Community Hub

Smart Strata Fact Sheet

What is Community Hub?

Community Hub is an online web portal. It s designed to allow you access to your building s strata information at any time and from anywhere. Resident owners, investment owners and committee members can benefit from immediate, secure and easy access to information specific to their property. This information is kept current and regularly updated.

The Features of Community Hub:

Once registered, you are able to access your strata:

- Plan information
- Plan documents that include Financials, Minutes Book, Maintenance, Insurance etc.
- Levy information for your lot
- Levy payments   secure online payment facility
- Creditor invoices
- Online Invoice Approval (OIA)   (access by delegated person from the scheme)
- Repair and Maintenance (Allows your committee to review works that are being completed on behalf of your building)
- Insurance
- User details update

Benefits using Community Hub:

- 24/7 access to your strata information
- Stay informed about your property from anywhere
- Security of information
- Provides clarity and transparency of your strata plan
- Secure online invoice approval and payment options

FAQ

Q. Who has access to Community Hub?
A. Only lot owners who have registered for the service to obtain their unique username and password.

Q. What is the validation process for secure access?
A. Each owner requesting access will be asked to provide unique information to ensure the validation process is secure and only lot owners obtain access to our systems.

Q. How secure is my online strata information?
A. BCS has put in place stringent measures to ensure owners information is safe and only can be accessed by the authorized person. The registration process is via the secure Community Hub website and the owners information submitted is held securely under privacy laws.

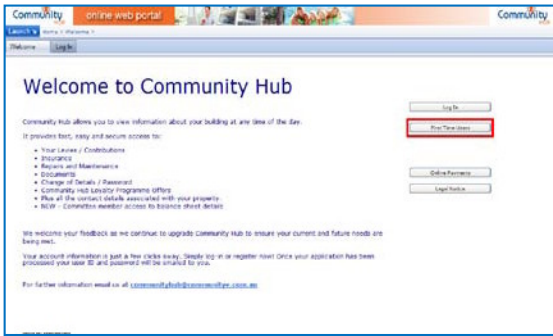**Contact us on: 1300 889 227**
communityhub@communitye.com.au
www.bcssm.com.au

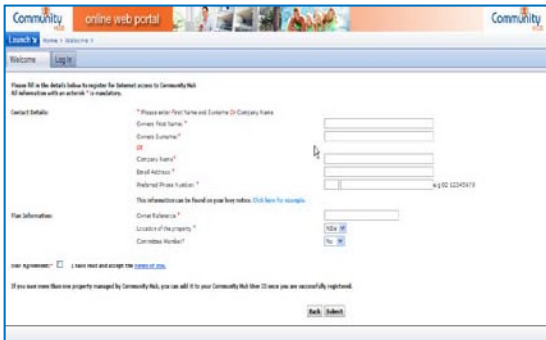## How to register & access Community Hub?

To access Community Hub you must first register for the service.

1. To register have your Levy Notice handy and visit www.communitye.com.au/hub/
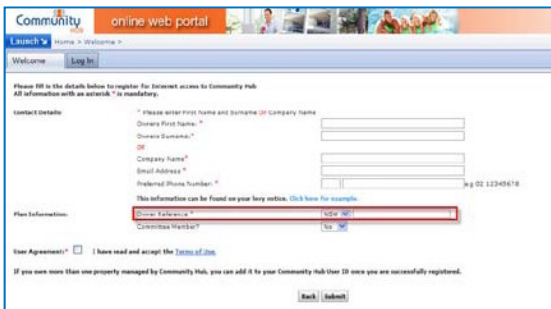
   The Community Hub Welcome page will come up and you simply click on First Time Users.

2. The registration form page opens. Fill in your contact and plan information details to submit.
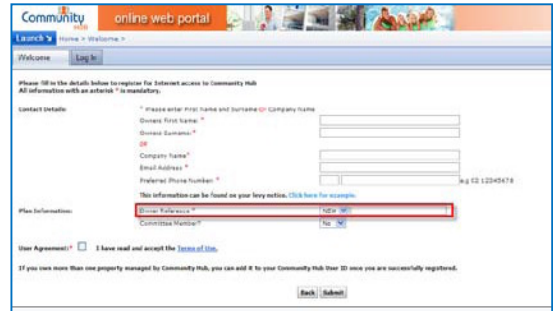

3. When filling in the Owner Reference field you need to input your Owner Reference Number.
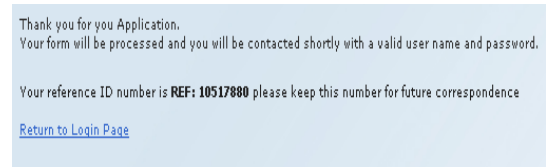

4. The Owners Reference Number can be found at the top of your Levy Notice.


5. Then select your state from the drop down list. After completing the form click Submit button

6. On submission you will receive an acknowledgement email.

7. Once the details are confirmed by the Community Hub administration team you will receive an email with your user ID and Password within two working days.

8. You can then securely log onto Community Hub at any time from the BCS home page www.bcssm.com.au
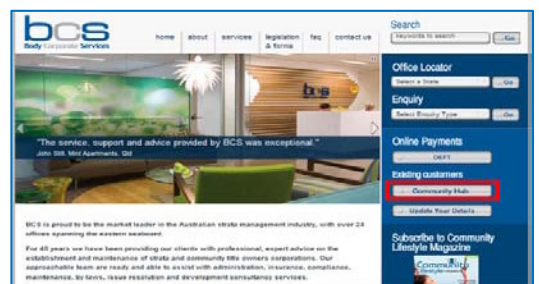
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