

B E L A

B Y M O S A I C

Mosaic Bespoke Living is dedicated to enhancing the lives of Bela'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 Bela's Concierge offering.

Located in Bela'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 mobile 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**, encouraging Residents to connect with and forge friendships among their neighbours.

We always strive to exceed expectations and make life at Bela 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 Bela 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 bela@mosaicbespokeliving.com.au or call 1300 187 024.

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