

Mosaic utilises a resident application to access 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.

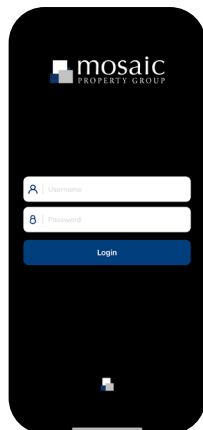


[Apple Store](#)



[Google Play](#)

2. To request a Florence app login, please email [florence@mosaicbespokeliving.com.au](mailto:florence@mosaicbespokeliving.com.au) with your full name, email and contact number.
3. From there, your Mosaic Bespoke Living Team will promptly
4. Please contact Mosaic Bespoke Living on 1300 998 263 if you are having any issues logging in.



## 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.**

## 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 discounts 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.

## NEED ASSISTANCE?

If you require assistance or have any questions relating to the Florence app, please contact Mosaic Bespoke Living via the below details.

E: [florence@mosaicbespokeliving.com.au](mailto:florence@mosaicbespokeliving.com.au)

Ph: 1300 998 263