YOUR HOME
YOUR LIFE
Organised!
THE HOME CREW
CONCIERGE SERVICES

HOME CONCIERGE

A well-run home is the foundation of wellbeing. It is the quiet backdrop that makes clear thinking, productivity, and ease possible. But in reality, there is always something to do, decide, or remember. These small things accumulate. They create a low-level pressure that is easy to dismiss but hard to escape, and over time, they erode the sense of sanctuary a home should provide.

A Home Concierge is no longer a luxury reserved for the few. It has become a practical form of support for people managing full lives: professionals, families, and anyone who wants their home working for them rather than against them. As daily demands grow, having someone who keeps things organised and running smoothly isn't indulgent. It's simply smart.

It frees your time. It restores your energy. It gives you back the feeling that your home is yours.

When home is handled, life opens up.

Frankie Taylor
Founder and Director

A well-run home doesn’t happen by chance.
It happens with the right support.

“Frankie and The Home Crew have improved my life so much. They've given me back so much time and mental space... Whatever I need, I just let Frankie know and she makes it happen. I couldn't go back to life without them and I boast to all my friends that I have found the home holy grail!”

HOME CONCIERGE CLIENT

YOUR SANCTUARY

If you value great service when dining out or staying in a beautiful hotel, you can create that same experience at home. Maintaining a home that is tidy, clean, stocked and ready to unwind in quickly becomes a part-time job, one you can outsource. The Home Crew shifts the focus back to the people who live there, not the running list of chores. Career goals, family life and personal ambitions all demand your energy. Your home should support that, not compete with it. When home feels effortless, uncluttered, fresh and prepared, everything else flows. Housekeeping, cleaning, laundry and restocking are handled, consistently and without thought. This is where your Home Crew excels.

YOUR INVESTMENT

Your home is more than where you live. It is one of your most significant financial investments and needs to be properly cared for. Small issues, left unattended, can become costly problems. Repairs, upgrades and renovations require coordination and trusted professionals to be done right. Your Home Concierge ensures your investment is consistently looked after, from routine maintenance and small improvements to major renovations. Maintenance is managed before it becomes an issue.

YOUR LIFESTYLE

Your time is protected and your energy stays focused. Your days move with intention because the constant stream of tasks is no longer yours to carry. With a Home Concierge working behind the scenes, appointments are scheduled, errands are handled and details are taken care of before they reach you. You are no longer switching between roles or holding everything at once. Instead, you stay focused on your work, present with your loved ones, and able to prioritise yourself without distraction. Evenings feel lighter and weekends become time you can truly enjoy. This is what the right support looks like.

THE ESSENTIALS

HOUSEKEEPING

The backbone of our range of services is regular housekeeping. Many tasks fall in this category, including general tidying up, decluttering and organising, linen refresh, kitchen reset and waste removal.

CLEANING

Our cleaning service is tailored to your home and the way you live in it. Not just surface-level, but thoroughly attended to, fresh and reset consistently, without you having to think about it.

RESTOCK

Pantry and fridge restocking ensures essentials are always on hand and everything is neatly organised. Shopping, unpacking and restocking are handled for you, so meals are easier and your kitchen remains ready at all times.

LAUNDRY

Washing, drying, folding and ironing are managed to suit your preferences. From everyday clothing to linens and seasonal outerwear, everything is kept fresh, organised and on rotation, so your home runs smoothly without the ongoing pile or pressure.

YARD MAINTENANCE

Yard maintenance starts with regular lawn and patio care. Additional tasks such as pruning, weeding and general upkeep are completed as and when required, maintaining your outdoor areas as consistently as your home interior.

PROPERTY MAINTENANCE

Proactive care covers preventative upkeep and timely repairs. Trusted professionals are coordinated and managed on your behalf. Tasks include gutter clearing, exterior washing, painting, carpet and hard floor maintenance, pool/spa care, pest control, HVAC maintenance.

THE REFINEMENTS

PERSONAL SHOPPING

When online is not fast enough and when you need a trusted personal shopper, you can rely on your Home Concierge for anything from picking up a punnet of berries to gift shopping and wrapping.

ERRANDS

Post office visits, online returns, collections, dry cleaning and other time-consuming jobs are handled efficiently on your behalf. What would normally interrupt your day is taken care of quietly in the background.

PERSONAL ASSISTANCE

Events, dining, travel are researched and booked, with key details considered. From everyday decisions to special occasions, everything is organised for you. You may simply need an extra pair of hands for a small task. Just ask your Home Concierge.

TRADES COORDINATION

Trusted professionals are sourced, booked and coordinated, ensuring work is completed properly and on time. Communication, access and follow-up are handled, so maintenance and repairs happen seamlessly without requiring your time or supervision.

PROPERTY ENHANCEMENTS

Renovations are managed with care and attention to detail. From planning and sourcing to scheduling and oversight, every stage is coordinated to ensure a smooth process and a high-quality result. Your vision is brought to life without the usual complexity, with timelines, trades and decisions handled on your behalf.

YOUR INVESTMENT

Home Concierge Services is a complete package that is tailored to each client's needs and wants. Every home and routine is unique. The foundation, which combines housekeeping, cleaning and Home Concierge, is the starting point. The tasks are calculated and scheduled to suit you and your life. Your membership is a subscription that renews every 4 weeks.

ABOUT US

We are your network of domestic and trade professionals who understand what it takes to make a home calm, clean and elevated. Because no two memberships are identical, The Home Crew Concierge Services work with trusted local partners to offer personalised services of superior quality. Your Home Concierge steps into your shoes to make sure everything is organised, coordinated and completed.

HOW IT WORKS

Your Home Concierge is your point of contact for almost anything. There is no fancy software to download, install and learn. Message your mundane requests or discuss your lofty projects in person. Anything that falls outside of the scope of your Service Agreement will be treated as a separate task. Otherwise, it's all included in your membership.

WHERE WE WORK

We proudly service the North West Sydney, the Hills District and surrounds. Our books are intentionally kept limited, and we open to new clients periodically to maintain the high standard our existing clients enjoy. We choose to grow slowly and intentionally so we never compromise on excellence.

HOW TO GET STARTED

BOOK YOUR CONSULTATION

Let's begin the process with a conversation where we start to create your membership package. This is an in-home discovery interview for us and for you. From this, we create a draft Service Agreement that allows you to review the services under your membership, the schedule and your investment, to see if we are a good fit.

SET

Your membership starts on the first day of service as set out in your Service Agreement. During the first 6 weeks of your membership, we monitor the scheduled services closely, making sure we are close at hand should you have any questions, concerns or changes.

AND FORGET

After the onboarding period, your Home Concierge looks after your home and is your main point of contact. They make sure every task is completed and take action to rectify problems, all quietly in the background. They also send you periodical updates and anticipate issues, dealing with them before them happen.

Ease

is the new luxury

Start here

THE HOME CREW
CONCIERGE SERVICES

www.thehomecrew.com.au

Harper Quinn Pty Ltd
T/A The Home Crew Concierge Services
ABN 18 672 290 596
PO Box 78 Cherrybrook NSW 2126
concierge@thehomecrew.com.au