular service £19.50 per hour/on demand £23 per hour, plus consumables and VAT
Weekly window cleaning	Grosvenor	£25-95/visit plus VAT, dependent on window size
One-off cleaning or security for events	Grosvenor	Direct Quote as applicable
Pest control – 8 times per annum	Grosvenor	£460-920 plus VAT per annum
On-demand handyman	Grosvenor	£35 per hour plus VAT
Key tradesmen		
Gas engineer	Grosvenor	£70 per hour plus VAT
Plumber	Grosvenor	£50 per hour plus VAT
Electrician	Grosvenor	£52 per hour plus VAT
<b>Business rates advice</b>		
Consultancy and advice as required	Gerald Eve	Direct Quote
<b>Marketing, Digital and PR</b>		
Print		
Design, print and installation of window vinyl	Pure Print	Approximately £500-2000, depending on window size
500 retailer branded tote bags (including design and print)	Total Merchandise	Approximately £1500, based on one colour
PR		
Media buying (print and digital)	Four Communications	Direct Quote
Press pack and syndication to top 100 titles	Four Communications	£2000
Digital		
Introduction to recommended agency for paid social media buying	Verb	Direct Quote. <i>Guide – £100 spend for 100k-150k reach, £150 spend for 150k-275k reach, £200 spend for 275k-350k reach</i>
Local SEO services*	Fountain	£1200-2000
Discounted membership on CODE app for F&B occupiers	CODE	£65 per month

\*Examples of local SEO services include: Google My Business account set up/optimisation, citations on 60 key websites, keyword research and optimisation, SEO best practice guide