

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.

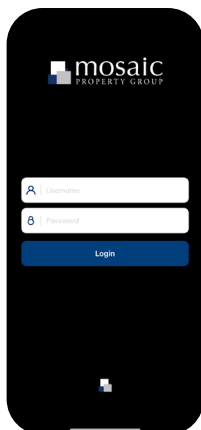


[Apple Store](#)



[Google Play](#)

2. To request a Lorient app login, please email [lorient@mosaicbespokeliving.com.au](mailto:lorient@mosaicbespokeliving.com.au) with your name, email and contact number to receive your app logins.
3. From there, your Mosaic Bespoke Living Team will promptly provide your app details.
4. Please contact your Residential Services Manager on 1300 730 854 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.

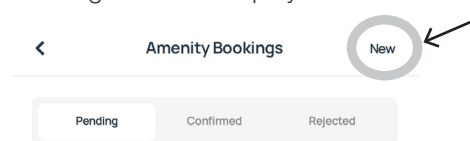
**These offers and discount can easily be accessed through the 'Around Me' section within our app**

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 Bespoke Living app, please contact Mosaic's Residential Services Manager via the below details.

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

Ph: 1300 730 854