



CommunityHub

powered by Urbanise

A world-class online platform for
strata committees and property owners

bcs
Body Corporate Services

PICA
PROPERTY & FINANCIAL SERVICES



Your journey starts here

For a long time, technology in the strata management industry has not kept pace with property owner demand. Market changes have resulted in strata managers needing to spend more time on administration tasks, instead of being focused on customer service. Finally, that's about to change.

PICA Group, Australia's leading strata management company, has entered into partnership with Urbanise.com Limited (Urbanise) to deliver an all new innovative technology solution taking your experience of living in a strata property into the future.

The delivery is available through a self-service platform called CommunityHub. The features have been designed based on best global practices, and includes a new look and feel with lots more benefits.

While there are similar solutions out in market, the breadth and depth of the platform is built to accommodate customer needs across a variety of property types and legislative requirements.

We introduce to you, a superior upgrade to CommunityHub.

From us, to you

PICA Group is setting a new industry standard by providing committees and owners with faster and easier access to property information.



Powered by PICA Group



ESTATE MANAGERS





A service made just for you

Living in a property is more than just an investment, it's your home. That's why we not only focus on delivering superior strata management services, but are also passionate about enhancing community living – for all.

If you are an investor, committee member or property owner, living in strata property managed by one of our subsidiary businesses of PICA Group, then access to CommunityHub is available to you.

The delivery roll-out is scheduled for late 2018 through to 2019.

Simplifying the complexities of strata management

What makes CommunityHub unique is that it combines cloud-based technology and all the strata management services you're familiar within a central location.

You can keep fully informed with up-to-date information and community notices. Plus, you can enjoy 24/7 access to property services that you are most interested in.



Download the “MyCommunity” mobile app to access CommunityHub

Here's a summary of the advantages CommunityHub has to offer



Why you'll love CommunityHub

CommunityHub is compatible with all smart devices so you can easily access the information you need anywhere, anytime!

More on page 6



Making it feel like home

Personalise CommunityHub for your strata property.

More on page 7



Everything you need in one place

Enjoy more financial transparency and control.

More on page 8



Enhance community living

Stay informed with what is happening in your building.

More on page 9



What you need, when you need it

Improved servicing using real-time property information.

More on page 10

User index

Explore all the features and capabilities that CommunityHub has to offer you and your strata community. The user index icons will help you quickly see which features are most relevant to you.



Committee members



Owners

““

We're investing to deliver more effective strata management and greater transparency on matters relating to your property.

””

Love at first sight

CommunityHub is designed to create a superior online customer experience in accessing your property information from anywhere, anytime.

Keep up-to-date with administration, pay online, manage repairs, approve invoices, and more, all through one channel.

Why you'll love CommunityHub

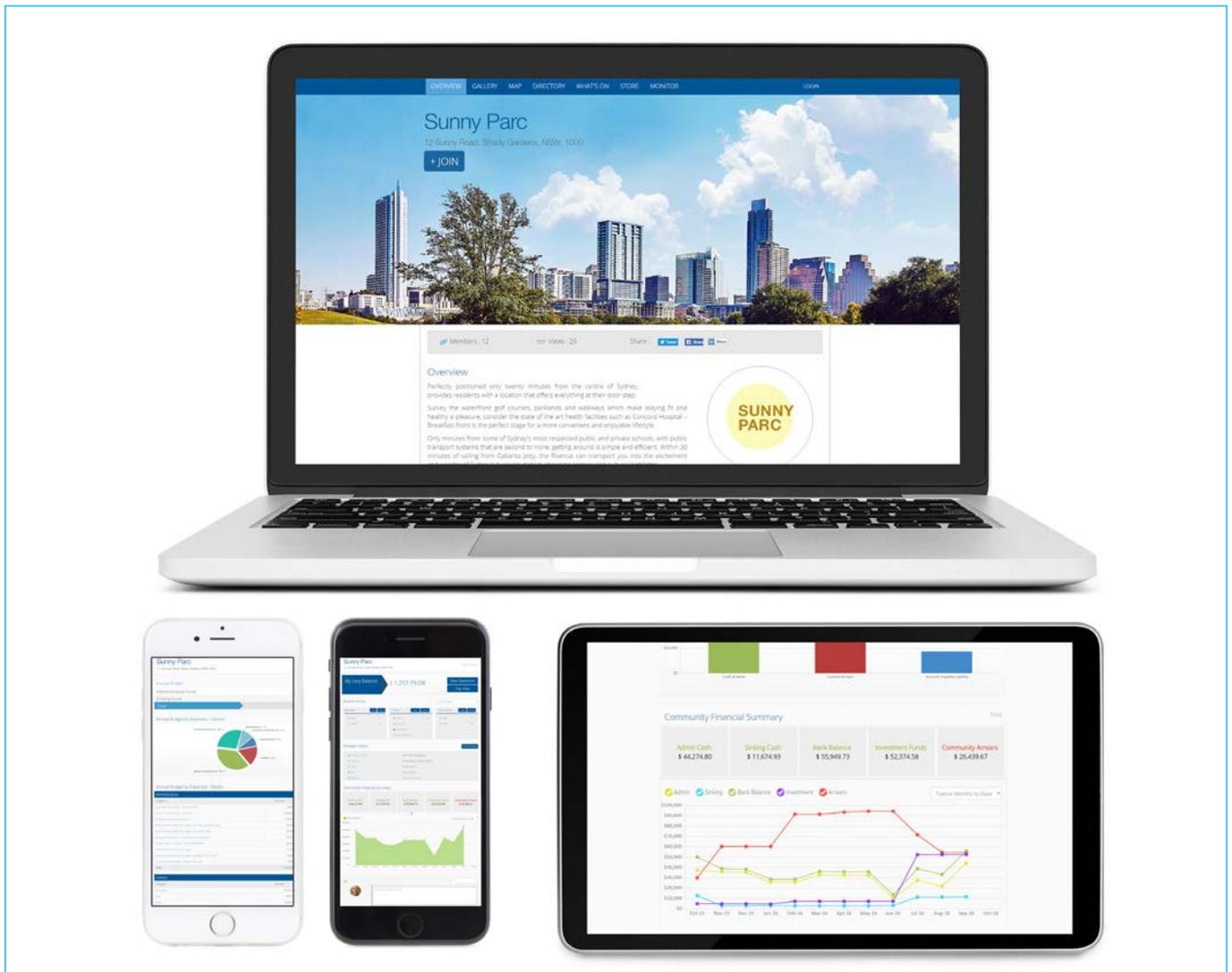
CommunityHub is compatible with all smart devices so you can easily access the information you need anywhere, anytime!

Services and features that allow you to do more

- Self-service user access
- Modern look and feel
- Access via multiple smart devices
- Intuitive user interface
- Accessible anywhere there is internet or mobile connectivity

This enables you to:

- Find what you're looking for much easier
- Manage matters relating to your property from anywhere, anytime



Login and enjoy an intuitive and easy-to-use interface on your smart device.

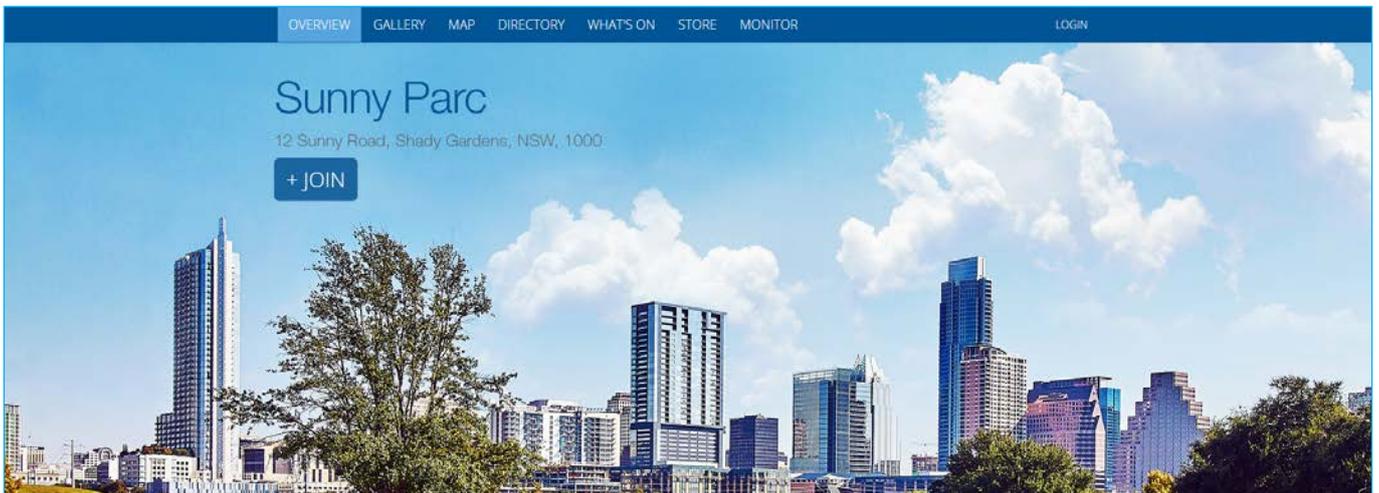
Making it feel like home

Personalise CommunityHub for your building

- Customised look and feel
- Unique web address per property
- Upload images and create albums via a photo gallery
- Anyone with login access can join

This enables you to:

- Personalise the website as per your needs
- Provide residents an opportunity to be more active in your community
- Easily update content



Customise a community page for your property.

Overview

Perfectly positioned only twenty minutes from the centre of Sydney, provides residents with a location that offers everything at their door step.

Survey the waterfront golf courses, parklands and walkways which make staying fit and healthy a pleasure, consider the state of the art health facilities such as Concord Hospital – Breakfast Point is the perfect stage for a more convenient and enjoyable lifestyle.

Only minutes from some of Sydney's most respected public and private schools, with public transport systems that are second to none, getting around is simple and efficient. Within 30 minutes of sailing from Cabarita Jetty, the Rivercat can transport you into the excitement and wonder of Sydney's business district, shopping centres and cultural highlights.

Local buses travel frequently to neighbouring suburbs, major universities, local train stations and the city centre. Breakfast Point is centrally located for easy access to major roadways, including the M4 for a swift connection to Sydney's West.

SUNNY
PARC

Community Profile

Community Name	: Breakfast Point	Number of Units	: 12
Address 1	: 1 Village Drive	Number of Offices	: 0
Address 2	: BREAKFAST POINT NSW	Number of retail Lots	: 0
Address 3	: 2137		
Property Type	: Plan of Subdivision		

Community Facilities / Services / Sustainable Initiatives

Swimming Pool

Gymnasium

Tide

Sauna

Children's Play Room

Retail Shops in Building

Entertainment Room

Residential Meeting Room

Roof Deck

Underground Car Parking

Intercom

Security Cameras

Lifts / Elevators

Onsite Security

Landscaped Gardens

Separate Water Meter

Personalise your page with relevant property information.

Gallery

☐ All Photos ☑ Albums

Share photos amongst your community.

Everything you need in one place

Enjoy more transparency and control having direct access to financial information

- Connect to a sophisticated accounting system
- Check financial balances online
- Pay online via a DEFT link
- View levy statements and payments
- Access the balance sheet, P&L, annual budget, previous invoices and receipts, and more
- Improve collection rates

This enables you to:

- Interpret the financials with ease
- Ensure timely payments with full financial transparency
- Reduce debts with a convenient online solution
- Save time on issuing receipts

The screenshot shows the PICA web application interface for Sunny Parc. The top navigation bar includes links for OVERVIEW, GALLERY, MAP, DIRECTORY, WHAT'S ON, STORE, and MONITOR, along with a search bar and a user profile for Xavier McLean. The main header features the PICA logo and a dropdown menu for Lot: 2. A sidebar on the left lists various services: Dashboard, My Levies, Financials, Community Wall, My Requests, Insurance, Documents (highlighted), Community Info, My Contact Info, and Meetings. The main content area displays the property name 'Sunny Parc' and its address '12 Sunny Road, Shady Gardens, NSW, 1000'. Below this is a search bar and an 'Upload Document' button. The 'Financial' section contains a table with the following data:

Name	Date	By
Trial Balance as at 11/11/2014	11 Nov 2014	Leslie
2013/2014 - Annual Financial Statements	11 Nov 2014	Leslie
2014/2015 - Annual Financial Statements	11 Nov 2014	Leslie
Levy Arrears as at 11/11/2014	11 Nov 2014	Leslie

The 'Meetings' section contains a table with the following data:

Name	Date	By
Committee_Final_Minutes_Meeting_Minutes_38413.pdf	31 Mar 2016	Strataware
AGM_Final_Minutes_2015_Meeting_Minutes_38372.pdf	31 Mar 2016	Strataware
Committee_Final_Minutes_2015_Meeting_Minutes_38363.pdf	30 Mar 2016	Strataware
Committee_Final_Minutes_Meeting_Minutes_38363.pdf	30 Mar 2016	Strataware

A 'Show more' button is located below the Meetings table. The 'Community' section contains a table with the following data:

Name	Date	By
Community Lifestyle Magazine Details	11 Nov 2014	Leslie
Community Rules	11 Nov 2014	Leslie

Your documents are categorised to easily search for what you need.

Enhance community living

Connect with your neighbours by staying informed with matters which may affect your strata property

- Add or edit business and personal listings
- SMS alerts and messaging
- Optional extra: Digital noticeboard lobby screen display

This enables you to:

- Create open and engaging communications
- Be responsive to emergency situations
- Display community notices and events

OVERVIEW GALLERY MAP DIRECTORY WHAT'S ON STORE MONITOR LOGIN

What's On

- Anne Flett..**
Hi All, just moved in... nice to meet you all..
27-03-2018
Wall
- Anne Flett**
Road Closure - this Saturday 20th January
16-01-2018
Notice
- Anne Flett**
Pest Control Notice
09-10-2017
Notice
- Anne Flett..**
Hi Everyone. With the number of thefts in the area recently, ...
09-10-2017
Wall
- Xavier McLean..**
Hello all, See you at the tender discussion tonight!..
05-10-2016
Wall

Strata news subscription
Sign up to receive the latest news and industry insights in strata.

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f y in

Community | PICA
powered by Uthmaniyah

SUBSCRIBE

Stay informed about what's happening in your community using event and notice alerts.

OVERVIEW GALLERY MAP DIRECTORY WHAT'S ON STORE MONITOR LOGIN

What's On

Road Closure - this Saturday 20th January

Anne Flett

16-01-2018
Notice

Dear Residents

The 5th annual triathlon is being held this weekend at Breakfast Point. As a result, there will be some road closures on Saturday morning between the hours of 6am to 11am. Please ensure you have your residents car pass displayed at all times to get access to the building.

Further details about the event and its potential impact on you can be found in the attached flyer.

If you have any questions in regards to the event, please do not hesitate to lodge a service request on the portal and someone will respond to your query immediately.

Expandable alert notices provide more information right at your fingertips.

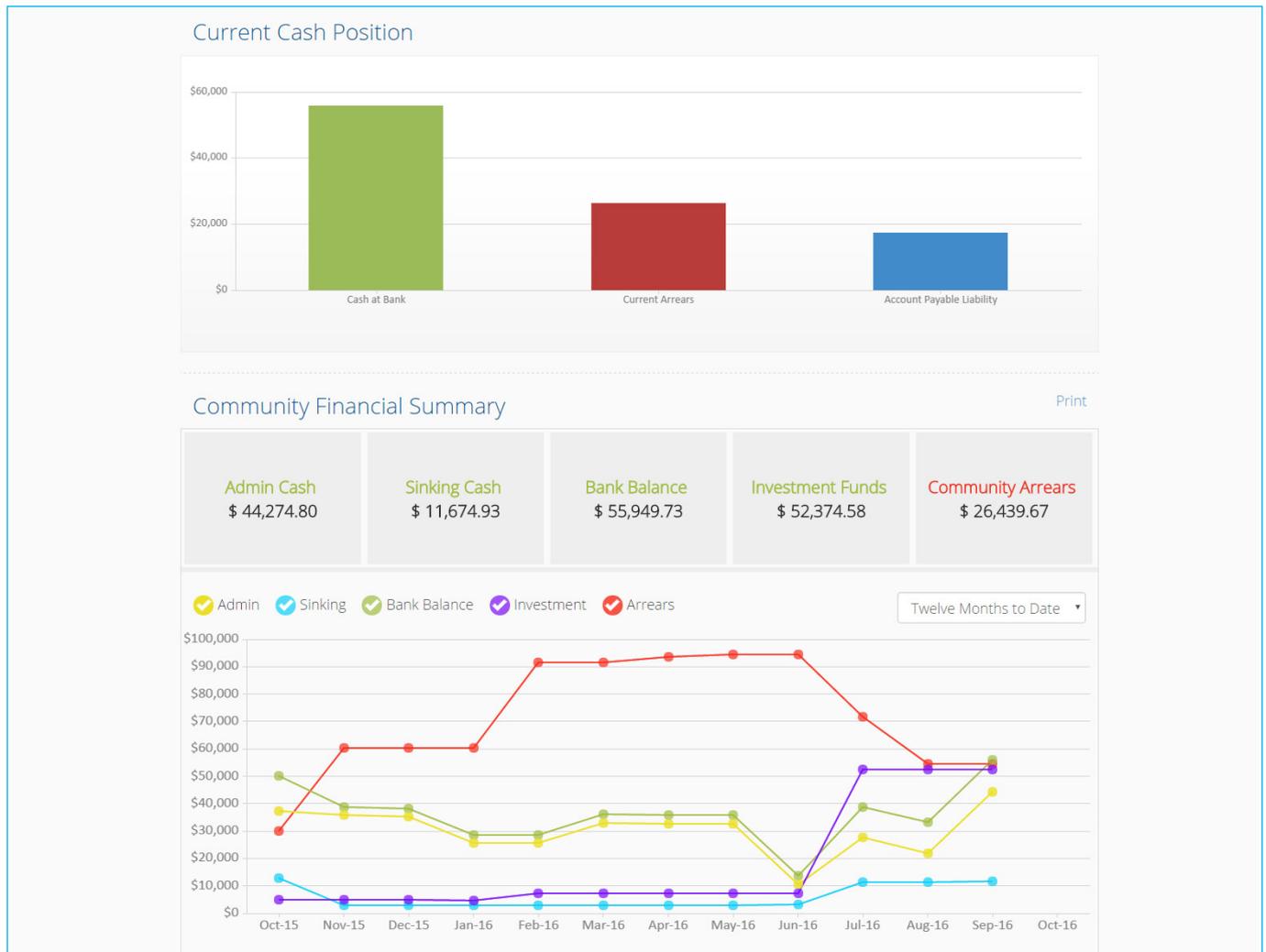
What you need, when you need it

Improved servicing using real-time property information

- Property owners can lodge maintenance or service requests directly via CommunityHub
- Customise service workflow processes and viewing rights
- Varied access levels
- Easy upload of documents
- Upload lot-specific information such as floor plans, point schedules and instruction manuals
- Access historic and current information

This enables you to:

- Better cost management
- Improved overall service efficiency



Easy-to-read reports so you can understand the financial health of your property.

Get all the benefits today

Our investment of \$26 million over the next 10 years in this technology is the largest investment ever made in the strata industry. We hope that as our customers, you will enjoy the benefit of this investment and that we will lift the industry standard in delivering more professional and superior management services.

What next for the strata industry? It doesn't stop here...

We anticipate changes will be seen in the area of

sustainability and wellness – how to make buildings greener to enhance community living, while saving money through energy efficiencies. We are looking at partnering with companies to provide solar systems, embedded networks off-the-grid, sharing of energy between buildings, lithium battery storage, smart metering and billing systems. So, look out for more great benefits to come!

For more information

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Email: bcs_melbourne@bcssm.com.au

www.bcsm.com.au

www.picagroup.com.au



www.picagroup.com.au



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