

Mosaic utilises a resident application to manage essential amenities, housekeeping-related information, key contact details, building updates and exclusive offers.

## HOW TO ACCESS THE APP

Residents can access the app by the following simple steps below:

1. Search **Mosaic Residential** on the Apple Store or Google Play and follow the prompts to install for free. Alternatively scan the below QR code.

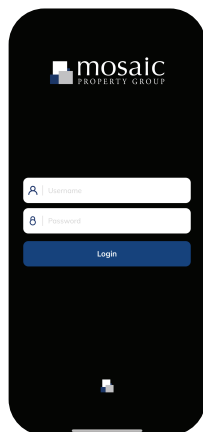


[Apple Store](#)



[Google Play](#)

2. You should have received an email from Mosaic Caretaking with your custom username and password. **Please use these details to log in.**
3. From there, you should **automatically gain access** to Kensington's app.
4. Please contact Caretaking on 07 3667 8219 if you are having any issues logging in.



## EXCLUSIVE OFFERS


We've partnered with various local businesses, including cafes, beauty salons, cleaning services, retail shops, fitness centers and dining establishments for Resident exclusive deals and discounts.

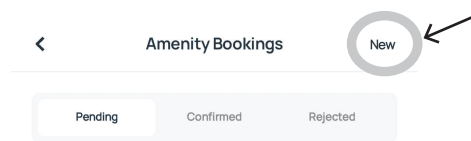
**These offers and discount can easily be accessed through the 'Around Me' section within our app**

We continuously refresh these offers, so we invite you to revisit this page regularly to ensure you're making the most of these valuable savings.

## AMENITY BOOKINGS

Residents can reserve all bookable amenities via the app. Below is a step-by-step guide on how to do so.

1. Open the **Mosaic Residential** app on your mobile device
2. Select **amenity** on the home screen 
3. Click the **new** in the top right corner. Note that existing bookings will also display on this screen.



4. Select the **amenity** that you would like to book.
5. Read and accept the **terms and conditions**.
6. Select an **available date** (greyed out dates are not available)
7. Choose a **4 hour window** that suits you.
8. Review **your booking** and click next.
9. Your booking is automatically **confirmed and will appear in your app under 'Amenity Booking'**. You should also receive an email confirming your booking.

## BUILDING NOTICES

Please note that building notices will mainly be delivered directly to your email so keep an eye out for these.

**However, emergency updates will be issued through the app as a push notification. These are automatically enabled on download of the app, however we highly recommend checking that you also have notifications turned on for the app via your phone settings.**

## NEED ASSISTANCE?

If you require assistance or have any questions relating to the Mosaic Residential App, please contact Mosaic Caretaking via the below details.

E: [caretaking@mosaicproperty.com.au](mailto:caretaking@mosaicproperty.com.au)

Ph: 07 3667 8219