



The Purchasing Process

We are here to make buying a Mosaic property as simple and stress-free as possible. To assist in understanding the purchasing process with us, we have prepared this simple customer journey fact sheet.

Securing Your Apartment

Complete a Reservation Form

Once you have selected your preferred property, you will be asked to complete a Reservation Form and pay a holding deposit into Mosaic's solicitor's Trust Account. This removes your apartment from sale while the contract is prepared.

Our solicitor will take the details you have supplied on this form to generate the sales contract, which can take up to seven (7) days. Please ensure the Purchasing Entity is supplied, particularly if you are buying in a Trust or Company.

At this time you will also need to provide the details of your appointed solicitor, ensuring that they are experienced in Off-the-Plan [Unregistered] sales and based in the State you are purchasing in. This is particularly important as conveyancing laws differ from state to state.

If you need any help with choosing the right solicitor, please let us know and we can give you guidance.

The Contract Process

Depending on the Purchasing Entity, contracts can be executed by signing a hard copy or electronically via DocuSign.

A hard copy contract is required if the Purchasing Entity is a Company or Trust (including self-managed super funds). In this instance the contract documents will be emailed to your solicitor to begin the review process and express posted to them for your signature.

Contracts can be executed electronically for a Natural Persons Purchasing Entity (i.e. individuals). Contract documents will be emailed to your solicitor and you will receive an email requesting your consent to execute these electronically using DocuSign.

Carefully Review Your Contract

As Off-the-Plan contracts can be quite large, your solicitor will review the documents and provide guidance where necessary. Your Mosaic representative will also provide assistance with any questions you have at this time.

Sign Your Contract

Once the contract is signed by both the purchaser/s and Mosaic, it will be officially dated. This is known as your "contract date" which is used to calculate the five business day cooling off period and trigger the timing of any Special Conditions included in your contract.

Pay the Required Balance Deposit

A deposit equal to 10% of the total purchase price (minus your initial deposit) is required to be transferred into Mosaic's solicitor's Trust Account. Once this has been received it is time to celebrate as your contract is now officially unconditional and your beautiful new home is secured!

Welcome to Mosaic's Buyer Community

Once your contract is unconditional, we will send you an official welcome email with details on the process moving forward, including an introduction to your Customer Experience Manager whose role is to ensure your journey with us is nothing but exceptional.

Your Customer Experience Manager will be your main point of contact and will provide regular updates on the construction of your apartment along with information and advice in lead up to settlement.

Settlement & Handover

Completion and Settlement

As we near the completion of your apartment, our Customer Experience and Settlement teams will provide detailed information on the steps and actions required to ensure a smooth, stress-free process to take ownership of your property.

A robust Quality Assurance program is undertaken to ensure your apartment is finished to our exacting standards (*see right*). We also work hard with property valuers to ensure the best outcome for your finance process.

Prior to settlement, you will also have the opportunity to inspect your apartment and identify any items for rectification before you move in.



Post-Settlement

Property Management and Care Taking

Whether you live in Mosaic or invest in Mosaic, we maintain the property well after completion, so you can take comfort in knowing your property will be well built and beautifully maintained, ensuring the enduring value of your investment.

Quality Assurance

As part of our commitment to our buyer community, and to ensure every apartment and building is finished to our exacting standards, we undertake a stringent Quality Assurance process prior to settlement and handover. This process involves:

A BENCHMARK UNIT - A detailed QA inspection of a completed apartment is undertaken by internal and external quality assurance professionals and further reviewed by Mosaic management. This is to ensure the overall standard of finish is aligned with our high expectations and sets the benchmark finish for all apartments in the development.

QA INSPECTIONS - An inspection of each individual apartment is completed by our dedicated and highly experienced quality assurance team. Further checks and audits are conducted throughout the building to ensure our exacting standards continue to be met.

PRE-HANDOVER CHECKS - Mosaic completes a series of pre-handover checks throughout each apartment. Our extensive checklist includes operating all appliances, running taps to check for any leaks, cleaning out every drain, and much more.

PERSONAL INSPECTIONS - Every purchaser is entitled to a personal inspection prior to settlement. Here you will have the opportunity to view your apartment and report any items that need addressing.