

The Patterson

BY MOSAIC

Mosaic Bespoke Living aims to support The Patterson's Residents nurture a strong and rewarding sense of community within the building and enjoying a healthy and fulfilling living experience.

Mosaic E-Concierge Overview

The Patterson's E-Concierge is a dedicated virtual resource that:

- Is a **central, personal point of contact** for Resident questions and feedback;
- **Helps the Body Corporate arrange on-site social events** so Residents can meet and build friendships with their neighbours;
- Proactively communicates via email (and on occasion SMS) **timely updates from Mosaic Caretaking** about scheduled building maintenance or general works taking place;
- Shares local area **lifestyle tips and events**;
- Provides a **specially curated list of preferred, vetted suppliers** for Residents to engage directly, such as cleaners, dry cleaners, florists, maintenance providers, catering companies, and more;
- Sources a range of exclusive partnerships with local businesses to **offer Residents bespoke experiences and special deals**; and
- **Manages our simple-to-use mobile app and a desktop web portal** where you can make amenity bookings and refer to essential building housekeeping details like amenity terms of use, parcel room overview, safety information, and more.

Out-of-Scope Services

We will always strive to go above and beyond where possible to make life at The Patterson as effortless as we can, **however the Mosaic E-Concierge service does not extend to engaging or organising providers on Residents' behalf.**

For example, tasks that your Mosaic E-Concierge does not undertake include, but are not limited to:

- Making restaurant, catering, accommodation, travel, event or similar bookings;
- Sourcing quotes and scheduling maintenance work or cleaning within private residences;
- Organising pet sitting or walking;
- Arranging dry-cleaning;
- Book beauty or health and wellness services; and
- Package collection and distribution.

We are Here to Help

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

Emailing patterson@mosaicbespokeliving.com.au or call 1300 516 076.

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