



Lorient by Mosaic, Maroochydore

The Purchasing Process

We are here to make buying a Mosaic property as simple and stress-free as possible. To assist in understanding the purchasing process with us, we have prepared this simple customer journey fact sheet.

Securing Your Apartment

Once you have selected your preferred property, you will be asked to complete a Reservation Form and pay a holding deposit into Mosaic's solicitor's Trust Account. This removes your apartment from sale while the contract is prepared. It's important any information that's needed to prepare your contract is provided in a timely fashion. This helps to have your contract issued quickly and avoids any price increase or potential disappointment in missing out on your selected apartment.

Our solicitor will take the details you have supplied on this form to generate the sales contract, which can take 24 – 48 hours to be prepared. Please ensure the Purchasing Entity is supplied, particularly if you are buying in a Trust or Company.

At this time you will also need to provide the details of your appointed solicitor, ensuring that they are experienced in Off-

the-Plan [Unregistered] sales and based in the State you are purchasing in. This is particularly important as conveyancing laws differ from state to state.

If you need any help with choosing the right solicitor, we can provide you with the details of a panel of solicitors we recommend.

The Contract Process

Contracts can be executed by signing electronically via DocuSign. When contracts are issued you (and your solicitor) will receive an email with a link to DocuSign documents.

Carefully Review Your Contract

As Off-the-Plan contracts can be quite large, your solicitor will review the documents and provide guidance where necessary. Your Mosaic representative will also provide assistance with any questions you have at this time.

Sign Your Contract

Once the contract is signed in DocuSign by both the purchaser/s and Mosaic, it will be officially dated. This is known as your "contract date" which is used to calculate the five-business day cooling off period and trigger the timing of any Special Conditions included in your contract.

Pay the Required Balance Deposit

Once contracts are signed, the balance deposit will be due for payment. The amount of the deposit can be found on our contract and is payable by cash or bank guarantee. Our lawyers trust account details can be found on the Expression of Interest Form or your contract. If a bank guarantee is being arranged, your contract will include details of what should be included on the bank guarantee and who it should be made out to. Your Mosaic representative will also provide assistance with any questions you may have around the balance deposit payment.

Welcome to Mosaic's Buyer Community

Once your contract becomes unconditional, we'll send you a welcome email outlining the next steps and introducing you to your Customer Experience team.

Dedicated to making your journey with us exceptional, they will serve as your primary point of contact, providing regular construction updates on your apartment, along with helpful information and guidance as you approach settlement.

Settlement & Handover

As we near the completion of your apartment, our Customer Experience team will provide detailed information on the steps and actions required to ensure a smooth, stress-free process to take ownership of your property.

A robust Quality Assurance program is undertaken to ensure your apartment is finished to our exacting standards (*see right*). We also work hard with property valuers to ensure the best outcome for your finance process.

Prior to settlement, you will also have the opportunity to inspect your apartment and identify any items for rectification before you move in.



Post-Settlement

Property Management and Caretaking

Whether you live in Mosaic or invest in Mosaic, we maintain the property well after completion, so you can take comfort in knowing your property will be well built and beautifully maintained, ensuring the enduring value of your investment.

Quality Assurance

As part of our commitment to our buyer community, and to ensure every apartment and building is finished to our exacting standards, we undertake a stringent Quality Assurance process prior to settlement and handover. This process involves:

A BENCHMARK UNIT - A detailed QA inspection of a completed apartment is undertaken by internal and external quality assurance professionals and further reviewed by Mosaic management. This is to ensure the overall standard of finish is aligned with our high expectations and sets the benchmark finish for all apartments in the development.

QA INSPECTIONS - An inspection of individual apartments is completed by our dedicated and highly experienced quality assurance team. Further checks and audits are conducted throughout the building to ensure our exacting standards continue to be met.

PRE-HANDOVER CHECKS - Mosaic completes a series of pre-handover checks throughout each apartment. Our extensive checklist includes operating all appliances, running taps to check for any leaks, cleaning out every drain, and much more.

PERSONAL INSPECTIONS - Every purchaser is entitled to a personal inspection prior to settlement. Here you will have the opportunity to view your apartment and report any items that need addressing.