

# The Sinclair

BY MOSAIC

Mosaic Bespoke Living is dedicated to enhancing the lives of The Sinclair's Residents, fostering a vibrant and enriching community atmosphere, and ensuring a wholesome living experience.

At the heart of this commitment lies our on-site Residential Services Manager, who oversees The Sinclair's Concierge offering.

**Located in The Sinclair's lobby and available during standard business hours, the Residential Services Manager:**

- Serves as a **central and personalised point of contact** for Resident enquiries and feedback.
- **Proactively communicates updates from Mosaic Caretaking** regarding scheduled building maintenance and general works through email and, occasionally, SMS.
- Shares insider **tips on local lifestyle activities and events**.
- **Provides a thoughtfully curated list of approved service providers** for Residents to engage with directly, including cleaners, dry cleaners, florists, maintenance professionals, catering companies, and more.
- **Establishes exclusive partnerships with local businesses** to provide Residents with unique experiences and special offers.
- **Manages our user-friendly Mosaic Bespoke Living App**, facilitating amenity bookings and providing essential housekeeping details such as amenity terms of use, parcel room guidelines, safety information, and more.
- **Collaborates with the Body Corporate to arrange on-site social gatherings** with Residents.

We always strive to exceed expectations and make life at The Sinclair as convenient as possible.

**It's important to note, however, that the Mosaic Concierge service does not extend to handling tasks on behalf of Residents, such as making restaurant reservations or booking cleaning services.**

We look forward to being an integral part of your The Sinclair experience and are always here to assist in creating lasting memories, strengthening connections, and ensuring your well-being.

## We are Here to Help

**Your Mosaic Concierge is always available for questions or further clarification.**

Email [sinclair@mosaicbespokeliving.com.au](mailto:sinclair@mosaicbespokeliving.com.au) or call 1300 965 364.

Emails are constantly monitored and will be responded to in the timeliest manner possible.