



### *Who is "Community"?*

"Community" is a department within your strata management company that helps your Strata or Body Corporate Manager with every aspect of your scheme's management. We are a dedicated team of support staff who provide you with levy notices, financial statements and administration documents related to your scheme.

When we answer your telephone call as "**Community**" or respond to you using [name@community.com.au](mailto:name@community.com.au) email address, please don't be alarmed, as this is just us. We work closely with your Strata or Body Corporate Manager to provide a high level of service to you and your scheme.

When you next receive an email from a Community email address, please add the email address to your trusted senders list in your email service provider. This will ensure that it does not go directly into your Junk Mail/SPAM folder and you continue receiving emails from Strata Management company and Community.

**Community** is also used as a brand for our additional services such as:

**Community Hub** - An online customer web portal service.

**Community After Hours** - An after hours emergency call centre service.

**Community Health and Safety** - A service solution to minimise risks to your scheme.

**Community Utilities** - A service for managing utilities for your scheme.

**Community Select** - An online directory of qualified contractors and professionals.

**Community Lifestyle Magazine** - A complimentary online digital magazine.

