

MY-COMMUNITY ONLINE PORTAL

Our online portal, "My-Community" has been developed as an extension of our computer system to provide strata councils, owners and residents the tools to access a wide range of self-service management and financial reports and event content.

Surveys indicate that almost everyone now has access to the internet, and e-mail use continues to grow at an exponential rate. We recognize the importance of embracing the opportunity afforded by technology, and are determined to be at the forefront of online services. "My-Community" really is at the leading edge, offering a range of online services as well as a wide range of self-service management and financial tools as well as a vast bank of practical information for owners and tenants.

Customized templates can be developed, with different colour schemes and menu structures applicable to your complex and some elements such as the Community Wall can be turned on or off depending on your preferences.

The private members only section is reserved for strata councils, owners and tenants and provides a vast amount of information including financial information and reports, building reports, levy payment history and much more.

Owners, managers and tenants can communicate maintenance issues, upload photos and videos, post events, RSVP to events such as AGM's, add news events and more.

What people can and can't do depends on their user permissions and much of these can be customised. This includes cancelling access for people who may have sold or moved out.

Owners And Strata Councils Can...

- update their contact details
- Check their levy balances online, print statements and pay online via an electronic gateway.
- View and download reports such as minutes, by-laws and building manuals
- View basic information such as insurance details, Strata Company details and bank balances
- Lodge and track maintenance requests and these can also be directed to either the strata manager or Real Estate Agents depending on the nature of the maintenance required.
- Communicate with other owners and tenants on the Community Wall
- Create and RSVP to community events such as meetings or busy bees
- Upload unit documents such as warranties, user manuals or gate codes etc
- View details of suppliers including comments from other owners and tenants
- Send SMS messages to owners and tenants

Strata Councils Can...

- view financial reports such as profit & loss, balance sheet, general ledger and budgets
- View levy charges and arrears
- Communicate with other council members and the strata manager

Tenants Can....

- Update their contact details
- View and download **some** reports such as the by-laws or building manual (controlled by the strata manager)
- Submit and track maintenance requests (relating to their unit only)
- Communicate with other owners & tenants on the Community Wall

- Create and RSVP to community events
- View **some** unit documents such as warranties and user manuals (controlled by the owner)
- View details of suppliers including comments from other owners and tenants