



enduring
value®

THE MOSAIC DIFFERENCE

An authentic commitment you

Mosaic Property Management is an industry-leading end-to-end residential leasing, management, and maintenance partner that maximises income and minimises expenses.

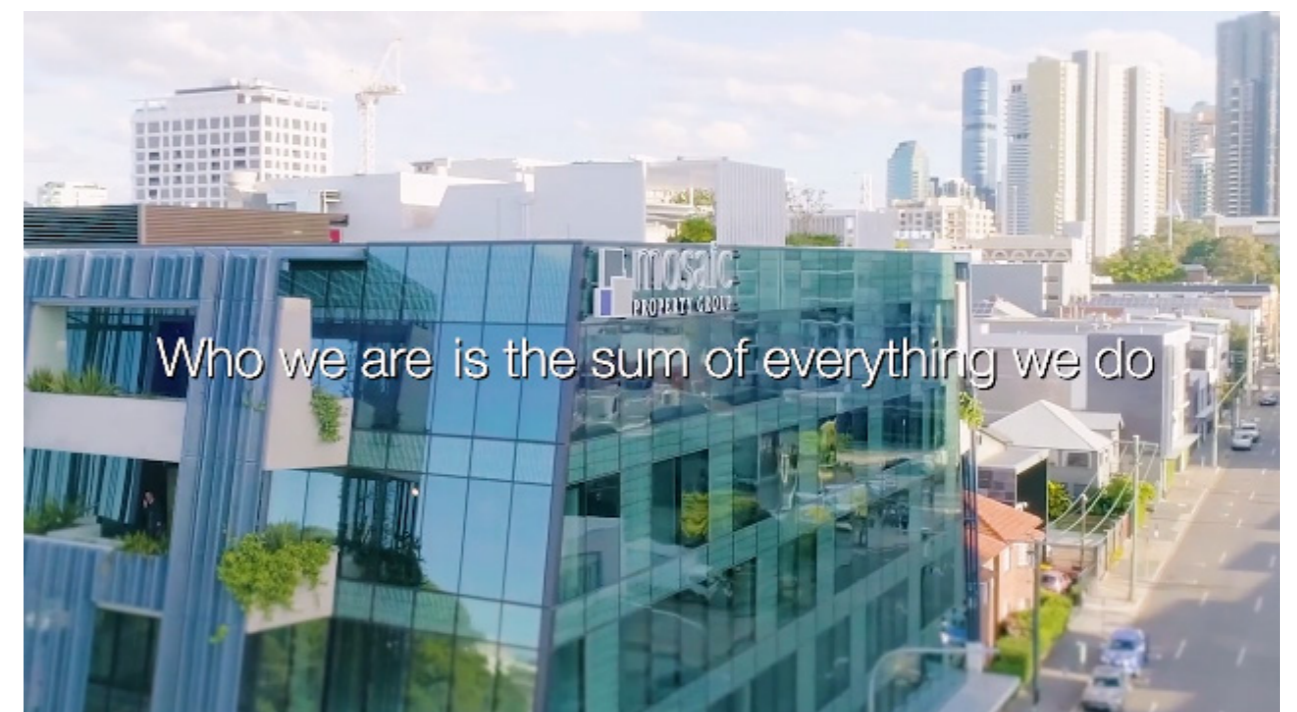
It doesn't matter whether you own a Mosaic property or not; the needs of our customers drive our business with dynamic, custom strategies based on investment goals.

And ultimately, exclusive access to Mosaic Property Group's extensive trades and service network, superior industry knowledge, and award-winning expertise makes the real difference.

Our dedicated team of dependable and experienced property professionals pride themselves on creating authentic and meaningful connections with Landlords and Tenants, delivering positive experiences and tangible results that genuinely matter.

We do not accept anything but the very best for our customers and stakeholders and work tirelessly to ensure we deliver on every promise made to them.

A prosperous, hassle-free investment journey.



Our promise of enduring value

We develop trust-based, lasting relationships through a reliable, honest and transparent approach that mitigates risk and optimises profitability for Landlords.

Our team works tirelessly to deliver on Mosaic Property Group's brand promise of enduring value.

We are proud to be recognised among Australia's top service providers, executing the base fundamentals of effective property management to an exceptional standard.

But what truly sets us apart is the decisive difference our Landlords and Tenants experience through access to Mosaic Property Group's networks and expertise.

Critically for Landlords, this means an optimal bottom line return, opportunities to grow a property investment portfolio, and ultimately achieve long-term wealth creation.



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<p>+85 NET PROMOTER SCORE (NPS)</p>	<p>RESEARCH & INSIGHT</p>	<p>CONSISTENT 0% VACANCY RATE</p>	<p>LOW PROPERTY TO STAFF RATIO</p>
<p>UNIQUE END-TO-END BUSINESS MODEL</p>	<p>ACCESS TO MOSAIC PROPERTY GROUP NETWORK</p>	<p>LARGE DATABASE OF FIRST-CLASS TENANTS</p>	<p>RECOGNISED AMONGST AUSTRALIA'S TOP AGENCIES</p>

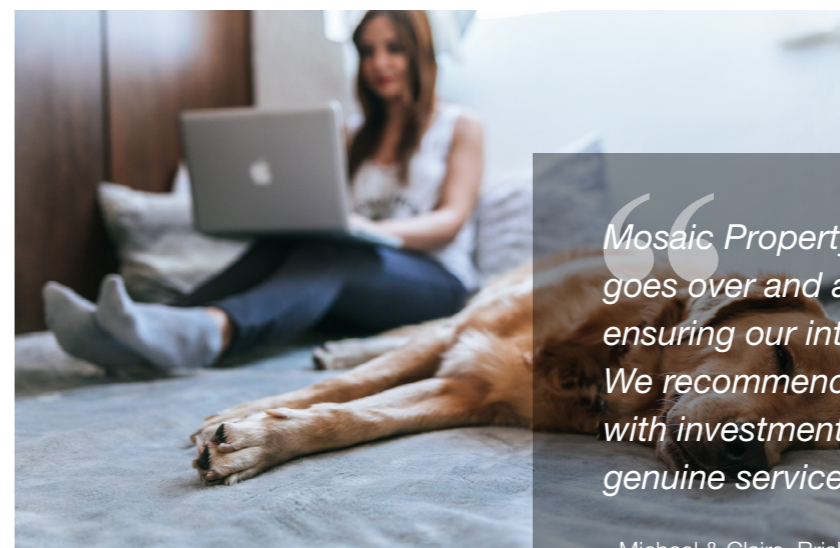
A robust and reliable foundation

We execute the base fundamentals of effective property management to an exceptional standard, creating a strong foundation for your investment journey.

Property management is key to the optimum performance of a rental property. Our high-performing team achieves results for our Landlords due to their discipline and adherence to core property management principles.

Further to this, they operate by the ethos of continuous improvement, always seeking ways to maximise results and ultimately return.

And with one of the lowest property to staff ratios in the industry, our Landlords and Tenants receive highly personalised attention, care, and ultimately the results they deserve.



Mosaic Property Management always goes over and above our expectations, ensuring our interests are maintained. We recommend their team to anyone with investment properties seeking genuine service and results.

- Michael & Claire, Brisbane Landlords

STRATEGIC MARKETING

Heightened exposure for your property through the most effective and results-driven channels, resulting in strong tenant attraction and rapid leasing rates while controlling spend.

LEASING & VACANCY RATES

Our leasing rates are consistently among the lowest in South East Queensland, with a quality assured process that ensures the fastest possible turnaround for optimal profitability.

CUSTOMER SERVICE

We have one of the lowest property-to-staff ratios in the industry. Our Landlords and Tenants receive highly personalised attention and care to ensure they achieve the results and outcomes they deserve.

MAINTENANCE & CARE

Tenant requests are simplified and streamlined through our Maintenance Manager phone app, accelerating the process and providing transparency on the rectification progress.

TECHNOLOGY & SUSTAINABILITY

A range of innovative technology platforms results in significant time saving for Landlords and Tenants and ensures our commitment to environmentally sustainable business practices.

EXTENSIVE TENANT BASE

We have built a sizable database of first-class tenants that are engaged regularly, helping reduce marketing spending and supporting rapid leasing rates.

FIRST-CLASS TENANTS

Suitable applicants are presented only after a thorough vetting and assessment process, including comprehensive referencing, detailed affordability analysis, and National Tenancy Default Database checks.

NET PROMOTER SCORE

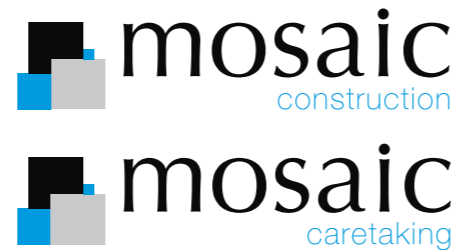
The Net Promoter Score (NPS) is a globally-used customer experience metric that measures satisfaction on a scale of -100 to +100. With the industry's average ranking of -8, Mosaic Property Management is a global leader, with an NPS of +89.

A genuine value-add difference

What truly sets us apart is the decisive difference our Landlords and Tenants experience through access to Mosaic Property Group's networks and expertise.

RELIABLE TRADES & SUPPLIER NETWORK

Through its own construction arm, Mosaic manages a robust network of reliable trades and service providers to support our Landlords and Tenants with the most timely and high-quality rectification work in the industry. This was immensely critical following the flooding and extreme weather events of early 2022.



INTERNAL RESEARCH & MARKETING TEAMS

Mosaic's significant investment in its internal strategic marketing and research capabilities delivers much broader reach and bottom-line results based on the latest data and market drivers.

EXCLUSIVE ACCESS TO INVESTMENT OPPORTUNITIES

Mosaic developments are renowned for selling out before public release and critically for returning rental returns well above local market averages. Our Landlords enjoy exclusive early access to our expanding pipeline of new project releases, providing genuine long-term wealth creation opportunities.

EXTENSIVE PROFESSIONAL SERVICE NETWORK

We measure our success by how well we assist you in achieving your goals. Like our trades network, we connect our Landlords with preferred and proven financial and professional service providers to take your investment journey to a new level of opportunity.

INSURANCE & TAX DEPRECIATION

Being part of the Mosaic network means priority claims processing. For example, in the February 2022 extreme weather event 98 000 claims were lodged with Terri Scheer. Mosaic Clients had their properties assessed and rectified before the general public.



WEEKLY DISBURSEMENTS

This may seem simple, but unlike the industry norm of mid- or end-of-month, weekly disbursements result in a significant saving on interest (calculated daily) on repayments over the course of your loan term.

LEASE RENEWALS

We ensure leases never end on a "dead day" (eg Monday) whereby the Landlord potentially misses out on up to a week's rent. This can add up to thousands of dollars over the life of an investment.

AN EXCEPTIONAL TENANT EXPERIENCE

A strong Tenant experience and relationship are fundamental to the success of your investment. Tenant turnover, rental arrears, vacancy periods, damage, and excessive maintenance requests can greatly impact the bottom line. They are also symptoms of a poorly managed property.

We focus on building Tenant loyalty from the outset, balancing their needs with the Landlord's, and investing in providing an experience like no other in the industry. This includes gifts at tenancy milestones, provided at Mosaic's cost.

Giving back in a meaningful way

Shelter is one of the central necessities of life, which our valued Landlords provide to thousands of people. However, some are much less fortunate, with no where to really call home.

Through the Mosaic Foundation, we are proud to partner with and provide support to, amongst many others, Emmanuel City Mission, and Hope in a Suitcase.

These two vital not-for-profit organisations work tirelessly to provide support and care to the needy and vulnerable - those largely who, through no fault of their own, don't get to enjoy or benefit from the basic things that many of us take for granted.

Therefore, each time a Tenant renews their lease, Mosaic will donate a meal to Emmanuel City Mission or a suitcase (or contents thereof) to Hope in Suitcase on behalf of the Landlord.



We hold a deep-seated philanthropic aspiration that is driven by a clear understanding and belief of our core responsibility to give back to the communities in which we are lucky enough to develop.

The Mosaic Foundation was established with the sole intent of exploring opportunities to make a real difference by investing much-needed time, expertise and funds into grass-root initiatives that contribute to improving the lives of those who most need it.

We partner with select not-for-profit organisations to support them in becoming robust and sustainable, enabling them to continue serving their communities well into the future.



hopeinasuitcase.com.au

Hope in a Suitcase Australia is a non-profit organisation run by volunteers who are incredibly passionate about showing every child in the foster care system that they are loved and valued by their community.

They aim to do this by giving them a suitcase of their very own to ensure they have a safe and secure place in which to pack their belongings and take with them wherever their journey may lead.

Suitcases are filled with essential items such as toiletries, (sanitary items for the older girls), underwear, a set of pyjamas and a change of clothing. They also include something to cuddle for the younger children, a book to read, a journal or colouring-in books and pencils to encourage creativity and provide a distraction away from their turmoil.



emmanuelcitymission.com

As a ministry of Emmanuel Community, Emmanuel City Mission was established in 2009 to serve the vulnerable of Brisbane.

Every day they open their South Brisbane shelter and care for the homeless and vulnerable of our city, creating a space where they can feel safe, cared for and valued. The work of Emmanuel City Mission truly brings hope and healing to the lives of people who need it most.

ECM's mission is to connect homeless and vulnerable people with people who care; increasing trust and decreasing loneliness.

At the heart of Emmanuel City Mission is the incredible team of casual visitors, volunteers and partners who are committed to the work and mission taking place.



BRISBANE | GOLD COAST | SUNSHINE COAST

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