Lot owner's guide to using CommunityHub

Here's a quick guide on what you need to know when navigating your CommunityHub portal.

Community
HUB

Welcome to CommunityHub

We're here to help you get started on your lot owner journey

CommunityHub is an online portal designed to give you access to your strata property information at any time, from anywhere.

With CommunityHub, you can help keep up to date with your property's finances, pay your levies online, reach through minutes from your last AGM, access common property insurance information, view your by-laws, find the best contact details for your strata manager and more, all through one easy-to-use channel.

Our ultimate aim is to simplify and enhance your user experience and journey as a lot owner. Here's a quick guide on what you need to know when navigating your CommunityHub portal.

My Communities homepage

After logging into CommunityHub, your journey begins at the 'My Communities' home screen.

This page serves as a dashboard, providing a simple overview of the property details and easy access to functionalities to complete your lot owner duties.

In this guide, we will explore the key areas on the CommunityHub portal to help owners easily access information to make payments and access important information.

The first feature to explore is the 'Plan details' button located on the 'My Communities' home screen. This will direct you to a centralised repository for all essential property information about your scheme.

Plan details page

By clicking on the 'Plan details' button on the homepage, you can access valuable information and features designed to help make your owner duties easier.

The initial three sections offer insights into your plan, management company, and lot. Underneath, you'll find a series of collapsible headings that can be expanded to provide deeper insights into various areas.

The following parts of this guide will delve into each section, breaking down what they are for and how to utilise these functionalities.

Plan details

The first section of this page summarises key details for the scheme, such as the plan number, property type, manager name, and address. This information is here for easy reference and can also be found on the My Communities homepage.

Plan details

Plan number	**99999**
Plan type	**Strata Plan**
Manager name	**Strata manager full name**
Address	**1 Railway Parade**
	Burwood, NSW 2134
	Australia

Management company

This section provides key details on the plan's strata management company, giving you easy access to key contact details when needed.

Management company

Name	BCS Strata Management Pty Ltd
Website	https://www.bcssm.com.au
Phone	+61 1300 728 315
Email	bcs_centralcoast@bcssm.com.au
Address	Suite 106/Level 1, Bonython Tower 159 Mann Street
	Gosford, NSW 2250
	Australia

Lots

The lot details table in this section is also found on the My Communities homepage, providing an overview on owner-specific information related to the address, lot number, and levy balance.

By clicking the 'View' link in the details column, you unlock more functionalities. Here, you can manage levy payments, check notices, and uncover further details about owners, tenants, and agents.

The initial two sections offer insights into your lot details and management company. Underneath, you'll find a series of collapsible headings that can be expanded to provide deeper insights into your levy notices and owner, agent, and tenant information.

The following parts of this guide will delve into the key areas you will need to pay and manage levies for your lot.

Lots > Paying levies

To help make the levy payment process easier, owners can access a direct link to the DEFT payment system on the right-hand side of the page.

In this section, you can view your current levy amount and any outstanding balances due. When you're ready to make a payment:

1. Select the 'Make a Payment' button on the right-hand side of the screen. This will open up a new tab or window where you'll be directed to a secure form to complete the transaction.
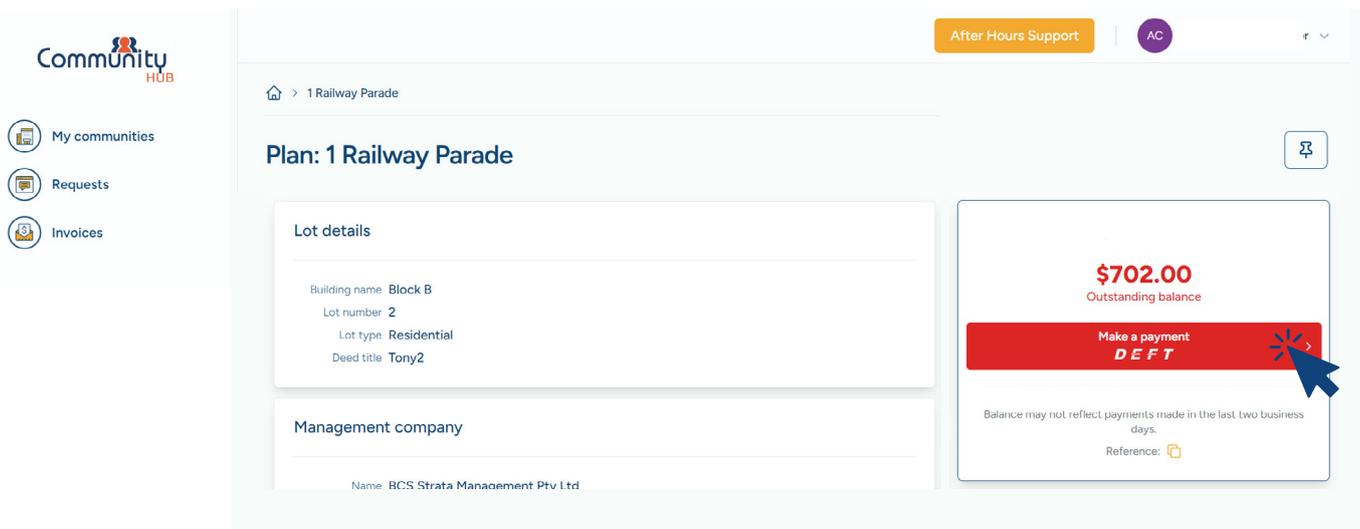

2. The reference number should be automatically copied over when opening this page through CommunityHub. When completing the form, please verify the plan details displayed under the DEFT reference number box and confirm the pre-loaded amount you wish to pay. Finally, input your card details and request a receipt once you are ready to complete the transaction.
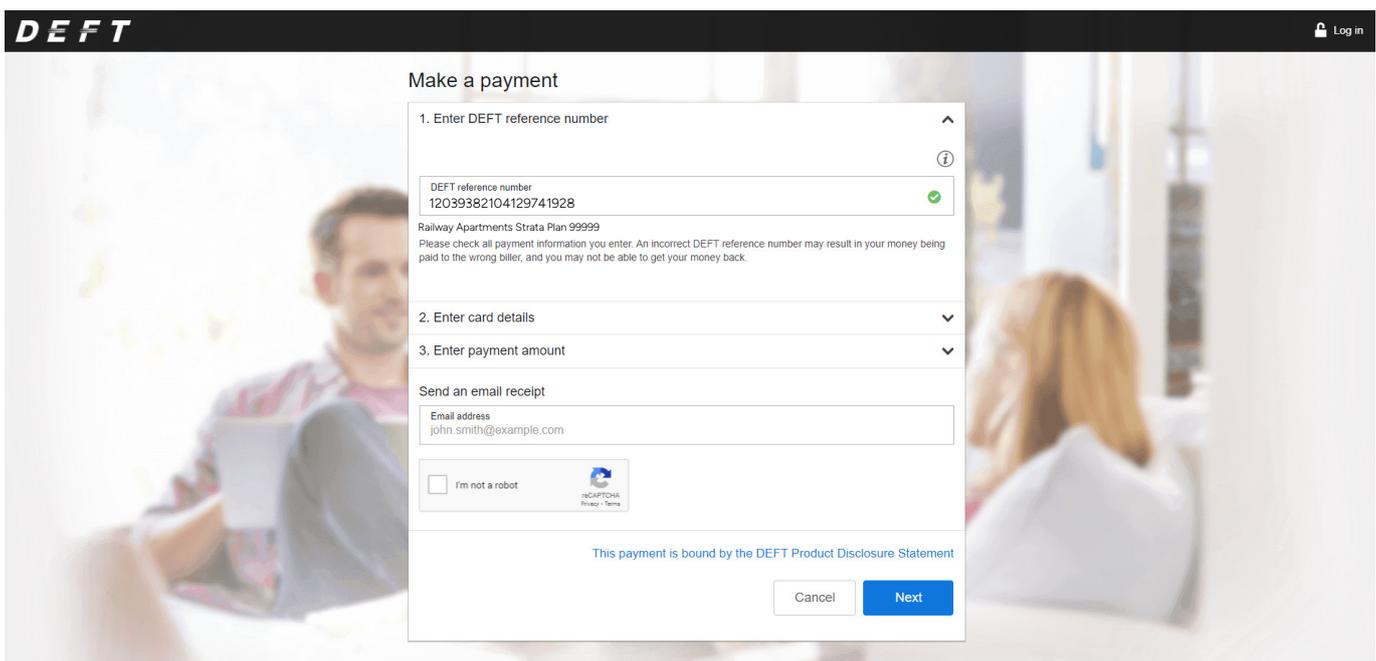
Lots > Levy notices

At the bottom of the page, you can easily access your lot's current and past levy notices.

•   Simply expand the Levy notice box.

•   Click on the download icon on the right-hand side.

•   The levy notice will be automatically downloaded to your device, which you can now open as a PDF.
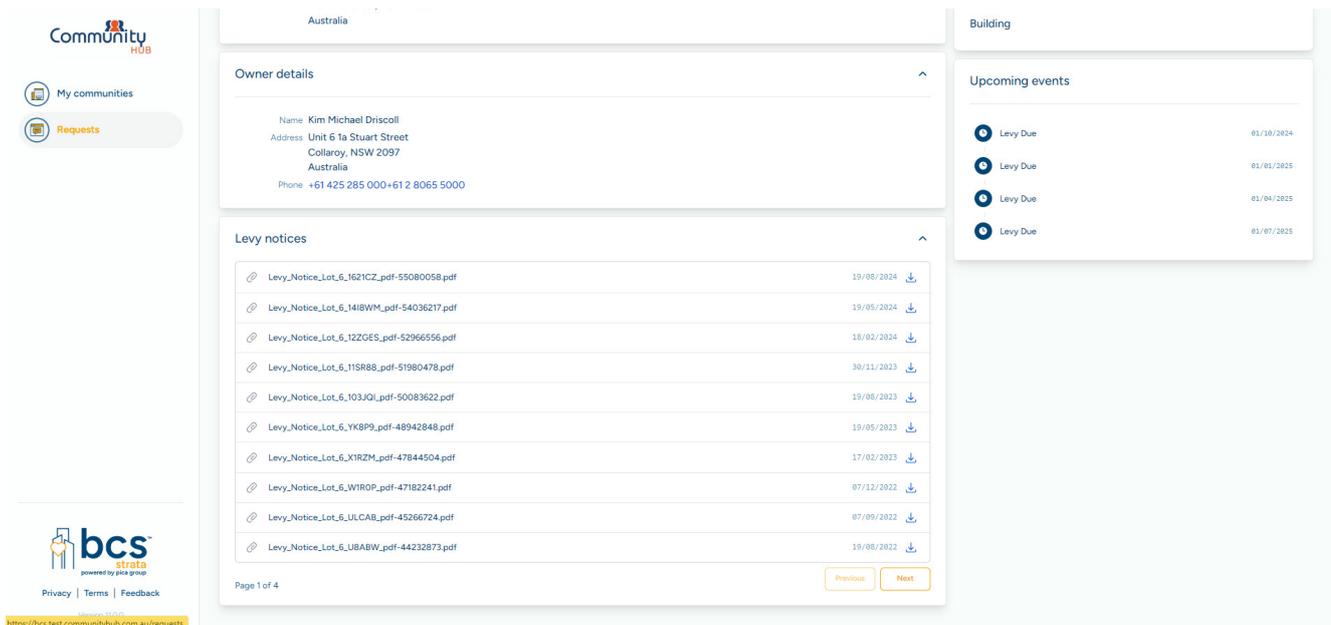
Committee members

Underneath the lots section, owners can expand and view a list of all current committee members and their details, such as their full names, respective roles, and dates of appointment.
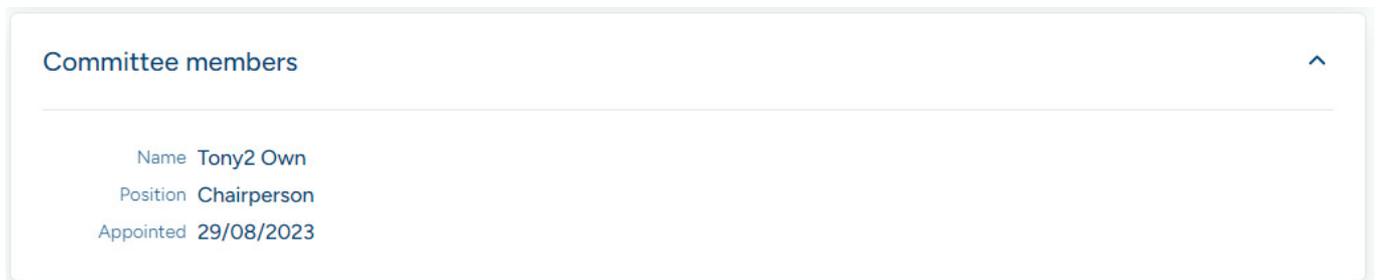
Documents

These two sections at the end of the plan details page provide an easy and efficient way to store and view important property records and documents for owners.

To view and download a copy of a file, simply:

- Expand the 'Select category' drop-down menu to view the different areas where the documents are stored.

- From the list of options, select a category to view a list of all related documents.

- If you find a document you'd like to review further, just click on the 'Download' icon on the right-hand side to automatically download a copy on to your device.

By laws/Rules
Community
Compliance
Contracts
Correspondence
Financial
Insurance
Maintenance
Meetings
Minute Book
Processed invoices
Reports
Unit

Documents
for lot owners

Select category

Documents
for lot owners

By laws/Rules ⇅

|			
📎	Non consolidated by_laws	23/11/2022	⤓
📎	Change of By Laws	24/09/2015	⤓
📎	Updated By-Laws 22-9-15-	22/09/2015	⤓
📎	Change of By-Laws sent to By-laws on line- Special By-law#	10/07/2015	⤓
📎	Change of By-Laws - Special By-Law #	22/06/2015	⤓
📎	CHANGE OF BY LAWS-OLD-	02/03/2009	⤓

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Contact information

Owners can also easily create a request to update their CommunityHub contact information. To manage and update your owner information, simply:

1. Open the requests page by locating the 'Create a Request' button on the far top-right of the plan details page. You can also find open a shortcut to this at all times on the menu panel on the far left hand side of the screen.
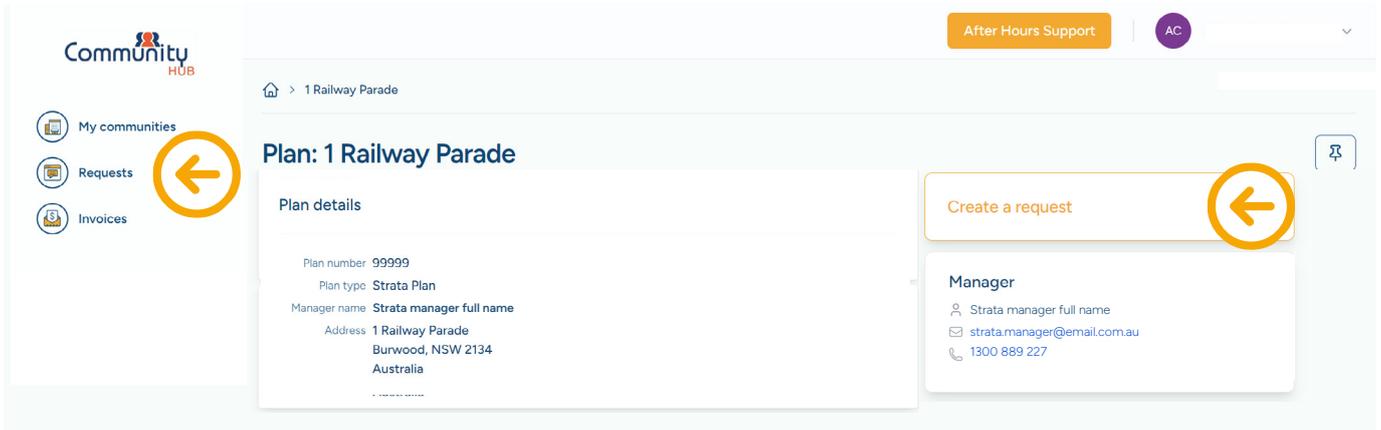
2. Select the orange 'Create Request' button on the right side of the screen to open a request form.
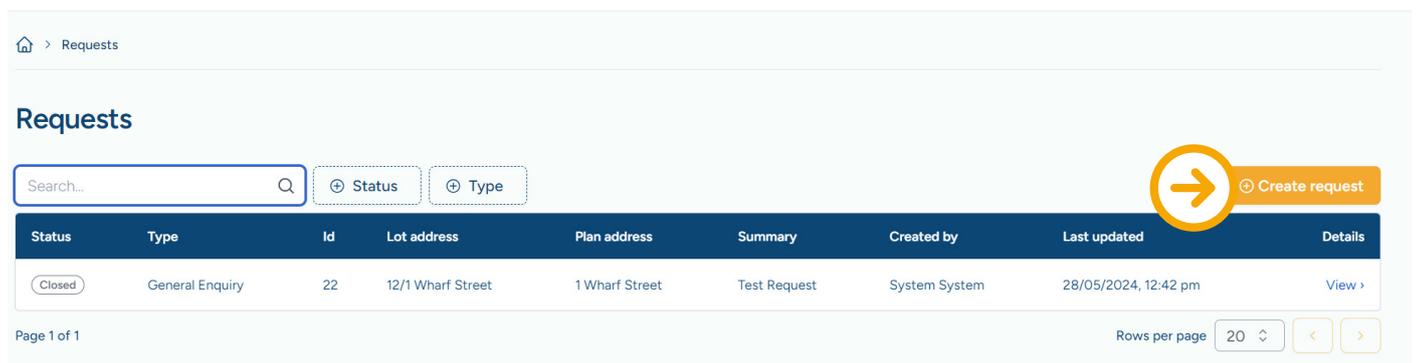
3. Complete the form with your updated details and click 'Send' to finalise the request to update your contact information.

Community
HUB

Got a question or require further assistance?

Our team are here to help. If you have questions or require further assistance, please do not hesitate to contact our customer service team at picagroup.com.au/contact-us.

Thank you for choosing to be part of our community. We look forward to supporting your journey in property management.