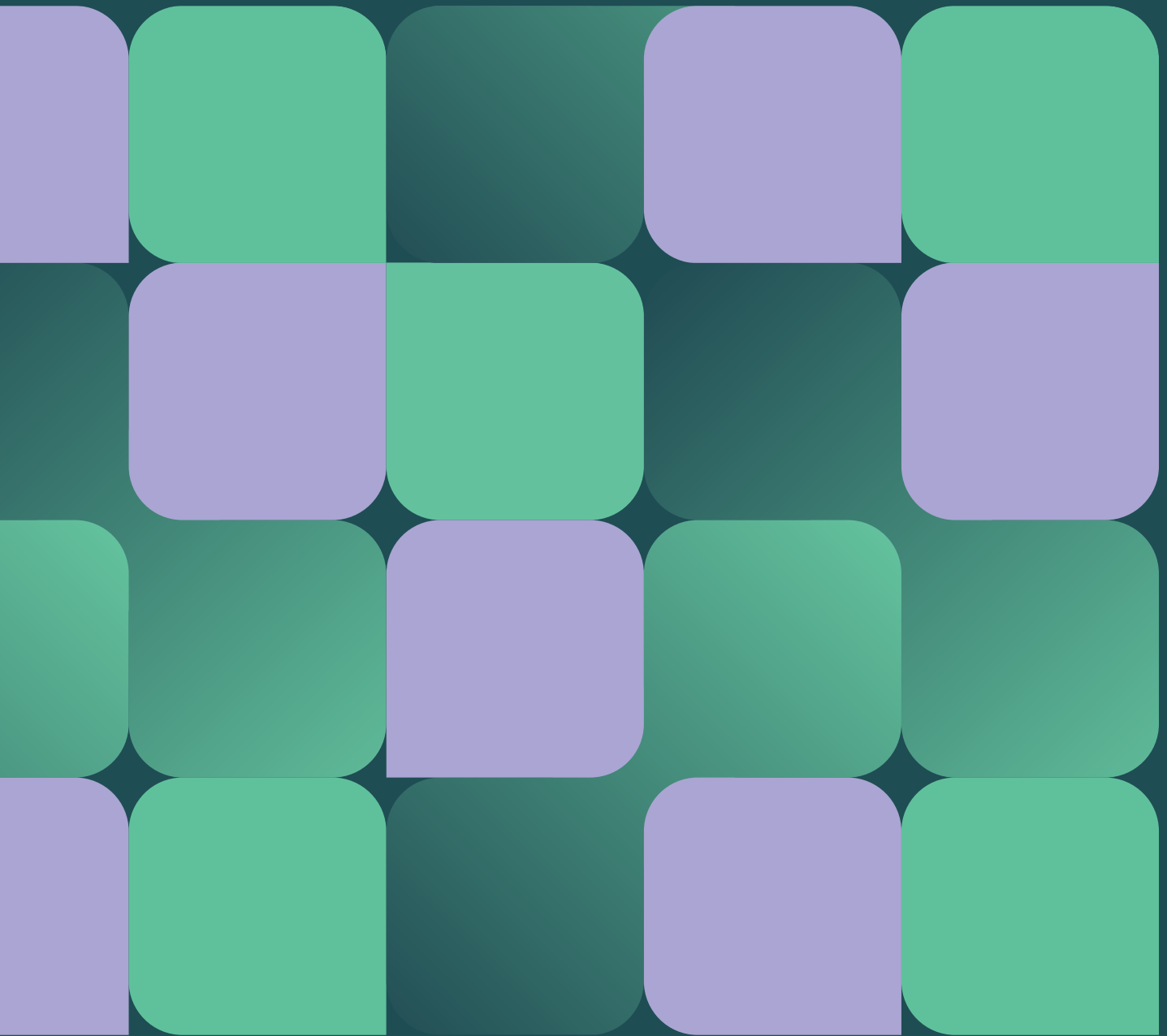


Town Square



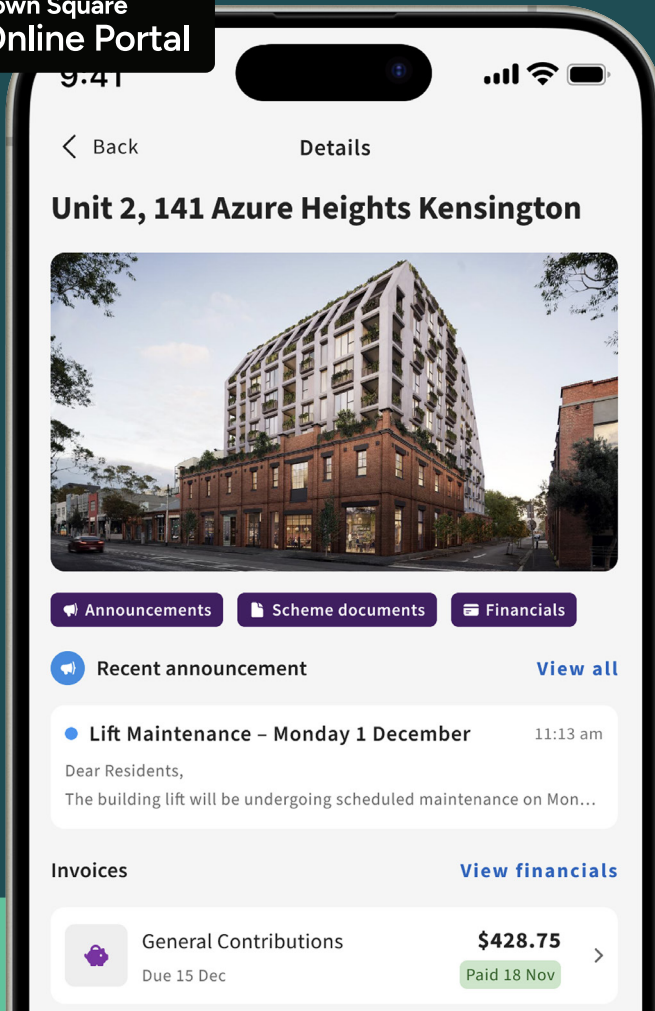
Built for Strata.
Designed for Clarity.

Welcome to Town Square's owner's app

Town Square is the smart communications platform for strata management. Download the Town Square owner's app now from Google Play or the Apple Store

Town Square owner's app provides information about your property at your fingertips, allowing your strata management team to focus on delivering the highest quality service for your complex. This guide explains what the Town Square owner's app offers and shows you how to make the most of its features. It's simple, straightforward, and free from tech jargon—so you don't need to be a tech expert to use it with ease. If you would prefer to use Town Square on a PC, no problem just contact your strata manager for a link to login online via the portal.

**To download
click on your App
Store link below
to download.**



What does the Town Square owner's app do?

The Town Square owner's app allows owners and committee members quick access to scheme information and makes it simple for you to stay connected with your strata manager.

Features include the following:

Ability to update your own personal information.

View financial details including owner invoices (paid, outstanding and yet to be due), bank balances, and financial reports available to committee members.

View scheme documents, such as by-laws, Insurance certificates of currency, AGM minutes and more.

Contact your strata manager, log an issue or ask a question by creating a new ticket, it's fast, easy and ensures your message gets actioned.

Track what's happening, stay in the loop by checking the live status of your tickets.

Get announcements from your strata manager, when quick updates or broadcasts are required.



You'll find more detailed information on these features and how to use them below, so take a moment to look through and get familiar with how it all works.

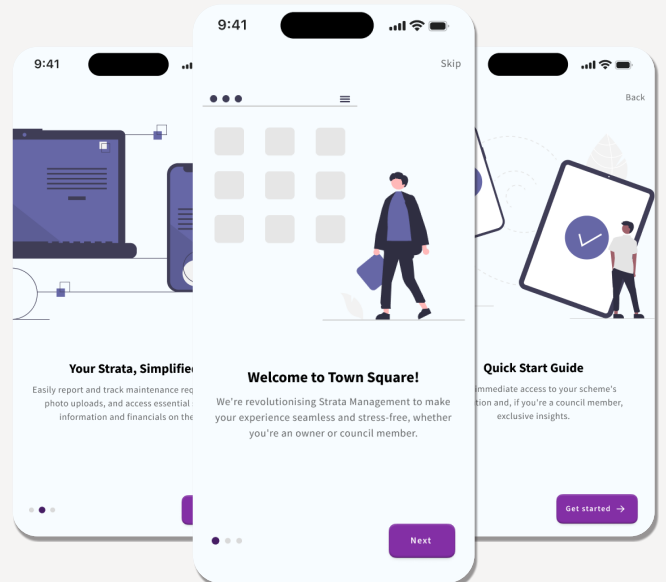
User guide

How to register and login. Once you've downloaded the Town Square owner's app, logging in is simple.

START HERE

01

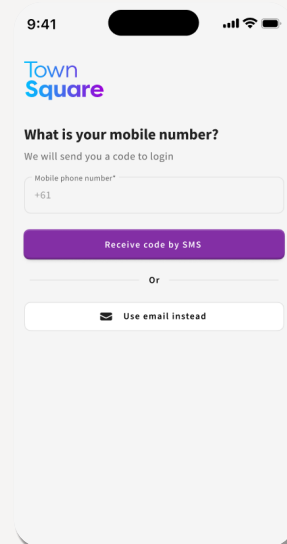
Open the app and follow the quick start guide through the welcome screens.



NEXT

02

Next, login with either your email or mobile number which you've provided to your strata manager. All accounts are created and linked to your property by your strata management company.

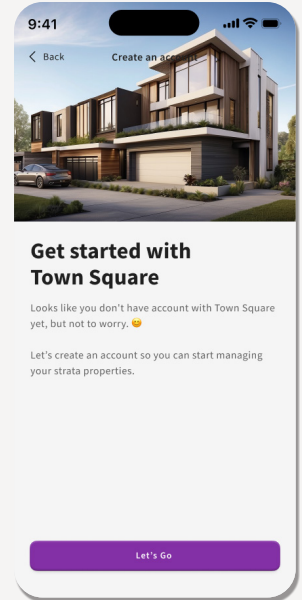
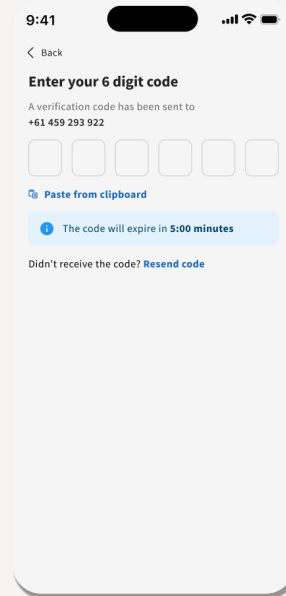


User guide

NEXT

03

Enter a 6 digit code which will be sent to either your email or phone, depending on the prior choice. Then you're good to get started!



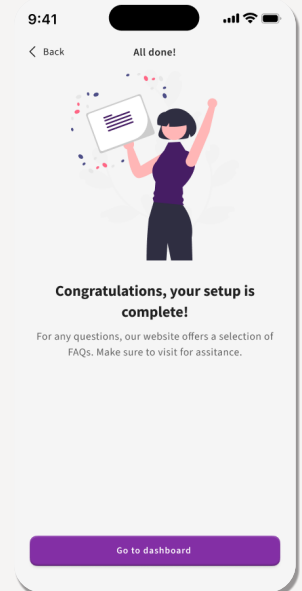
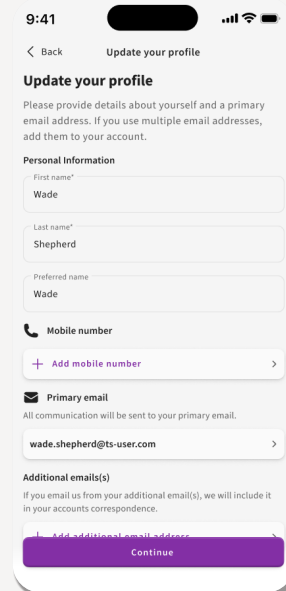
LASTLY

04

The last step is to update your profile with any missing or incorrect information. Be sure to update the best email address you will be using to contact your strata manager.



Please note that changing details in Town Square will not update the strata roll. Should you wish to make changes to the email address where levies or notices are sent, please contact your strata manager in the ticket about your details change.



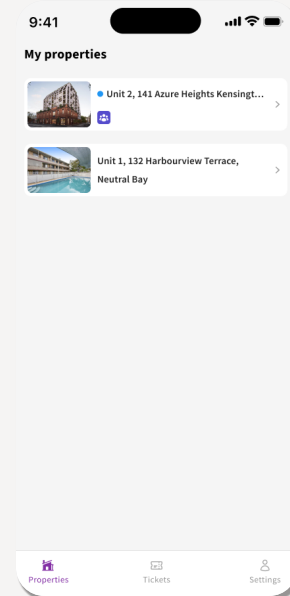
That's it, now you're all set up and ready to use the Town Square owner's app.

Using the Town Square owner's app

PROPERTIES

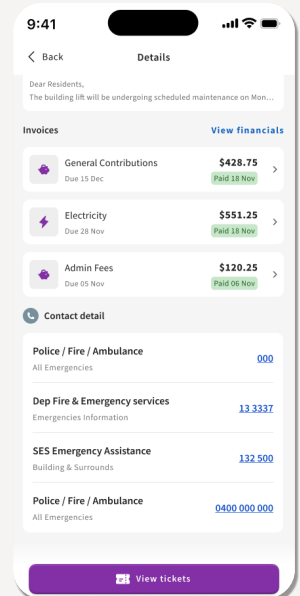
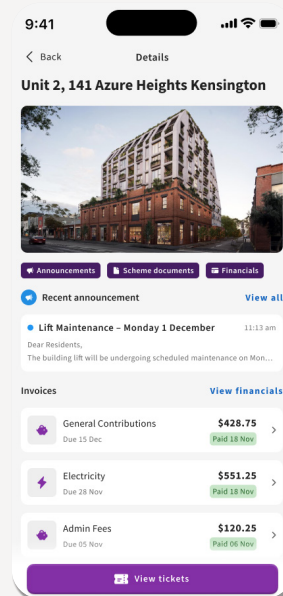
Your properties

In the properties tab, you'll see the lots you have access to. For most owners this will be a single property, but if you own multiple properties managed by your strata manager through Town Square, they'll all be displayed here.



Scheme related features and information

Select your property address to access all the information related to that scheme. Committee members will have access to additional information required to fulfil their responsibilities.



Using the Town Square owner's app

PROPERTIES

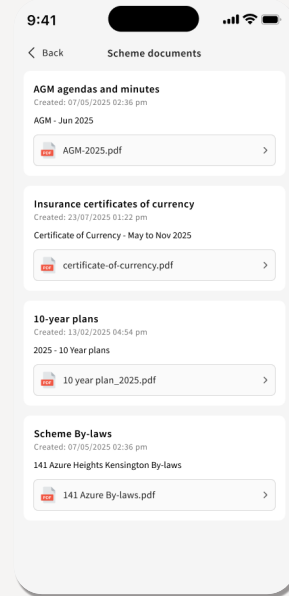
Scheme documents

By clicking on “Scheme documents” under the image of your property you’ll have access to any scheme related documents that have been uploaded by your strata manager.

This may include items such as:

- AGM agendas and minutes
- 10-year plans
- Insurance certificates of currency
- By-laws
- and more!

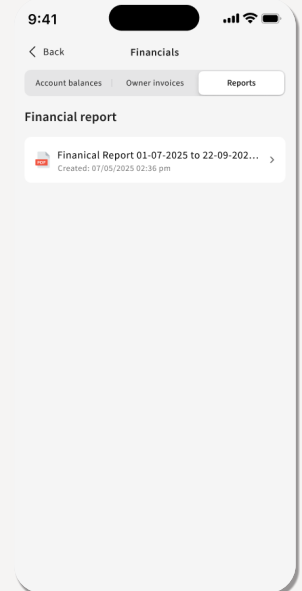
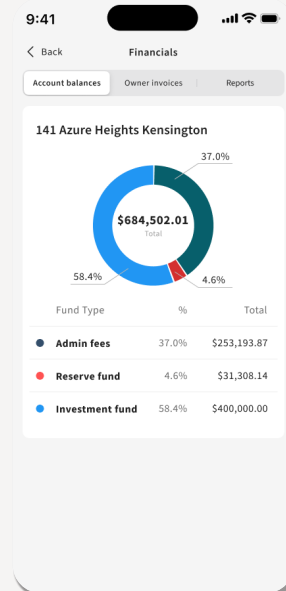
Simply click on the item you wish to view and a pdf will open on your device.



Financials

By clicking on the “Financials” button, you’ll have access to account balances for the scheme, as well as your owner invoices showing what’s been paid, outstanding or yet to be due. This includes items such as levies and utility bills.

Committee members will also have access to the ‘Reports’ tab. This will show a detailed financial report for the scheme that is updated each working day. This is again accessible as a pdf document.



Using the Town Square owner's app

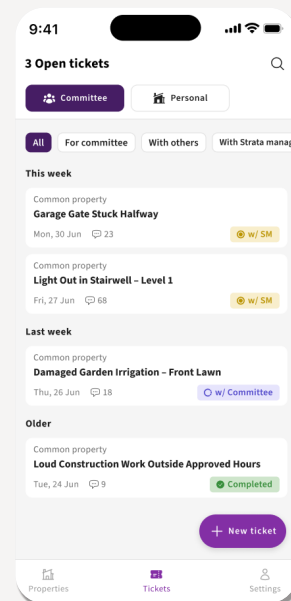
TICKETS

Tickets tab, is the primary place for communication with your strata manager. You can create a ticket at any time, for any strata related matter. Responses to tickets are provided in real time, with email notifications to ensure you don't miss a thing.

Browsing tickets

Easily find what you're looking for by filtering and searching tickets. Use the pre-selected filters to quickly narrow results by category, status, or priority, or enter keywords to locate specific tickets and details.

Need to reopen a completed ticket? Simply reply in the conversation, the status will automatically change back to with strata manager (w/SM).



Ticket status categories can be seen below:

NEW (W/ SM)

New and with strata manager

Your ticket has been received but is yet to be actioned.

W/ SM

with strata manager

Your ticket is being worked on or actioned by your strata manager.

W/ THIRD PARTY

with third party

Your ticket is with a third-party provider who are investigating/actioning your request

W/ COMMITTEE

with Committee

Your ticket is awaiting action or approval from the committee.

W/ OWNER

with Owner

Your ticket is awaiting something from the original creator or owner of the ticket.

COMPLETED

No further action is required at this stage and the ticket is resolved.

MERGED

Ticket has combined with another ticket relating to the same issue, to keep all related correspondence in one easily accessible place.

Using the Town Square owner's app

TICKETS

Creating new tickets

To create a new ticket, simply click the "New ticket" button on the bottom right-hand side of the screen. As you're already logged into the app, your strata manager will know your details, making it easier and quicker for you to lodge your new request. You'll be asked to add details and related files (such as photos or relevant documents).



When you create a ticket and select the common property as 'affected area' this will make the ticket visible to your committee members. This is because the committee serves as your elected custodians and oversees decisions related to common property.

This includes

TICKET TITLE

It's recommended to choose a short phrase that clearly describes the issue.

DESCRIPTION

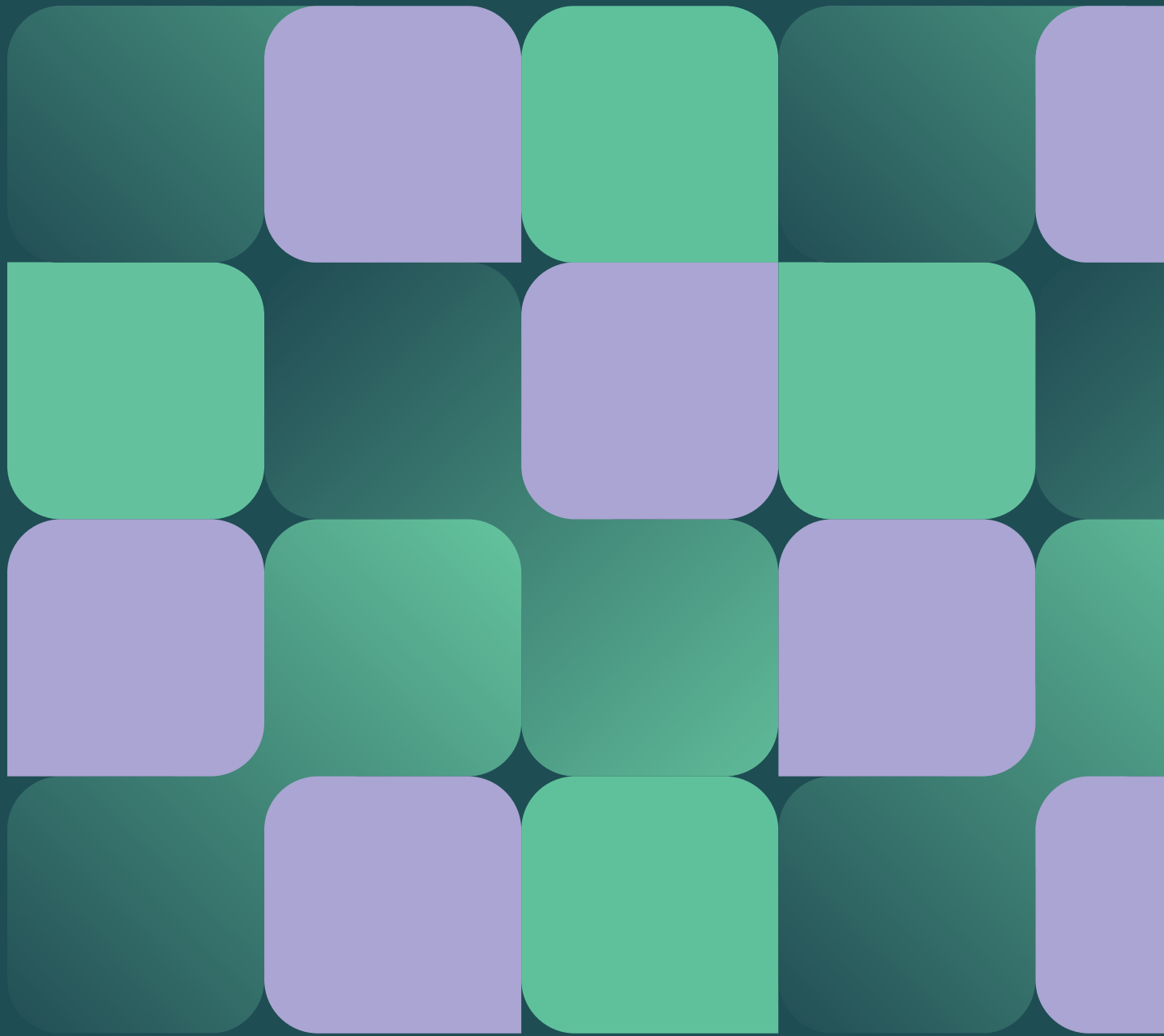
A description of the request or issue so that your strata manager will have enough information to act upon.

AFFECTED AREA

Scheme address will be selected automatically, however the 'affected area' can be selected as your lot number (when the issue relates to your lot only) or common property if appropriate.

Thank you

Thanks again for downloading the Town Square owner's app. If you have any questions, please contact your strata manager!



townsquare.au