



BROOKS & CO.

PROPERTY MANAGEMENT, LLC

The Vanderbilt House Manual

Quietly exceptional.

THE HOUSE MANUAL

One book governs the house, so no visit ever depends on memory.

This manual is the written standard of the Vanderbilt Residence. It records how the household prefers to be kept, stocked, and run — room by room, week by week — so that every member of the Brooks & Co. team performs to the same standard, whether the family is at home or on another continent.

It is a living document. As preferences evolve, the manual is revised, dated, and re-issued. Nothing in this house is left to interpretation.

CONFIDENTIALITY

This manual is the property of Brooks & Co. Property Management, LLC and is held in trust for the client. Its contents — including schedules, access protocols, preferences, and vendor arrangements — are strictly confidential. It may not be copied, photographed, or removed from authorized custody. Each numbered copy is logged and accounted for.

THE RESIDENCE

A Profile of the House

The essentials of the residence and its household, recorded once so they never need to be asked.

RESIDENCE	The Vanderbilt Residence · <i>[Street Address]</i> , Atherton, California
HOUSEHOLD	Mr. & Mrs. Vanderbilt; two children; one standing houseguest suite
IN RESIDENCE	Year-round; abroad most of July; weekend home Fridays through Sundays in ski season
PETS	"Winston," golden retriever — fed by the family at 7 a.m. and 5:30 p.m.; never permitted in the formal rooms. Brooks & Co. handles veterinary errands, supplies, and his care whenever the family travels
PRINCIPAL CONTACT	Mrs. Vanderbilt, by text; Mr. Vanderbilt only for matters of access or security
QUIET HOURS	Routine service between 9 a.m. and 4 p.m. only; earlier or evening presence solely at the household's invitation (turndown, entertaining) or while the family is away. No vehicles in the motor court during school pickup, 2:45–3:30 p.m.
DEDICATED TEAM	One house lead, two estate housekeepers, one household runner — the same faces, every visit
BROOKS & CO. LEAD	<i>[House Lead Name]</i> · one point of contact, reachable seven days

The measure of our work is what the household never had to mention.

i

ESTATE CARE

The Kept Home

*Museum-quality housekeeping, executed to this house's
documented standard — including the care of its specialty
surfaces, fine textiles, and irreplaceable finishes.*

The House Standard

How each part of the residence is kept, and the materials that demand particular hands.

Surfaces & Materials of Record

- **Kitchen — Calacatta Oro marble:** pH-neutral stone cleanser only; never vinegar, citrus, or abrasives; sealed and inspected quarterly.
- **Main floors — fumed white oak:** dry dust-mop daily areas; damp only with approved hardwood solution; felt checked under all moved furniture.
- **Library — silk Tabriz rug:** suction-only vacuum, no beater bar; rotated each January; professional cleaning by the approved specialist only.
- **Dining — walnut table, French polish:** dry microfiber only; no water, no sprays; blemishes reported, never treated on site.
- **Primary bath — unlacquered brass:** left to patina by request; polish the guest bath brass only.

Linen & Wardrobe

- Primary suite linens changed twice weekly — Mondays and Thursdays; pressed flat, hotel corners, cuff folded to 14 inches.
- House scent: unscented laundering throughout, save the linen closet sachets — cedar only.
- Mrs. Vanderbilt's wardrobe: hung by color, silk on padded hangers; nothing folded except knitwear, in thirds.
- Guest suite refreshed to full standard within 24 hours of any departure.

The Standing Schedule

Service arrives on rhythm, not by request. The household should never need to notice it happening.

CADENCE	SERVICE
<i>Monday</i>	Full-detail housekeeping · primary suite linen change · florals refreshed in the entry and dining room
<i>Thursday</i>	Full-detail housekeeping · primary suite linen change · guest suite inspection
<i>Weekly</i>	Fine-surface circuit — marble, French polish, silver in the butler's pantry; interior glass at entry and garden elevation
<i>Monthly</i>	Seasonal wardrobe review · chandelier and fixture dusting · silver service full polish · written condition report issued
<i>Quarterly</i>	Stone sealing inspection · deep service rotation, one wing per quarter · art and frame condition walkthrough (visual only — never touched)
<i>Annually</i>	Specialist rug cleaning (January) · drapery service (October, before the holidays) · full-house deep service during the family's July travels

Pre-Arrival & Turndown

- Pre-arrival, whenever the family has been away two nights or more: full walkthrough, thermostats to 70°, entry lamps lit, fresh florals, Winston's water refreshed.
- Turndown offered when houseguests are in residence, by the household's invitation: drapes drawn, bedside water, lamps low.
- Anything found amiss — a mark, a drip, a draft — is documented, logged, and reported the same day. Nothing is "probably fine."

PROVISIONING

The Stocked Home

Personal shopping and household provisioning, kept to the family's preferences without a list ever being written.

The Pantry Standard

What the house is never without, in the brands the household actually uses. The standard below is maintained on every visit — restocked before it runs low, never after.

Always in the House

— **Coffee:** single-origin espresso, whole bean — two bags ahead at all times; decaf for Mrs. Vanderbilt's mother's visits.

— **Dairy & eggs:** pasture eggs and organic whole milk from the approved farm delivery; oat milk, unsweetened, for the children.

— **Produce:** weekly market run each Tuesday — lettuces, seasonal fruit, lemons always; no cilantro, ever, per Mr. Vanderbilt.

— **The children:** school-lunch staples inventoried on the Friday visit and topped up Tuesday, so the week never begins short.

— **Winston:** prescription kibble, one bag in reserve; treats kept in the mudroom crock, never the kitchen.

— **Household goods:** unscented laundry and dish products of record; guest bath amenities matched to the primary suite.

Cellar, Florals & Entertaining

The finer provisioning of the house — its wine, its flowers, and its occasions.

The Standing Arrangements

- **Wine:** cellar inventory reconciled monthly; the everyday whites kept at six bottles chilled; nothing from the far racks moved without Mr. Vanderbilt's word.
 - **Florals:** entry and dining arrangements refreshed Mondays — whites and greens only in the formal rooms; garden roses permitted in the family wing.
 - **Entertaining:** for dinners of eight or more, provisioning coordinated with the caterer of record; bar restocked to standard within 24 hours after.
 - **Gifting:** a discreet register of birthdays and occasions is kept; sourcing and wrapping handled on request, receipts filed, surprises preserved.
 - **Returns & exchanges:** handled entirely — packaged, shipped, refunded, logged.
-

The family writes no lists. The house simply does not run out.

iii

HOUSEHOLD OPERATIONS

The Run Home

The errands, logistics, and standing arrangements of a busy life — absorbed entirely by the household team, with every visit and vendor logged.

The Weekly Rhythm

The standing arrangements of the household, run on schedule and confirmed in the monthly report.

CADENCE	ARRANGEMENT
<i>Tuesday</i>	Market run and provisioning · pharmacy and post collected · dry cleaning out
<i>Friday</i>	Dry cleaning returned and hung to wardrobe standard · packages received, unboxed, and placed; cartons removed from the property
<i>Weekly</i>	Full property walkthrough — every room, every tap, every window latch — recorded in the secure house log
<i>Monthly</i>	Vendor supervision day: landscape, pool, and HVAC service attended on site · written condition report delivered to Mrs. Vanderbilt
<i>As arranged</i>	Courier runs, vehicle service drop-offs, tailor and cobbler errands, veterinary visits for Winston

Access, Travel & Homecoming

How the house is entered, secured, and readied — the protocols that never vary.

Access & Keys

- Keys and alarm codes held under the signed key-release protocol; codes stored encrypted, never written in this manual.
- Every entry logged — who, when, and why — available to the household at any time.
- No third party enters unescorted. Vendors are met at the gate, supervised, and walked out.
- Alarm set and gate confirmed on every departure, and time-stamped in the secure house log.

Travel & Homecoming

- **Before departure:** perishables cleared, laundry closed out, thermostats set, luggage assistance as requested.
- **While away:** twice-weekly walkthroughs, mail and packages held, plants tended, and Winston's daily care or boarding handled to the family's standing instructions.
- **Homecoming:** the house lit, cooled, stocked, and flowered — as though the family had never left.



BROOKS & CO. PROPERTY MANAGEMENT, LLC

*This manual is revised as the household evolves.
Requests, however small, become standards — recorded here,
then never asked about again.*

Quietly exceptional.