



Lot owner'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 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.

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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.

Community HUB

My communities
Requests
Invoices

My communities

1 Railway Parade, Burwood, NSW 2134, Australia
Plan number 99999

Strata Manager
Strata manager full name
BCS Strata Management Pty Ltd
strata.manager@email.com.au
1300 889 227

Caretakers
[View caretaker details >](#)

Address	Lot	Levy Balance	Details
2/1 Railway Parade	2	\$0.00	View >

[Plan details](#)

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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.

CommunityHUB

My communities

Requests

After Hours Support

AC

1 Railway Parade

Plan: 1 Railway Parade

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

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

Lots

Address	Lot	Levy balance	Details
2/1 Railway Parade	2	\$0.00	View >

Committee members

Documents

for lot owners

Select category

Create a request

Manager

Strata manager full name
strata.manager@email.com.au
1300 889 227

Upcoming plan events

Levy Due

17/10/2024

Levy Due

17/11/2024

Levy Due

17/12/2024

Levy Due

17/01/2025

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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.

Lots

Address	Lot	Levy balance	Details
2/1 Railway Parade	2	\$0.00	View >

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.

CommunityHUB

My communities

Requests

Invoices

1 Railway Parade

Plan: 1 Railway Parade

Lot details

Building name: Block B
Lot number: 2
Lot type: Residential
Deed title: Tony2

Management company

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

Owner details

Agent details

Tenant details

Levy notices

\$702.00

Outstanding balance

Make a payment

DEFT

Balance may not reflect payments made in the last two business days.
Reference:

Create a request

View plan details

Building

Block B

Caretaker - Block B

First Fm

Upcoming events

Levy Due

17/10/2024

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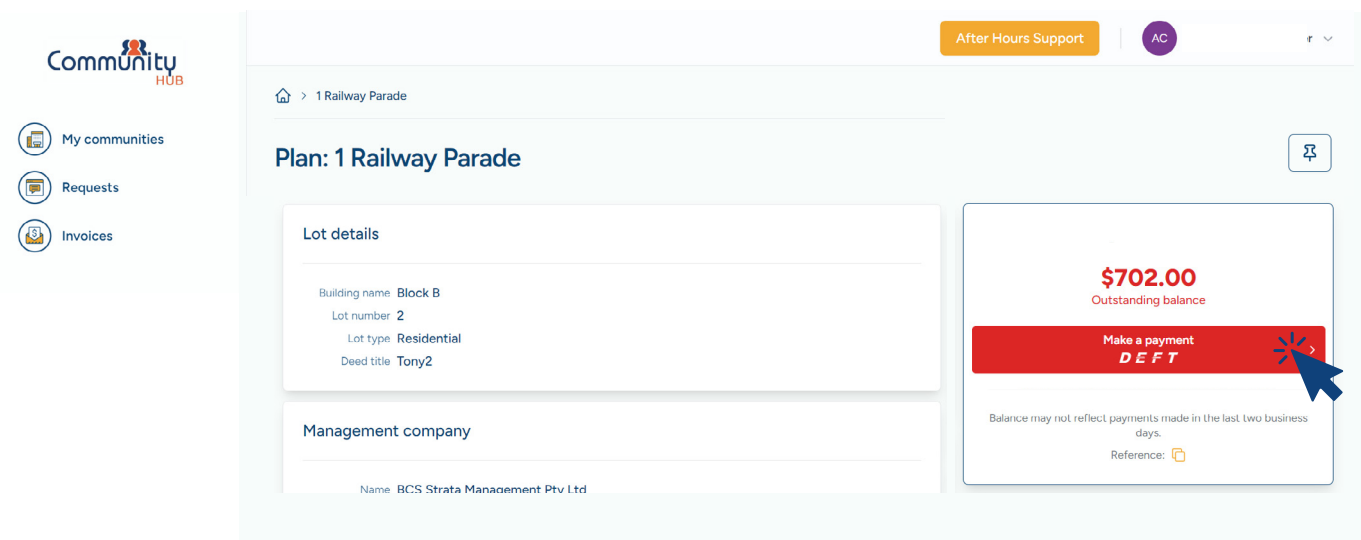
Version 12.6.0

Lots > Paying levies

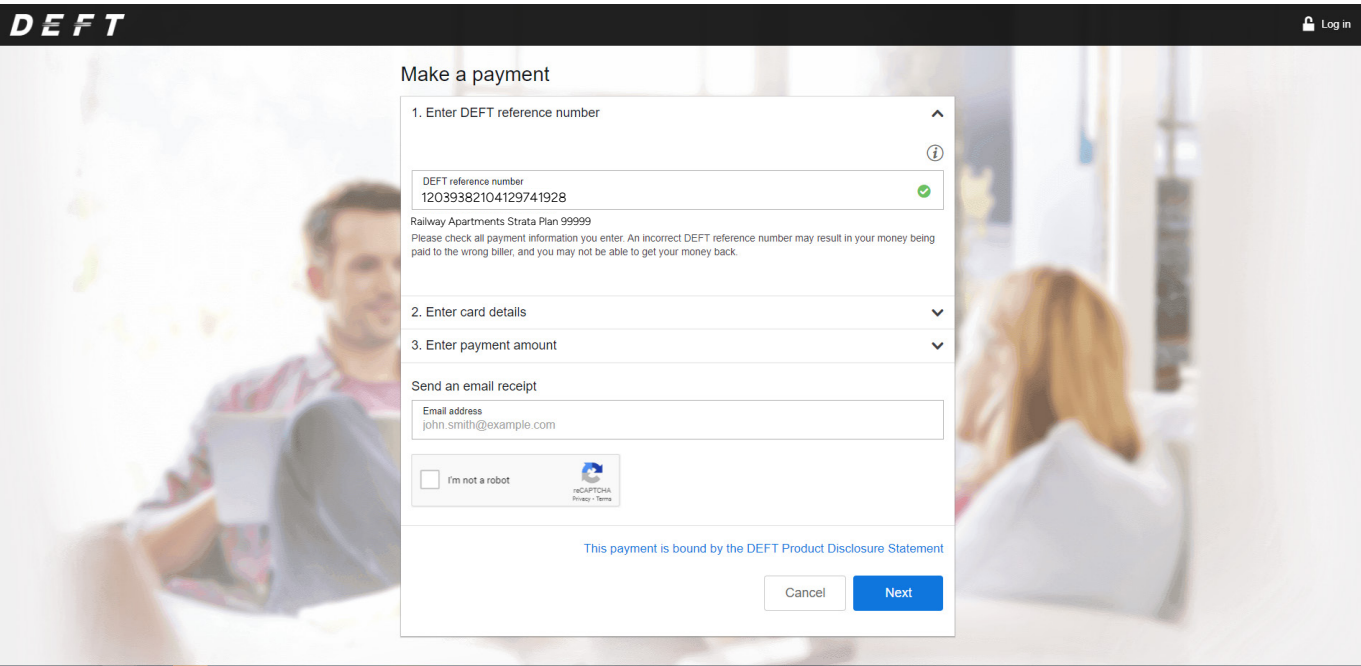
To help make the levy payment process easier, owners can access a direct link to the DEFT payment system on the right-hand side of the page.

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.



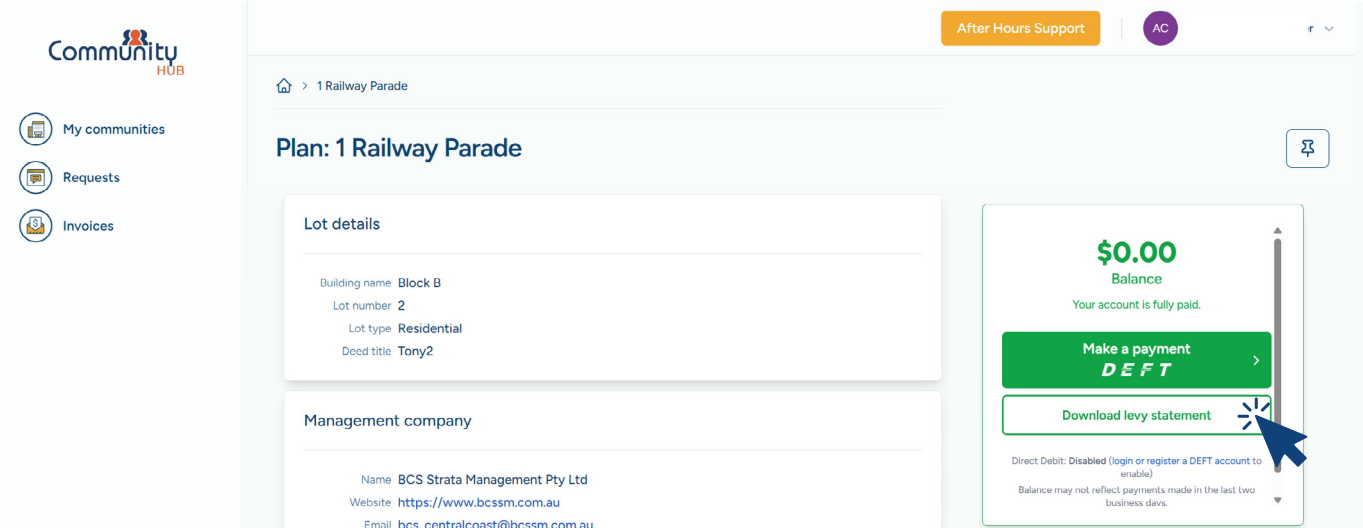
2. The reference number should be automatically copied over when opening this page through CommunityHub. When completing the form, please verify the plan details displayed under the DEFT reference number box and confirm the pre-loaded amount you wish to pay. Finally, input your card details and request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



Lots > Levy statements

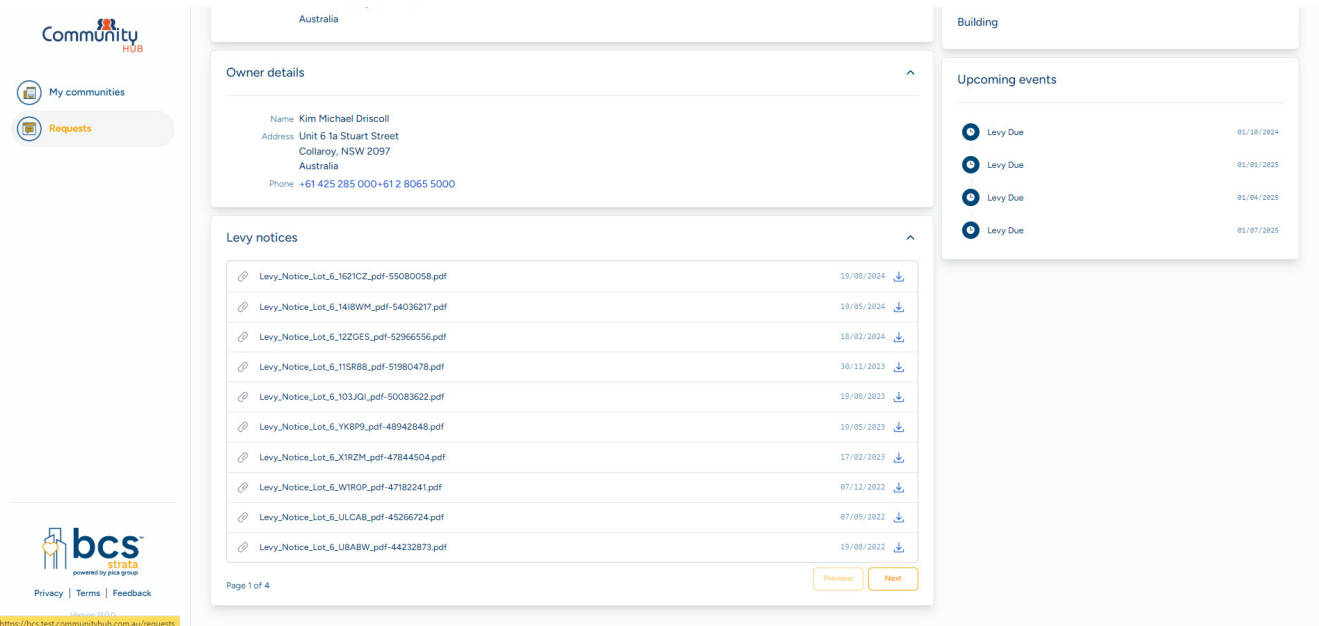
Lot owners can now easily download their levy statements whenever needed.

Simply click the 'Download Levy Statement' button on the right-hand side of the page. With this feature, you can also choose to generate levy statements from the past 12 months or from a custom date range of your choice.



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.

Committee members

Name

Tony2 Own

Position

Chairperson

Appointed

29/08/2023

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

Select category

Documents

for lot owners

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-BCS363435.tif	02/03/2009	

Page 1 of 2

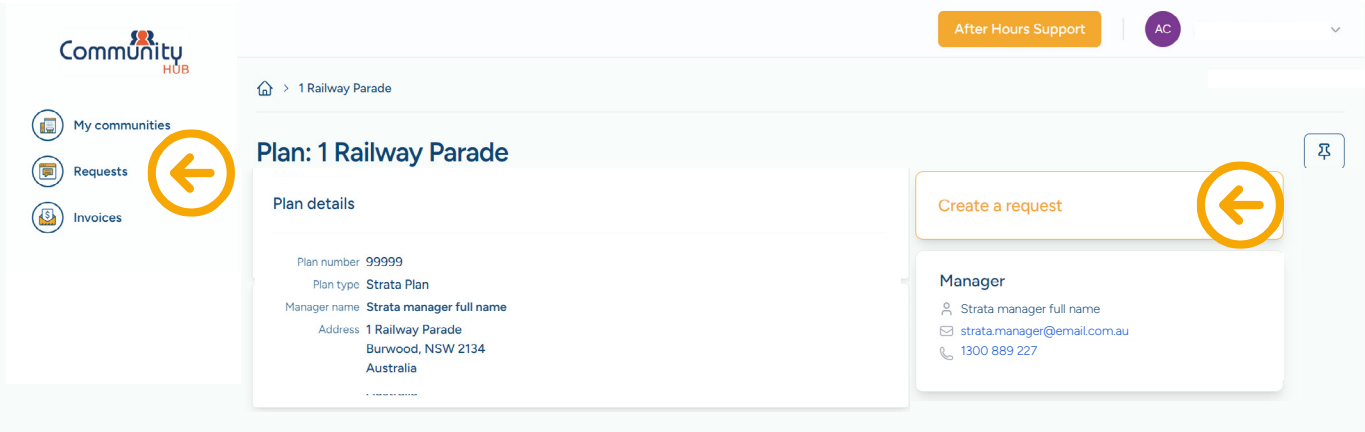
Previous

Next

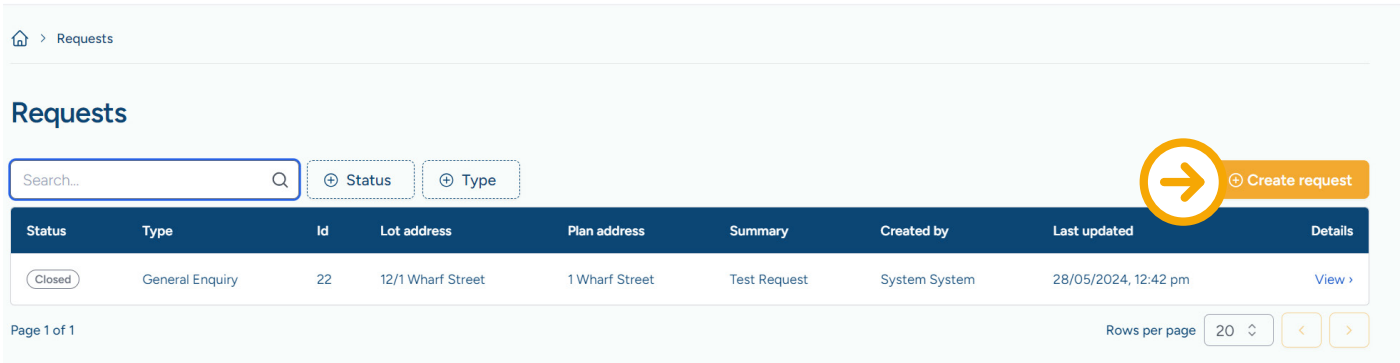
Contact information

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.

A screenshot of the 'Create request' form in the CommunityHub application. The form has a title 'Create request' and a 'Type' dropdown menu set to 'General Enquiry'. Below this is a text field for 'For all other general enquiries.' followed by a 'Plan' dropdown menu. The 'Lot' dropdown menu is set to 'Common Property'. There is a 'Summary' text field and a 'Description' text area. At the bottom, there is an 'Attachments' section with a button to 'Add attachment' and a list of supported file types: PDF, JPEG, JPG, GIF, PNG. The 'Send' button is circled in orange with a down arrow.



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.