

Committee member's guide to using CommunityHub

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



Welcome to CommunityHub

We're here to help you get started on your committee member 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 committee member. Here's a guick guide on what you need to know when navigating your CommunityHub portal.

Learn more	Page
My Communities homepage	3
Plan details	4
Management company	5
Lot details	6
Committee members	6
Financial overview	6
Financial reports	7
Accounts payable	8
Annual budget	9
Annual financial reports	10
Expenditure transaction list	11
Lot levy balance	12
Documents	13

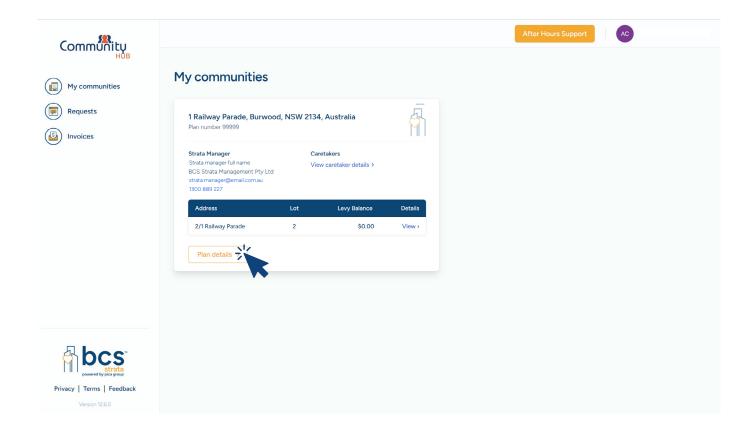
My Communities homepage

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 committee member and owner duties.

In this guide, we will explore the key areas on the CommunityHub portal to help committee members easily access information to manage tasks, collaborate, and make informed decisions.

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.

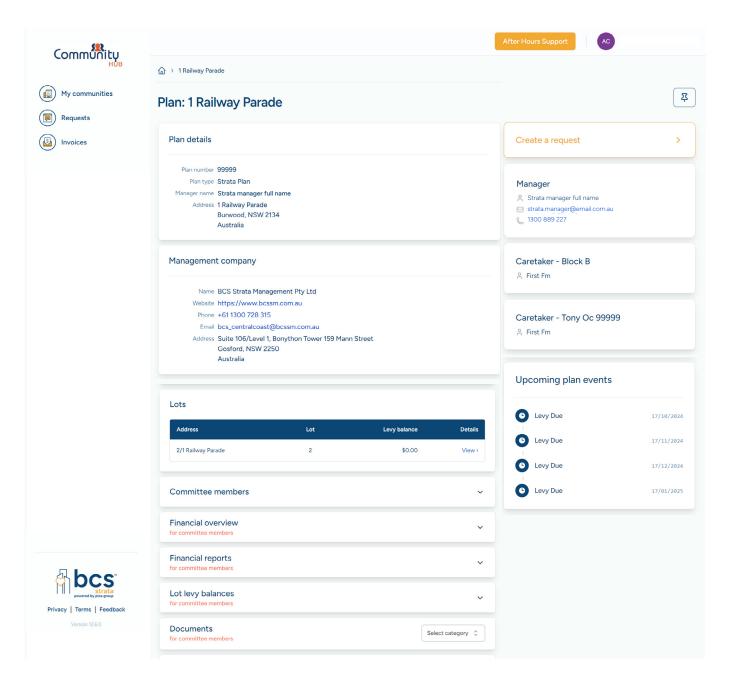


Plan details page

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

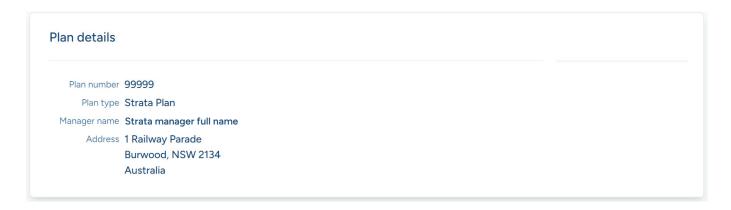
The top sections within this page provide further details about areas briefly covered within the property's overview on the My Communities homepage, including your plan, strata management provider, and lot. Underneath, you'll find a series of collapsible headings that can be expanded to provide deeper 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.



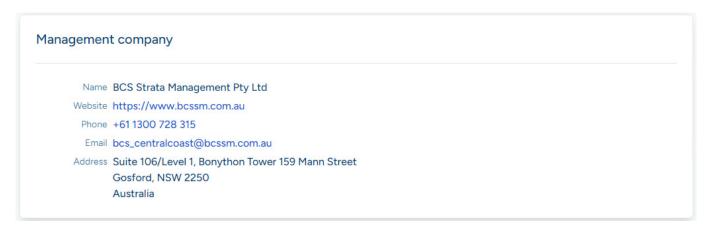
Plan details

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.



Management company

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



Lot details

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.

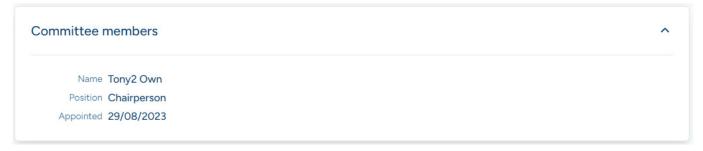
By clicking the 'View' link in the details column, you unlock more functionalities. Here, you can manage levy payments, check notices, and uncover further details about owners, tenants, and agents.

For a more detailed look into these features, check out our CommunityHub lot owner's guide for more information.



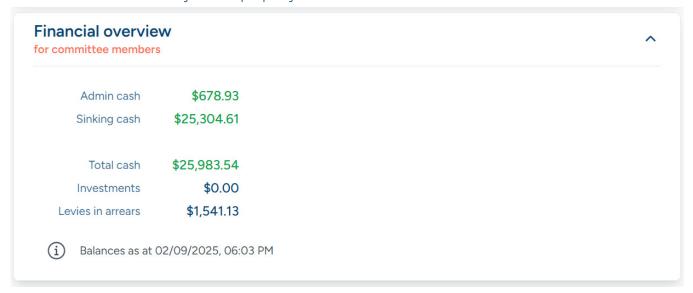
Committee members

This section can be expanded to gain easy access to a list of all current committee members and their details, such as their full names, respective roles, and dates of appointment.



Financial overview

The financial overview section offers a simple snapshot of the scheme's funds, arrears, and investments, all at a glance. You can also see the date and time of the last balance update to help provide committee members with better clarity on the property's financial status.

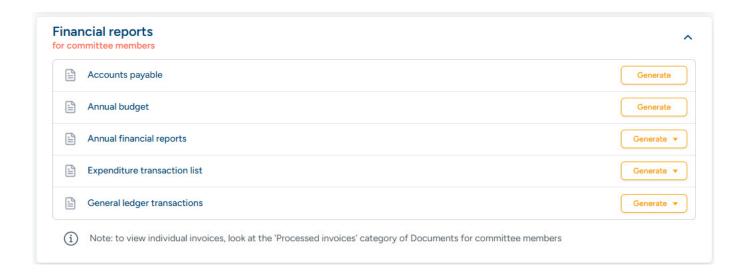


Financial reports

This section provides committee members with a suite of reports to help gain a more detailed picture of the property's financials.

You can conveniently download documents from here by clicking the orange 'Generate' button. In the following sections, we will dive into the different financial reports that you can download:

- Accounts payable
- Annual budget
- Annual financial reports
- Expenditure transaction list
- General ledger transactions



Financial reports > Accounts payable

Generating an accounts payable report will produce a list of outstanding invoices that require committee members' approval to be paid.

This is a valuable tool, providing clarity on pending financial obligations and facilitating efficient cash flow management.



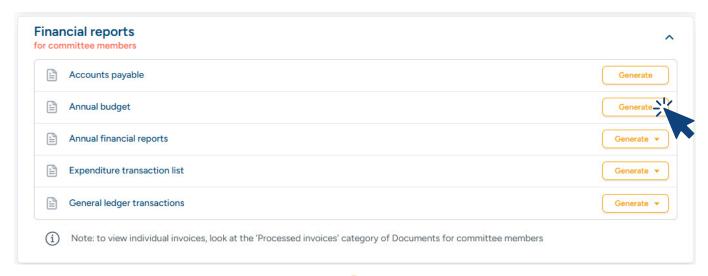


Owners Corporation for Plan No. 99999 AGED CREDITORS as at 24th September 2024 (Excludes Unpresented Transactions) Name of Creditor Fmail 60 days 90 days Mobile Current 30 days C & H CLEANING SUPPLIES INV-21-06... 21/06/24 21/06/24 47281000 100.00 100.00 GARAGE REMOTE CONTROLS joel-inv-002 05/04/24 05/04/24 100.00 100.00 Heidi's 1 Cleaning Service joel-inv-004 16/04/24 0415183000 0415183000 100.00 Raymond Lydiard t/a Pure Magic Domestic tony-inv-1 19/03/24 19/03/24 47743000 280.50 280.50 and Commercial Services The Gutter Cleaner joel-inv-003 08/04/24 08/04/24 4304 0000 435 060 000 100.00 100.00 Urbanise Test Supplier # 1 201 01/05/24 tony-inv-18 01/05/24 0418216000 100.00 tony-inv-17 30/04/24 Urbanise Test Supplier # 1 201 30/04/24 0418216000 0418216000 test3@email.com 100.00 100.00 joel-inv-007 17/04/24 Urbanise Test Supplier # 1 201 17/04/24 0418216000 0418216000 50.00 test3@email.com 50.00 Urbanise Test Supplier # 1 201 joel-inv-006 17/04/24 17/04/24 0418216000 0418216000 test3@email.com 100.00 100.00 tony-inv-11 15/04/24 15/04/24 3,300.00 3,300.00 Urbanise Test Supplier # 1 201 0418216000 0418216000 test3@email.com Urbanise Test Supplier # 1 201 test3@email.com Urbanise Test Supplier # 1 201 inv-joel-7 05/04/24 05/04/24 0418216000 0418216000 test3@email.com 100.00 100.00 Urbanise Test Supplier # 1 201 test3@email.com 100.00 Urbanise Test Supplier # 1 edited 2 inv5 20/03/24 20/03/24 0418216000 0418216000 test3@email.com 100.00 100.00 Urbanise Test Supplier # 1 edited 2 19/03/24 19/03/24 0418216000 0418216000 test3@email.com 100.00 100.00 Urbanise Test Supplier # 1 edited 2 tony-inv-3 19/03/24 19/03/24 0418216000 0418216000 100.00 100.00 Urbanise Test Supplier # 1 edited 2 tony-inv-1 30/01/24 30/01/24 0418216000 0418216000 test3@email.com 100.00 100.00 Your Choice Plumbers joel-inv-001 23/04/24 1300 852 000 5.622.79 5,622,79 0.00 0.00 0.00

Financial reports > Annual budget

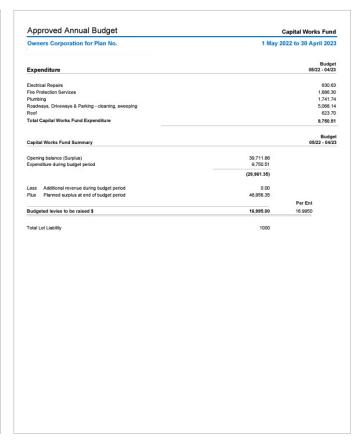
This tool is essential for tracking planned expenditures and ensuring the property operates within its approved financial parameters.

By regularly reviewing this report, the committee can help track the property's expenditures and manage finances effectively within the agreed budget.





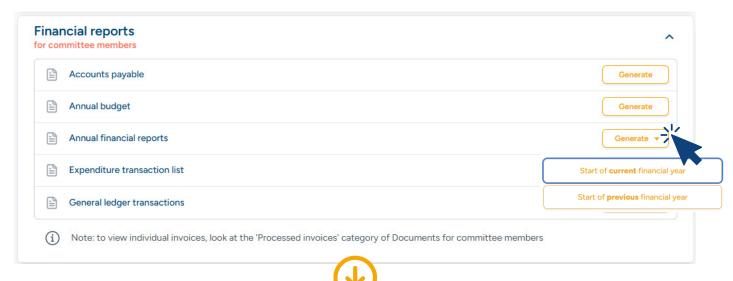
Approved Annual Budget	A	dministrative Fun		
Owners Corporation for Plan No.	1 May 2022 to 30 April 202			
Expenditure		Budg- 05/22 - 04/2		
Cleaning Service		3,000.0		
Electricity		6,400.0		
Fire Protection Services Garden/Lawn Maintenance		3,000.0		
General Repairs		4,000.0		
Insurance Premiums		17,000.0		
Lift Maintenance		5,500.0		
Lock & Key Maintenance		299 2		
Owners Corporation Manager - accounting fees		281.1		
Owners Corporation Manager - additional services		253.0		
Owners Corporation Manager - certificate fees		125.9		
Owners Corporation Manager - debt recovery		22.0		
Owners Corporation Manager - disbursements		1,076.2		
Owners Corporation Manager - inspection fees		35.8		
Owners Corporation Manager - management fees		3,605.9		
Owners Corporation Manager - schedule B fees		566.4		
Owners Corporation Manager - work order/quotes		155.4		
Pest Control Services		700.0		
Plumbing		5,000.0		
Roof - gutters & downpipes		4,000.0		
Sundry Expenditure		2,000.0		
Telephone & Internet Services		1,500.0		
Water		3,368.6		
Total Administrative Fund Expenditure		66,289.5		
Additional Revenue		Budge 05/22 - 04/2		
Non-Mutual Revenue - certificates		124.9		
Non-Mutual Revenue - strata inspections		35.8		
Sundry Revenue - discharge insurance claim		1,179.3		
Total Administrative Fund Additional Revenue		1,340.1		
		Bude		
Administrative Fund Summary		05/22 - 04/		
Opening balance (Deficit)	49.61			
Expenditure during budget period	66,289.93			
	66,339.54			
Less Additional revenue during budget period	1.340.12			
Plus Planned surplus at end of budget period	1,340.12			
	0.00			
Plus Allowance for GST on levies		Per Ent		
Budgeted levies to be raised \$	65,000.00	65.0000		
Total Lot Liability	1000			



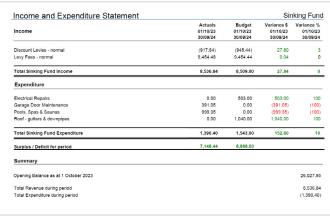
Financial reports > Annual financial reports

The 'Annual Financial Report' provides a streamlined overview of the scheme's financial position. In this section, you can fetch details from the start of the current or previous financial year. The generated report will include sections covering the below:

- Balance sheet: Detailing the property's finances, total assets, accounts payable, liabilities, and administrative and capital works fund equity.
- **Income and Expenditure Statement:** Outlining the flow of funds, tracking the property's revenue streams and expenditure patterns.
- Notes To Financial Statements: Additional notes that explain key balance sheet items and include details on the levies due and expenses when entered.







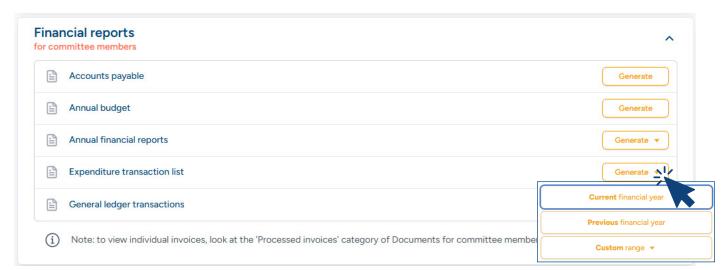
Note 7	Prepaid Expenses			
Detail	Prepaid Expenses	Amount		
	rate Brokers Ptv Ltd (Accounts) Insurance Premium 09/02/2024 - 09/02/2025	3298 72		
	rate Services (QLD) Ptv Ltd Management Fees	3298.72		
Body Corporate Services (QLD) Pty Ltd Management Fees		325.46		
	imal: Opening Balance Prior Year	325.46 2841.55		
	imal: Opening Balance Prior Year	-2841.55		
General 300	ina. Opening balance i nor real	\$ 3,663.09		
Note 8	Security Deposit Account			
Detail	Strain, Seposit, 1888ain	Amount		
OPENING E	BALANCE - PETTY CASH, OPENING BALANCE - PETTY CASH	70.00		
Note 9	Levies in Advance - also see note 2	\$ 70.00		
	Levies in Advance - also see note 2			
Detail		Amount		
Detail Lot: 2 Unit:	2			
Detail Lot: 2 Unit: Lot: 3 Unit:	2 3	Amount 880.07		
Detail Lot: 2 Unit: Lot: 3 Unit: Lot: 4 Unit:	2 3 4	Amount 880.07 0.57		
Detail Lot: 2 Unit: Lot: 3 Unit: Lot: 4 Unit: Lot: 5 Unit:	2 3 4 5	Amount 880.07 0.57 0.34		
Detail Lot: 2 Unit: Lot: 3 Unit: Lot: 4 Unit: Lot: 5 Unit: Lot: 6 Unit:	2 3 4 5 6	Amount 880.07 0.57 0.34 880.07		
Detail Lot: 2 Unit: Lot: 3 Unit: Lot: 4 Unit: Lot: 5 Unit: Lot: 6 Unit: Lot: 7 Unit:	2 3 4 5 6	Amount 880.07 0.57 0.34 880.07 880.07		
Detail Lot: 2 Unit: Lot: 3 Unit: Lot: 4 Unit: Lot: 5 Unit: Lot: 6 Unit: Lot: 7 Unit: General Jor	2 3 4 5 6 7	Amount 880.07 0.57 0.34 880.07 880.07		
Detail Lot: 2 Unit: Lot: 3 Unit: Lot: 4 Unit: Lot: 5 Unit: Lot: 6 Unit: Lot: 7 Unit: General Joi	2 3 4 5 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	Amount 880.07 0.57 0.34 880.07 880.07 880.07		
Detail Lot: 2 Unit: Lot: 3 Unit: Lot: 4 Unit: Lot: 5 Unit: Lot: 6 Unit: Lot: 7 Unit: General Jor	2 3 4 5 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	Amount 880.07 0.57 0.34 880.07 880.07 880.07 -3340.61 3340.61		
	2 3 4 5 5 6 7 mmai: Opening Balance Prior Year mmai: Opening Balance Prior Year	Amount 880.07 0.57 0.34 880.07 880.07 880.07 -3340.61 3340.61		
Detail Lot: 2 Unit: Lot: 3 Unit: Lot: 4 Unit: Lot: 5 Unit: Lot: 6 Unit: Lot: 7 Unit: General Jor General Jor Note 10 Detail	2 3 4 5 5 6 7 mmai: Opening Balance Prior Year mmai: Opening Balance Prior Year	Amount 880 07 0.57 0.34 880.07 880.07 880.07 3340.61 \$ 3,521.19		
Detail Lot: 2 Unit: Lot: 3 Unit: Lot: 4 Unit: Lot: 5 Unit: Lot: 6 Unit: Lot: 7 Unit: General Jor General Jor Note 10 Detail	2 3 4 5 6 7 7 mai: Opening Balance Prior Year mai: Opening Balance Prior Year Accounts Payable Liability	Amount 880.07 0.57 0.34 880.07 880.07 980.07 340.01 3340.61 \$3,521.19		

Income and Expenditure Statement					
Income	Actuals 01/10/23	Budget 01/10/23	Variance \$ 01/10/23	Variance % 01/10/23	
income	30/09/24	30/09/24	30/09/24	30/09/24	
	0.22000	0.00000000	100000		
Discount Levies - normal	(1,733.04)	(1,792.56)	59.52	3	
Levy Fees - normal	17,925.60	17,925.56	0.04	C	
Sundry Revenue - Electricity Rebate	406.25	0.00	406.25	100	
Total Administrative Fund Income	16,598.81	16,133.00	465.81	3	
Expenditure					
Body Corporate Manager - additional services	2,100.67	500.00	(1,600.67)	(320)	
Body Corporate Manager - debt recovery	50.00	0.00	(50.00)	(100)	
Body Corporate Manager - disbursements	562.34	500.00	(62.34)	(12)	
Total Administrative Fund Expenditure	20,141.38	22,133.00	1,991.62	9	
Surplus / Deficit for period	(3,542.57)	(6,000.00)			
Summary					
Opening Balance as at 1 October 2023				9,568.00	
Total Revenue during period				16,598.81	
Total Expenditure during period				(20,141.38)	
Administrative Fund balance as at 30 September 2024				\$ 6.025.43	

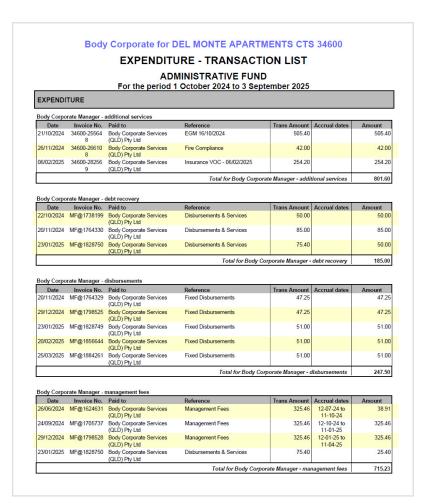
Financial reports > Expenditure transaction list

The expenditure transaction list allows you to generate a record of all outgoing payments to help you track, manage, and understand your property's cash flow.

For this report, you have the choice to pull reports for the current or previous financial year or even a custom date of your choice.



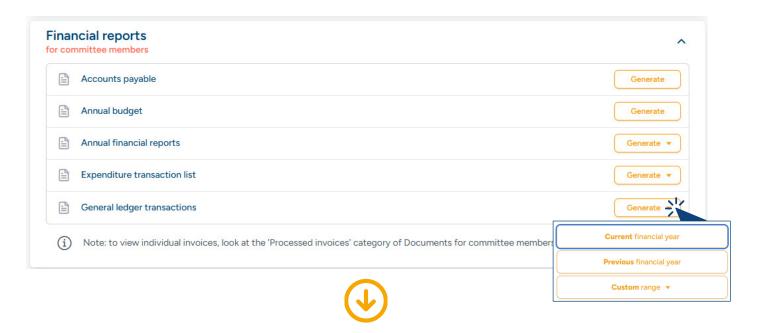


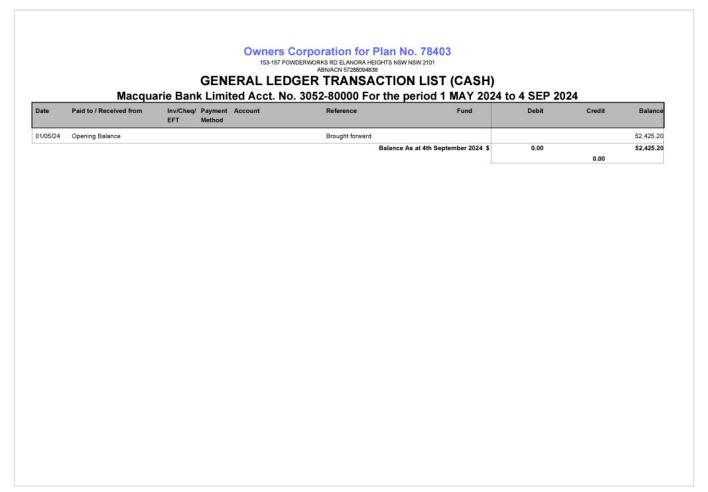


Financial reports > General ledger transactions

The general ledger transaction report allows you to generate a record of the total balance of incoming and outgoing payments.

For this report, you have the choice to pull reports for the current or previous financial year or even a custom date of your choice.





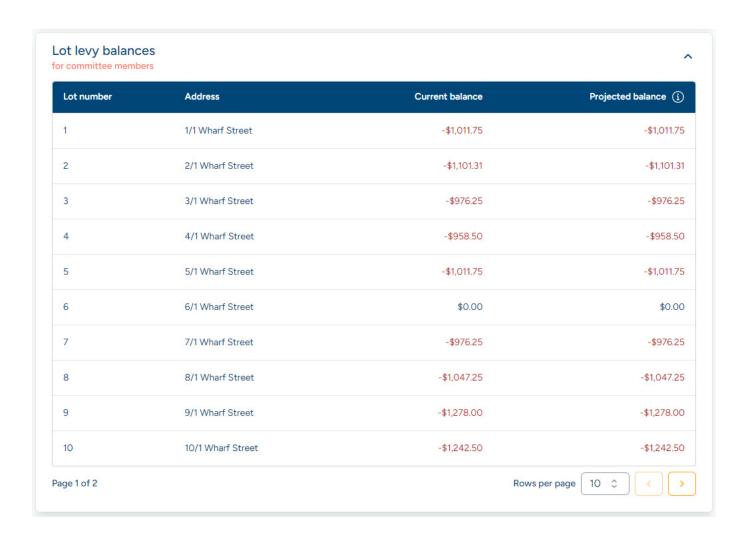
Lot levy balance

Underneath the financial reports section, committee members can access the lot levy balance information.

This area provides an easy-to-read table, offering a quick, clear view of any outstanding payments, making it easier to manage and plan for these financial obligations.

- Current balance: this column displays the balance of current levy amounts owed by each lot to date. It helps you keep track of outstanding payments and understand the financial position of each lot.
- Projected balance: this column shows what the expected total balance would be after the next levy due date and is updated based on any payments made per lot.

For example, if someone has paid ahead of the next levy due date, their current balance would display green, and their projected balance would be \$0.



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 committee members and owners.

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

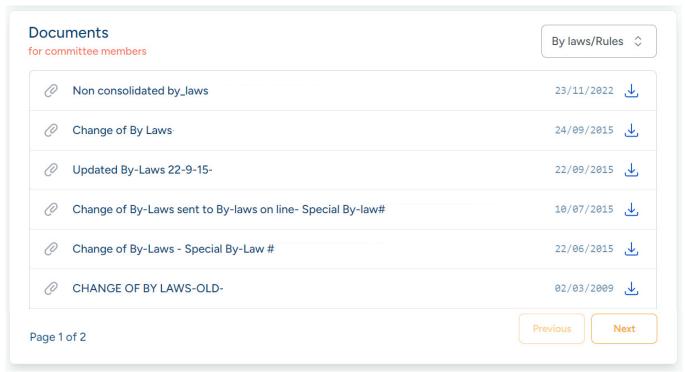
- Expand the 'Select category' drop-down menu to view the different areas where the documents are stored.
- From the list of options, select a category to view a list of all related documents.
- If you find a document you'd like to review further, just click on the 'Download' icon on the right-hand side to automatically download a copy on to your device.



Documents

for committee members







Learn more about your CommunityHub lot owner features

You've now reached the end of our CommunityHub committee member guide.

We hope these tools help empower your committee member duties, making tasks easier to manage, facilitating effective collaboration, and underpinning smart, data-driven decision-making.

As a next step, we highly recommend you go through the 'Lot owner's guide to using CommunityHub' to explore your lot owner-specific features such as:



How to pay levies on CommunityHub



Access levy notices for your lot



View lot owner, tenant, and agent details



Update owner contact information

Download the CommunityHub owner's user guide



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.