

Marella

BY MOSAIC

Mosaic Bespoke Living is dedicated to enhancing the lives of Marella's Residents, fostering a vibrant and enriching community atmosphere, and ensuring a wholesome living experience.

At the heart of this commitment lies our Residential Services Team. As regular presence on site at Marella, the Residential Services Team:

- 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 Mosaic Resident 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** with Residents.

We always strive to exceed expectations and make life at Marella as convenient as possible.

It's important to note, however, that the Mosaic Residential Services 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 Marella 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 Residential Services Manager is always available for questions or further clarification.

Email marella@mosaicbespokeliving.com.au or call 1300 734 069.

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