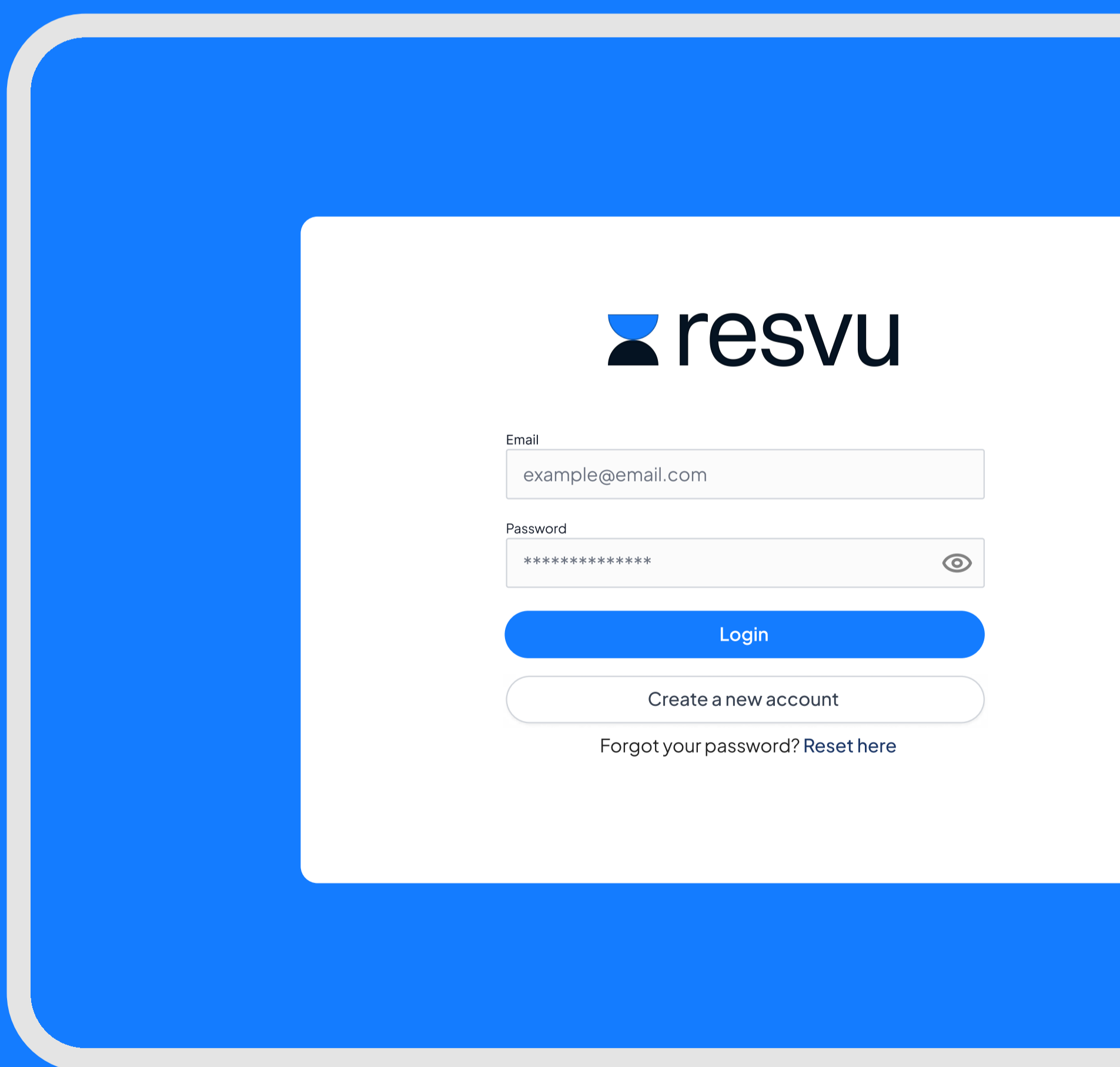
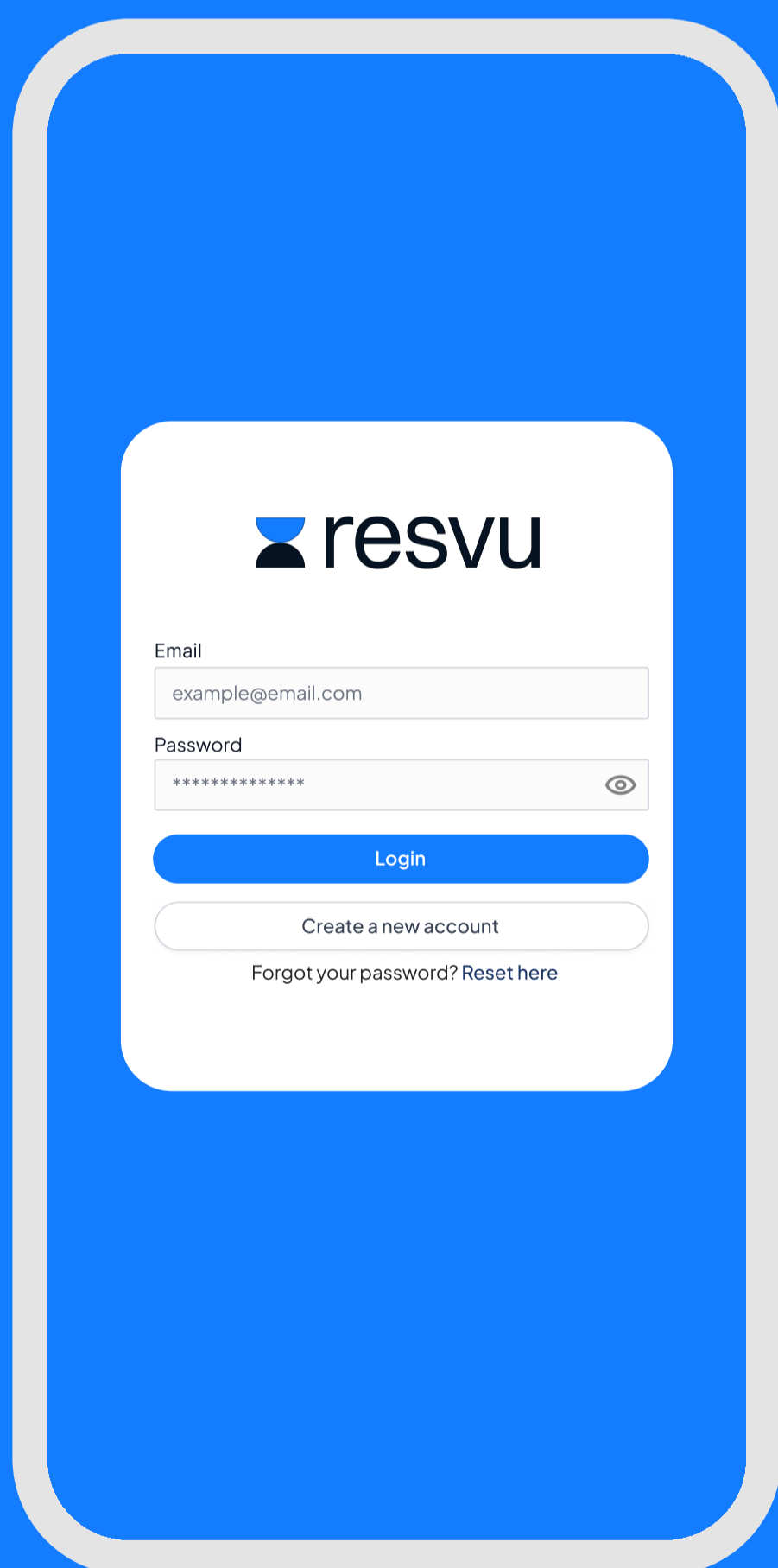


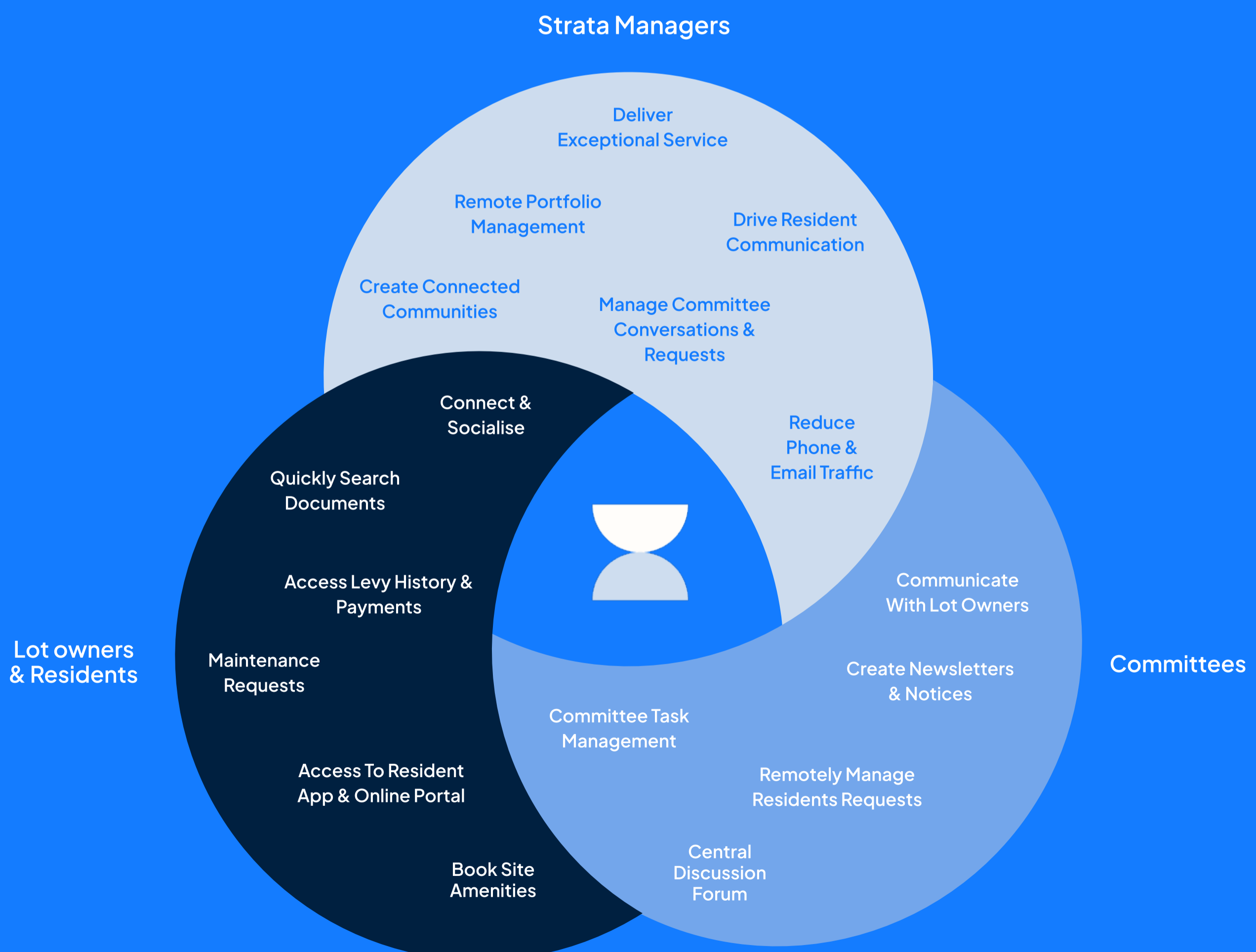
# The Resvu Platform



# Why Resvu:

Resvu gives managers the tools to deliver a more efficient, transparent and memorable experience to lot owners and committees, all whilst saving on emails, phone calls and unnecessary requests.

- **Transparent data:** The more information available, the more your homeowners and committees can self-service, saving you time and improving client satisfaction
- **Proactive communication:** Cut up to 50% of your inbox and eliminate unnecessary requests by proactively updating your clients
- **Request management:** Streamline and track the resolution of owner requests from submission to completion to resolve issues faster and make data more transparent across your organisation
- **Create connected communities:** Tailor the features provided to your communities based on size and complexity. A connected community leads to client retention
- **Deliver better customer service:** Less admin means more time for lot owner and committee relationships



# What our clients are saying about Resvu:

*“Not only has Resvu enhanced our internal operations, but it will also leave a positive imprint on our customers' daily lives. The convenience and accessibility of the platform will result in heightened client satisfaction. Clients will appreciate the ease with which they can access information, lodge a work order, and obtain application forms at their convenience. We believe that in time, our client engagement will improve, fostering a more positive relationship with our clientele.”*

Renee - Branch manager, QLD

*“The Resvu app and software have streamlined communication between residents, committee members, and service providers. This has significantly improved the overall transparency and coordination within our community. Their app portal makes it incredibly convenient for residents to access important information, submit requests, and stay updated on important announcements and ongoing requests.”*

Alistair - Management Co. Owner, QLD

*“The first time I had a call from an owner who I didn't know, and I was able to give them an update on their issue there and then.”*

*“The transparency that we could provide to owners, this is most important when it comes to the status of maintenance requests.”*

David - Management Co. Owner, WA

*“This integration of Resvu into our operational routine has proven to be a game-changer. Not only has it become an integral part of our daily operations, but it has also significantly optimised our workflow. Its intuitive design and powerful features simplify tasks, making the entire process more streamlined and efficient. The ease with which our team and clients have been able to adapt to Resvu underscores its user-friendly interface and the efficacy of its functionality.”*

Sarah - Branch manager, QLD

# Security & Data Hosting

## Security

Resvu has obtained SOC 2 compliance and continues to renew this annually. SOC 2 compliance demonstrates Resvu's commitment to the highest security protocols and processes both within the platform itself and operationally.

## Data Hosting

All customer data is locally hosted in Australia through AWS environments. AWS provide a premium data hosting and security service infrastructure that allows Resvu to offer its customers the best possible performance and data security possible.

## Performance

Resvu has incorporated the most modern, secure, reliable and performance focused frameworks into its cloud based platform, ultimately aiding in the delivery of the optimum efficiency for managers and highest possible service experience for homeowners.



# Strata Manager Benefits

### Request Submissions

Renovation Request	High	Pending Committee Review
Pet (dog) Application	Low	Complete
Maintenance Request	High	Work order Issued

Efficient request management

### New Alert

Send

Alert Heading

Elevator out of order

Alert Description

Please note that the elevator is out of order for unplanned maintenance until 12:15pm today. We appreciate your patience.

Proactive communication



Create connected communities

A chat interface showing a message from James H - Strata Manager: "Request update: Hi Stacy, someone will be over to repair your front door lock shortly. Thanks!" (Sent 12:09) and a response from Stacy W - Unit 30: "Thank you, James!" (Sent 12:09).

Deliver exceptional customer service

### Statistics

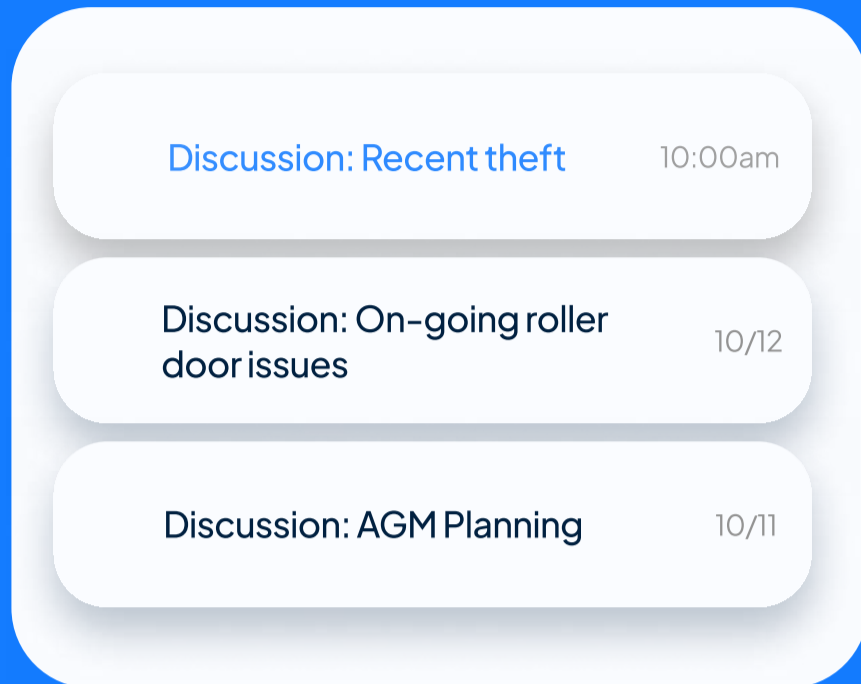
Issued requests	772	↑ 12%
Actioned requests	712	↑ 44%
Average days completion	5.2	↓ 20%

Portfolio metrics

A grid of four colored boxes representing different committees and their projects: Committee A (Landscaping project), Committee B (Painting project), Committee C (Balcony upgrade approval), and Committee D (Upcoming FY budget approval).

Streamline committee management

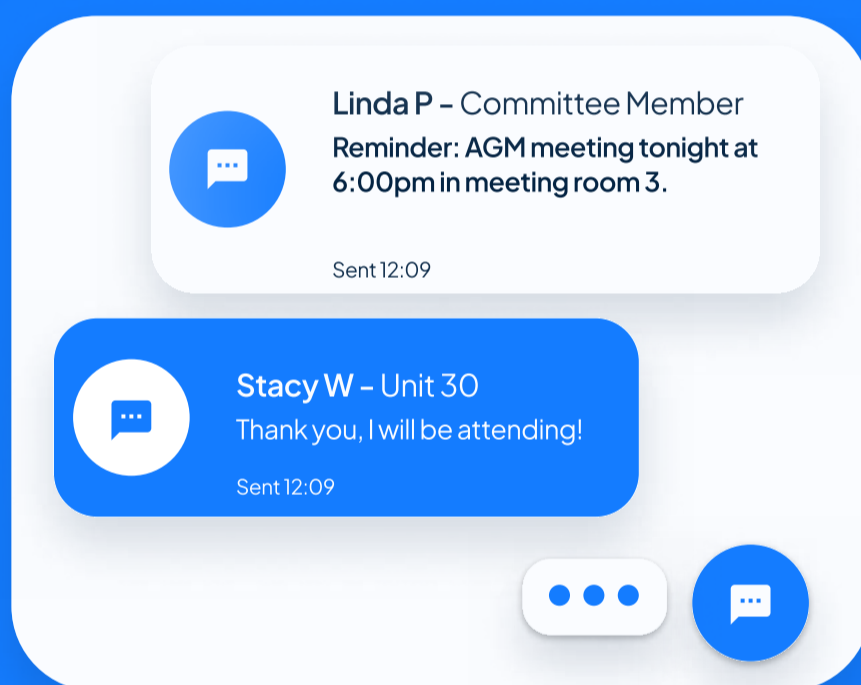
# Committee Benefits



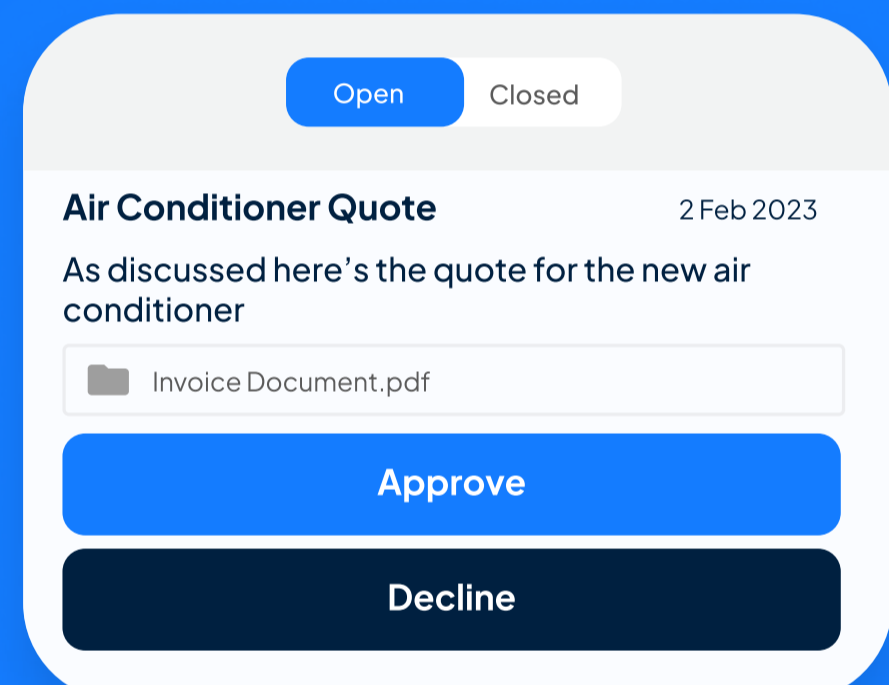
Central discussion forum



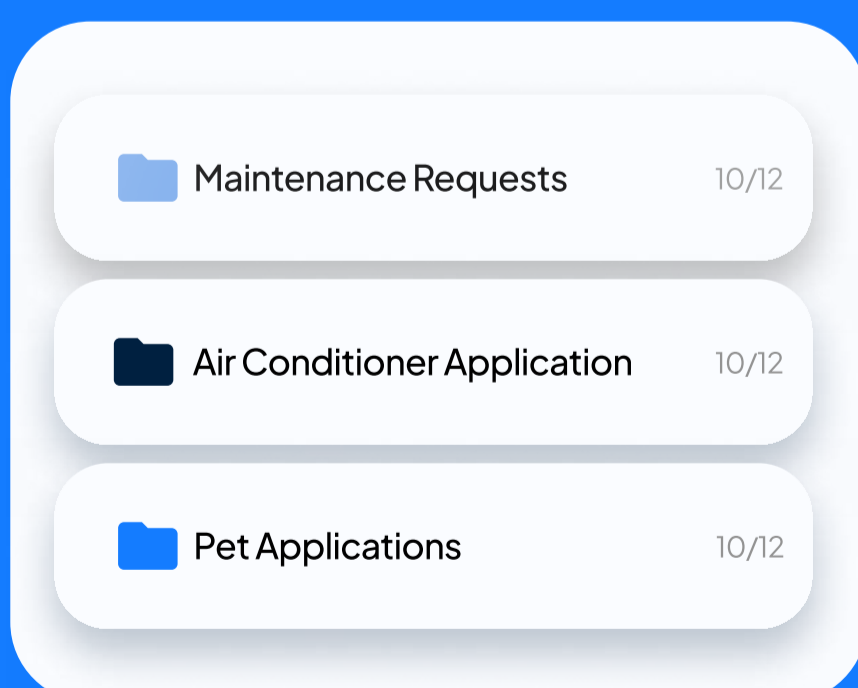
General and voting topics



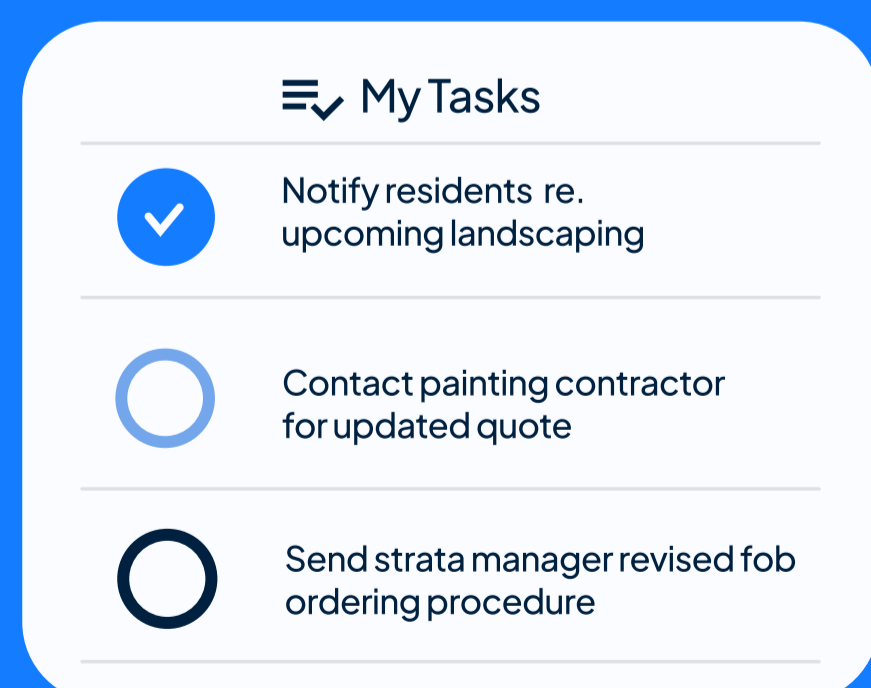
Communicate with lot owners



View and manage resident requests

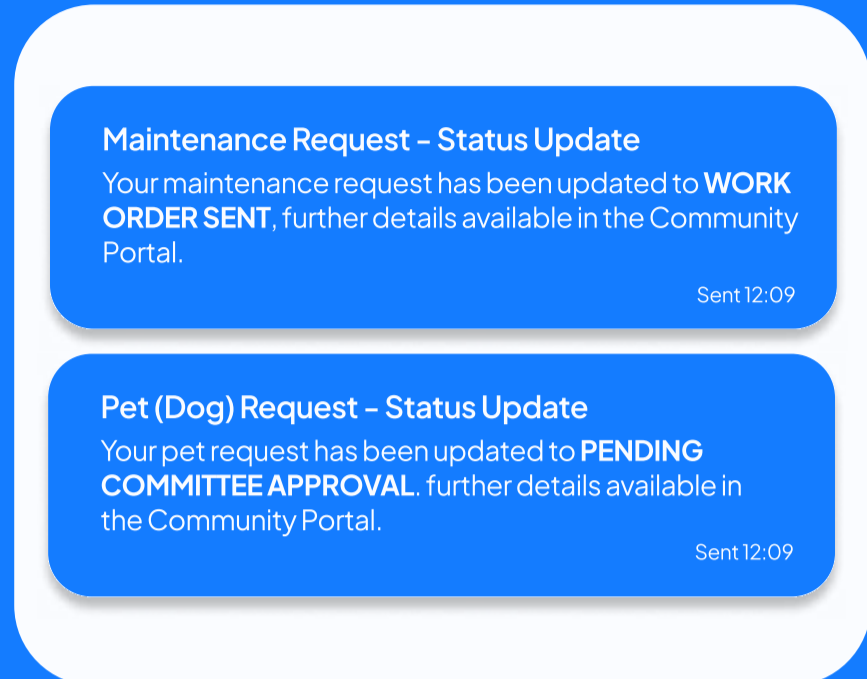


Document Management

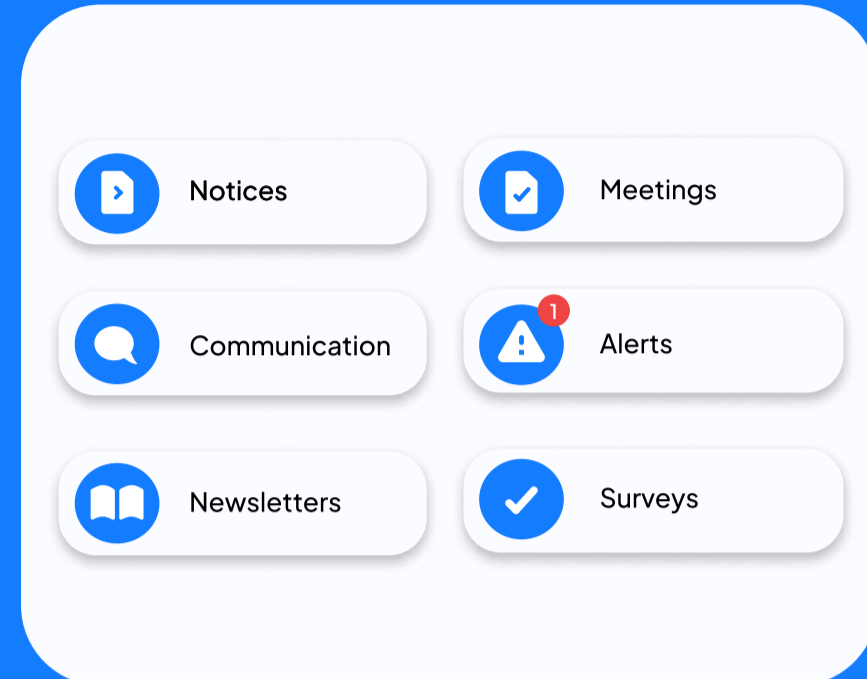


Delegate and manage committee projects

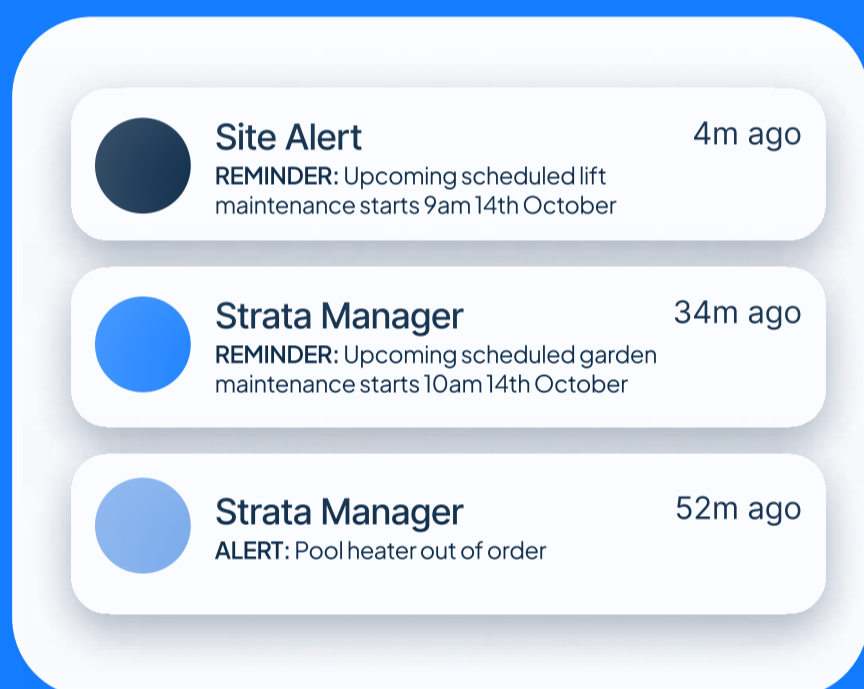
# Lot Owner Benefits



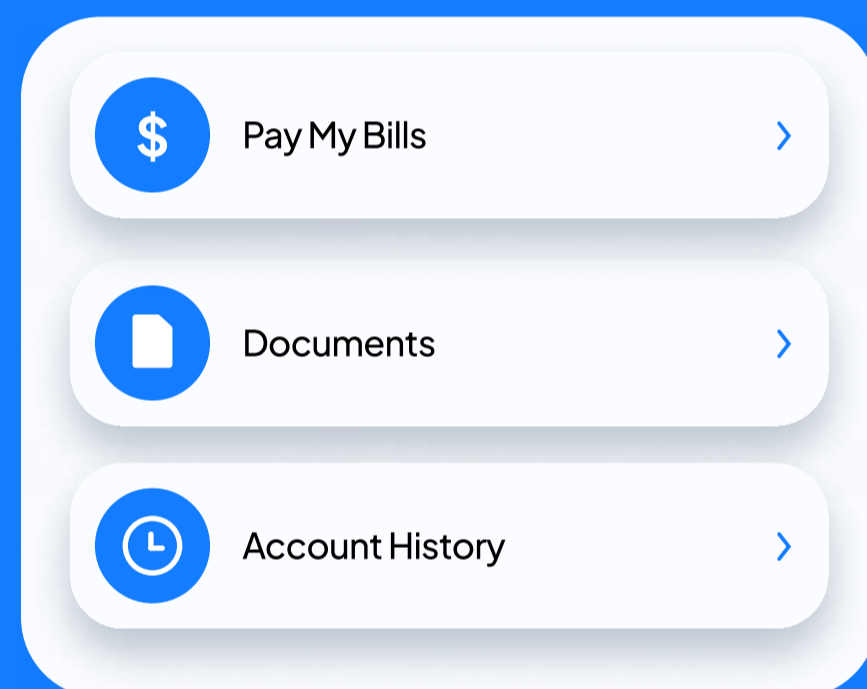
Live request updates



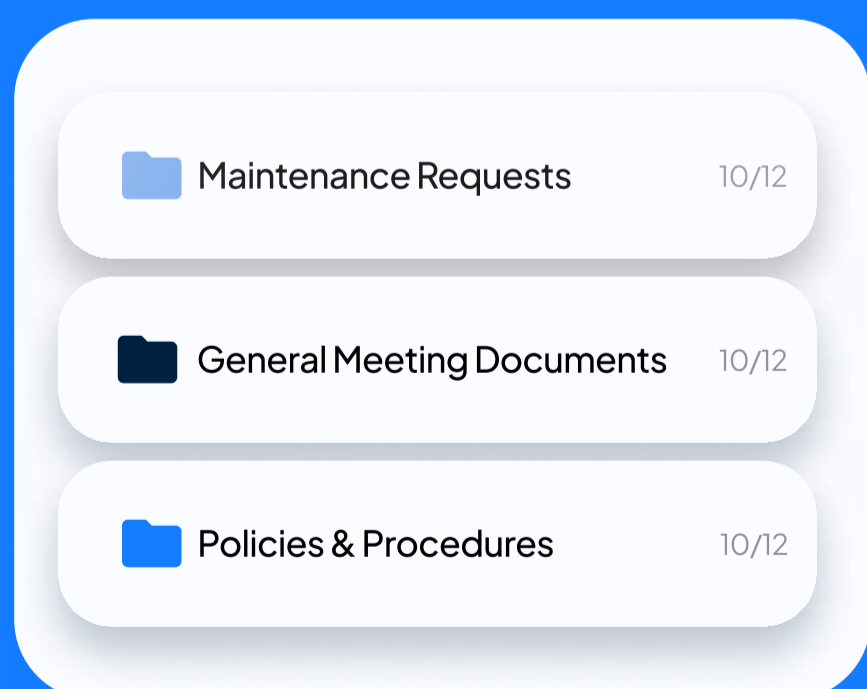
View Meeting and other useful links



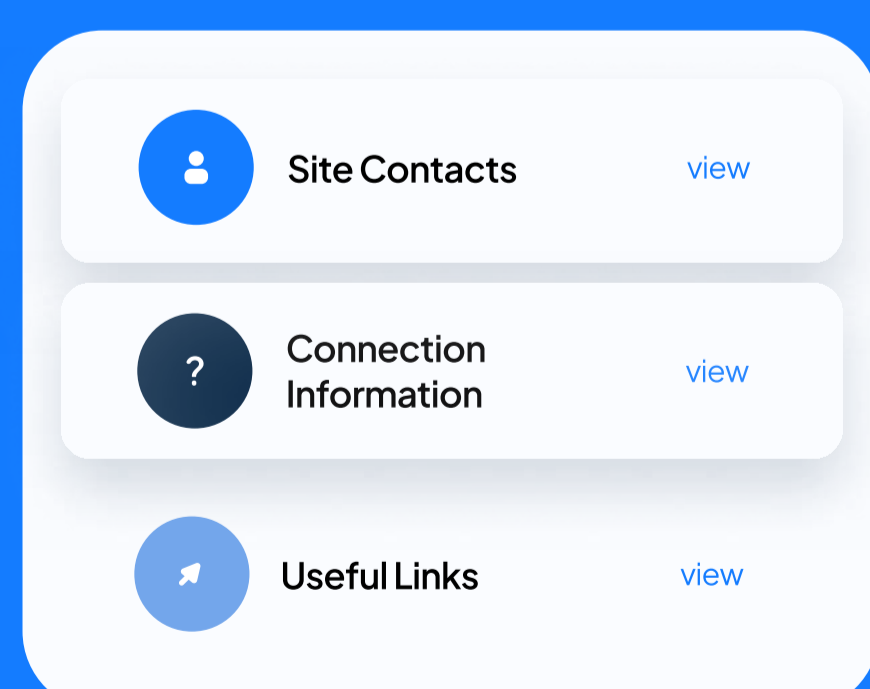
Receive proactive communications



Access financial information through the owners portal



Easily access documents

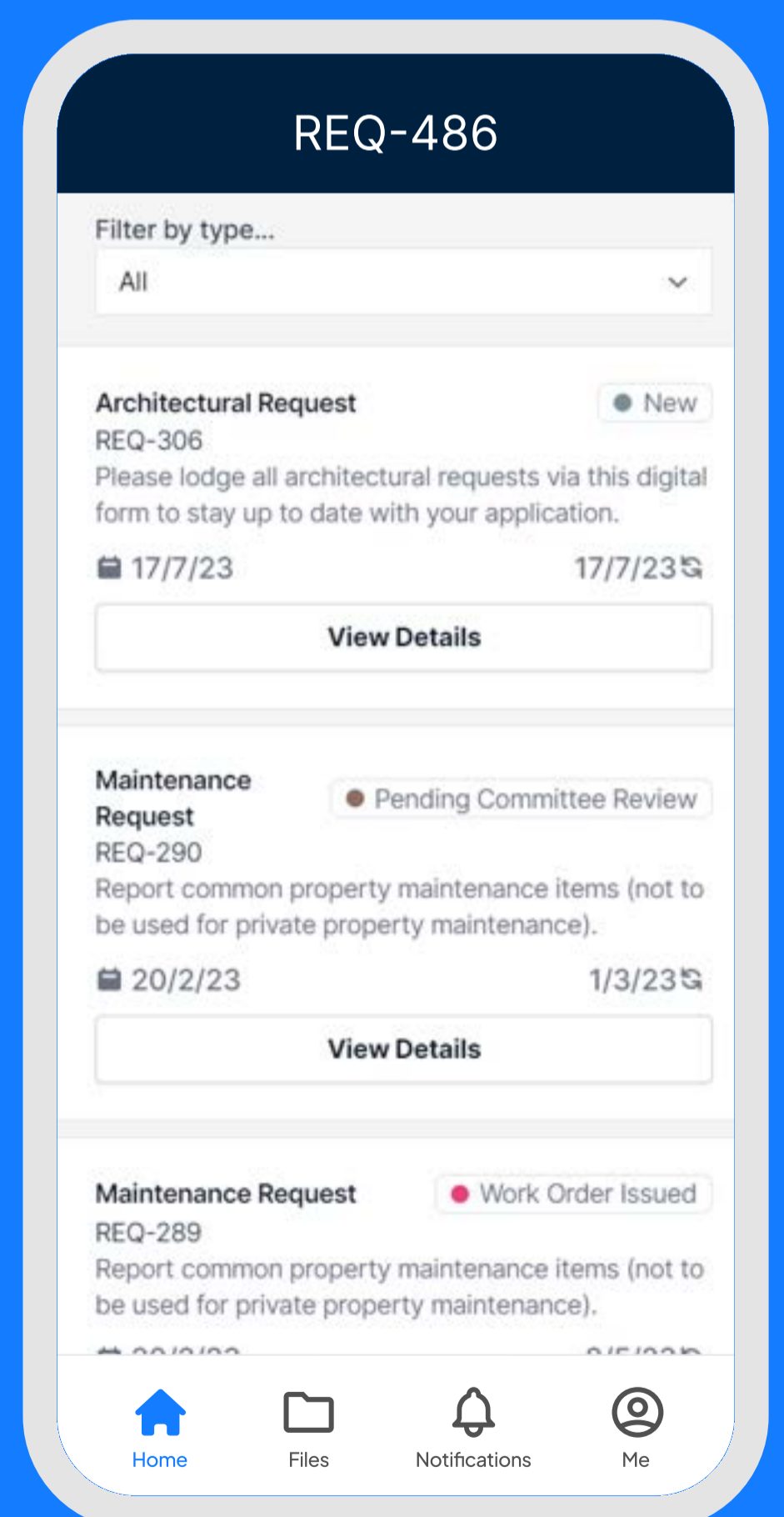
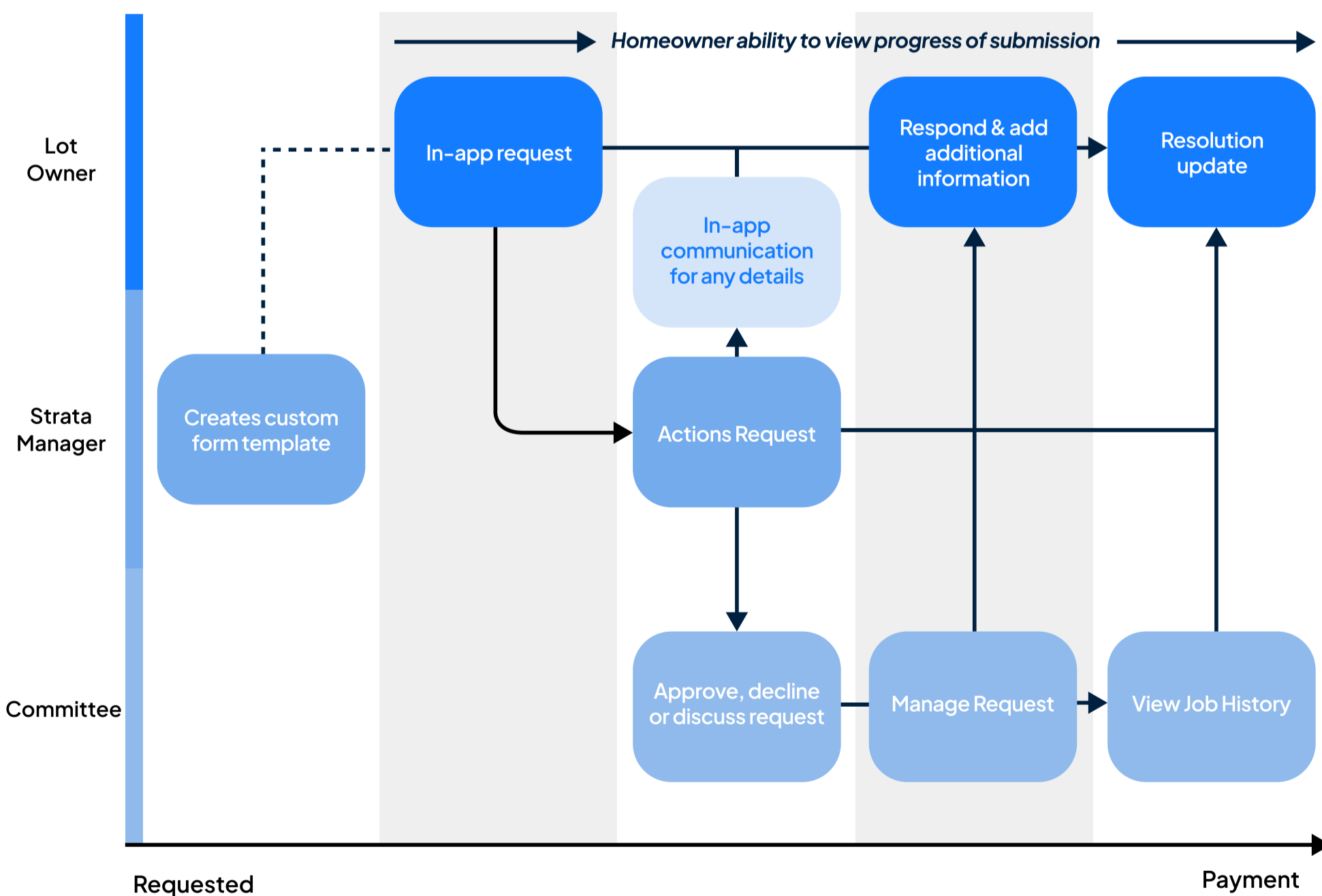


Self-service site information

# Request Workflows

- **Streamlined Requests:** Lot Owners can now submit requests directly through their mobile app
- **Live Status Updates:** As the request moves through the management queue, the lot owner is able to see live status updates, offering them transparent and accurate data
- **Proactive Communication:** At the same time, the manager can communicate with the lot owner through the in-app messenger platform, keeping all records in one place
- **Transparent Requests:** Tracking requests from submission to completion and providing live status updates means no more constant follow-ups on requests, as well as improvements in job completion speed and transparency

## Request workflow

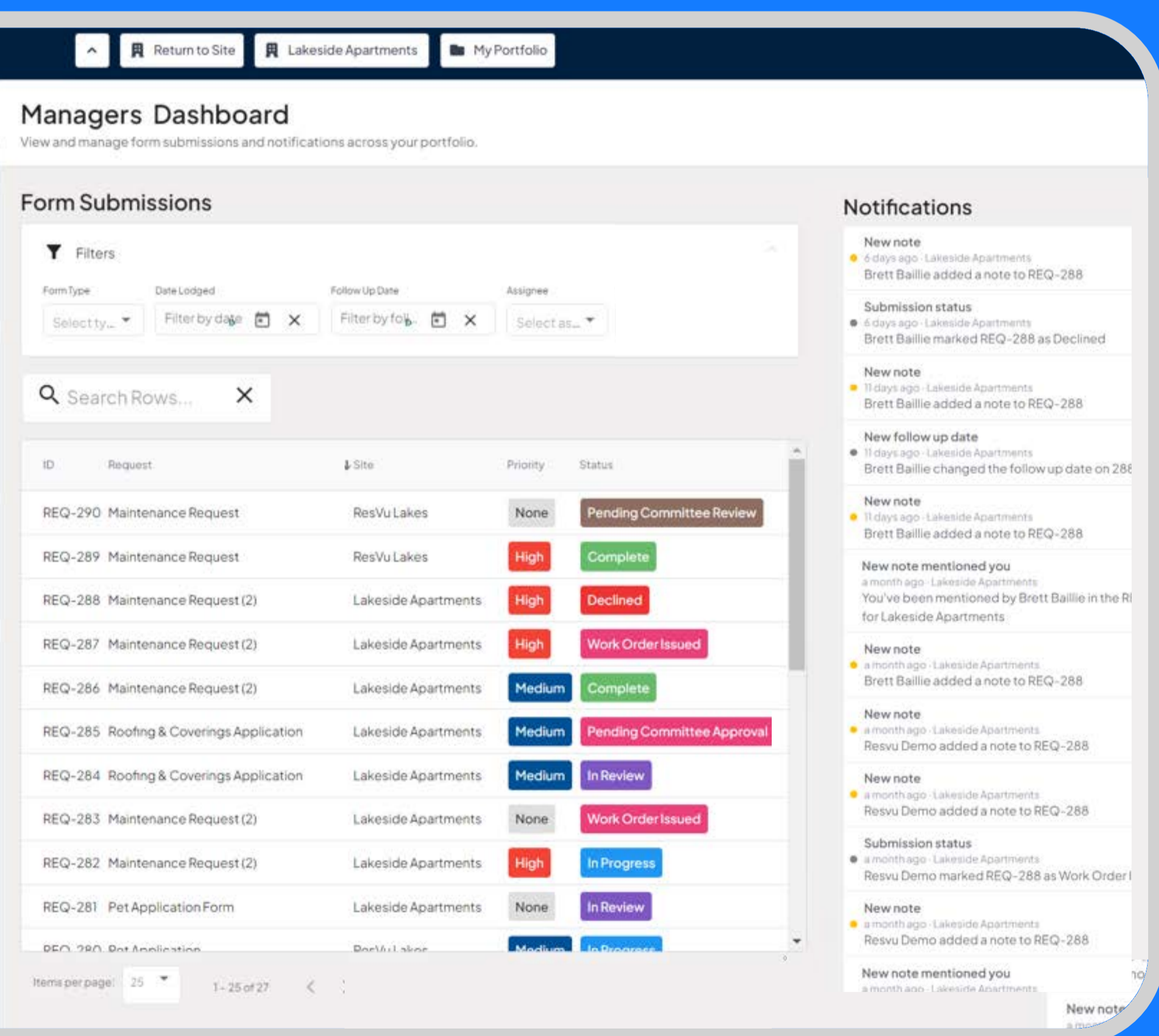




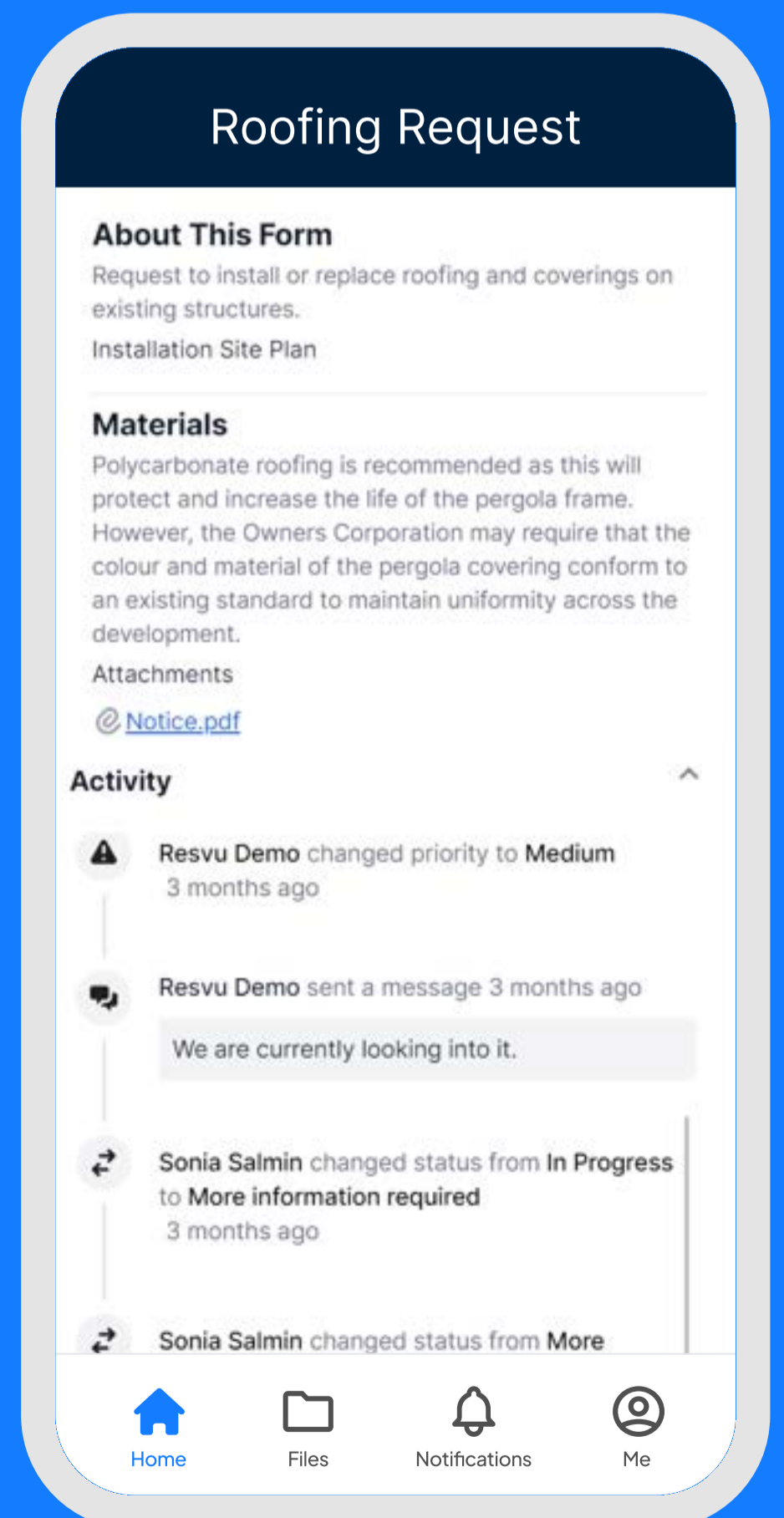
# Managers Dashboard

Easily manage your communities in one central location

- All requests in one place
- View status updates on requests assigned to you or your team
- Keep up to date with the activity feed
- Easily filter by community, site or requester
- Filter by status, submission date, priority and more
- Link directly to the request information and site dashboard
- View other site request information
- Assign whole portfolio's to other managers without loss of data



Manager



Resident

# Custom Digital Form Builder

Lot owners & residents can submit requests directly through their mobile app

- **Streamlined Workflows:** Replicate your existing email and phone request process with custom form workflows to better track the submission from end to end
- **Set Status Types:** Add custom status types to each workflow so your lot owners know exactly where in the management process their request is
- **Track Requests:** Closing the resident request management loop by tracking from submission to completion
- **Live Status Updates:** Provide live status updates to the requester via their mobile app, no more email or phone follow ups
- **Transparent information:** Tracking requests from end to end means transparent information is available to anyone in your team that needs it
- **Filter Information:** Filter by request status by company, portfolio, office, site or manager

The screenshot displays the 'Custom Workflow Status' configuration interface for a manager. At the top, there are navigation tabs for 'Company Dashboard', 'Manager Dashboard', 'Resvu Lakes', and 'My Portfolio'. The main content area is titled 'Custom Workflow Status' and is divided into three steps: 1. 'Select type' with radio buttons for 'Manually selecting the sites', 'By folio', and 'All sites' (selected), and a 'Next' button; 2. 'Make your selection'; and 3. 'When will this applied'. Below this is a 'Form' section with a progress indicator showing 'Details' (checked), 'Form' (checked), 'Workflow' (active), 'Advanced', and 'Save'. The 'Form' section contains a table with four rows, each representing a status type:

Status	Type	Description
New	Unactioned	Request has been created
In Progress	Actioned	Request is being worked on
Pending Committee Review	Actioned	Committee considering required action
Declined	Completed	Request was invalid or canceled

Manager

The screenshot shows the 'Activity' section of a mobile app for request 'REQ-486'. The activity log includes the following entries:

- Issued to Complete (4 months ago)
- Resvu Demo sent a message 4 months ago: 'How is it going?' (with a response box)
- Resvu Demo changed priority from Medium to High (4 months ago)
- Resvu Demo changed status from Complete to Work Order Issued (2 months ago)

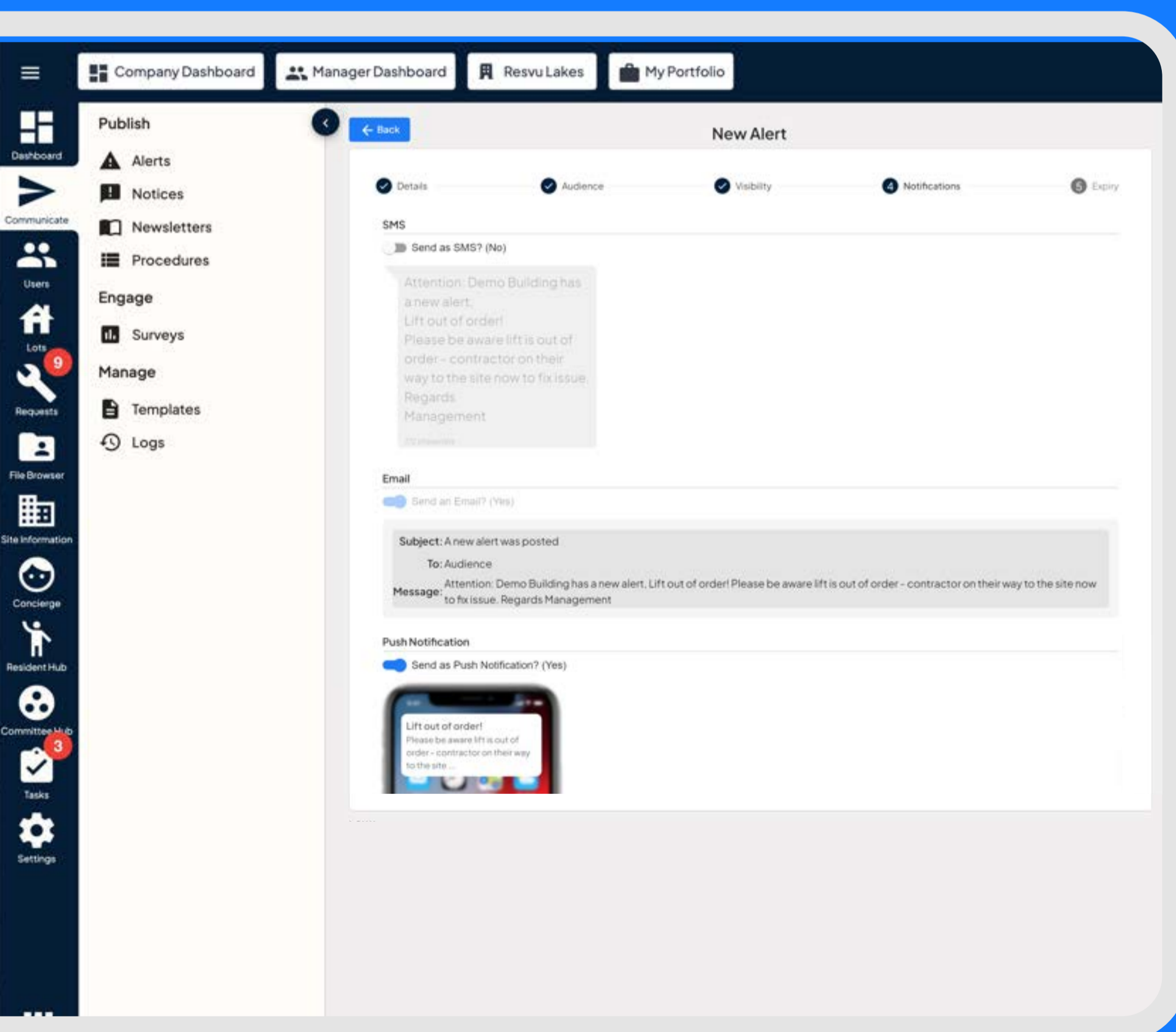
The bottom navigation bar includes icons for Home, Files, Notifications, and Me.

Resident

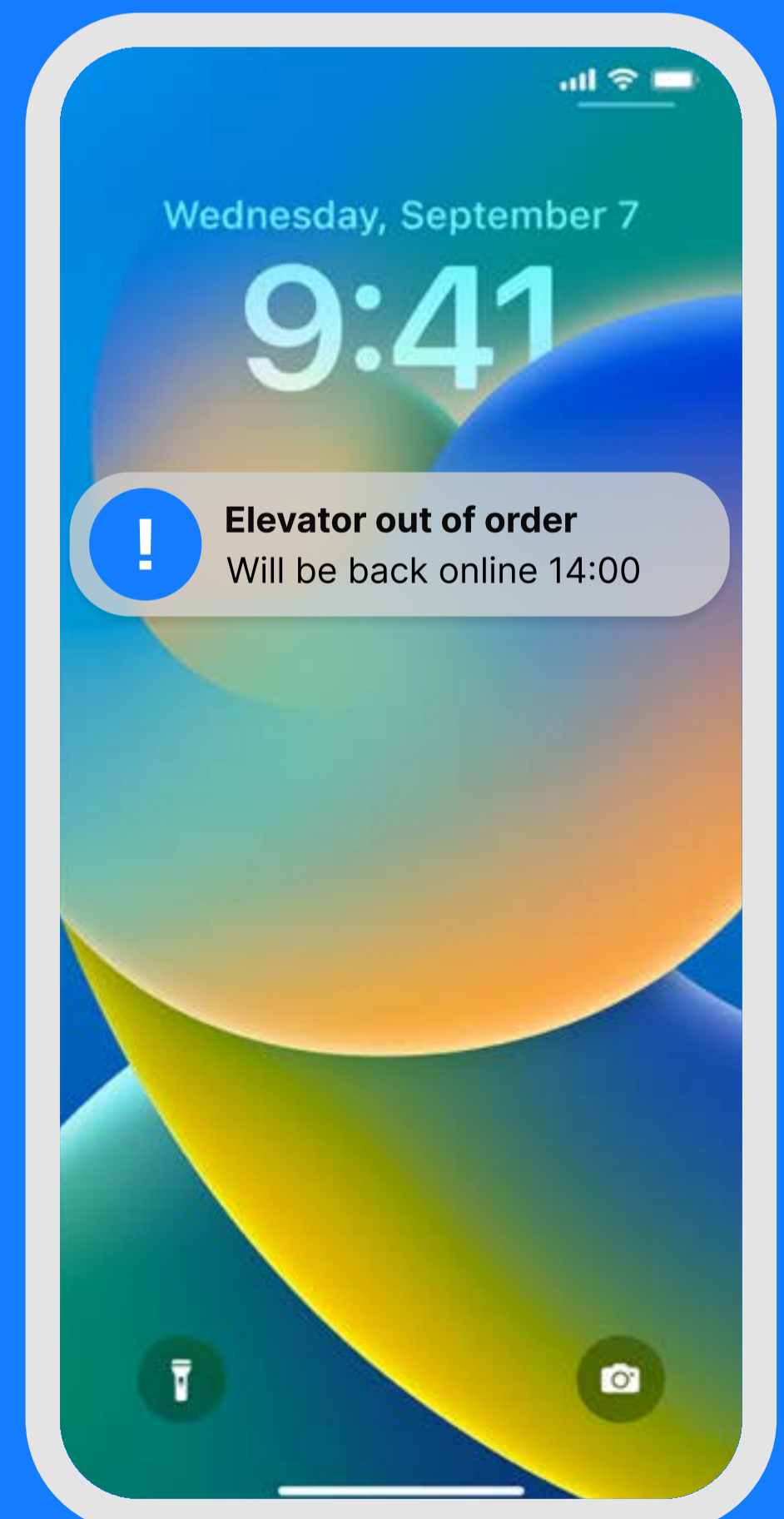
# Proactive Communication

Proactively communicate with your lot owners and residents with Resvu's communication features and say goodbye to print outs and uninformed residents!

- SMS, Email and/or Push Notification options
- Send alerts in times of urgency or a more structured notice regarding upcoming preventative maintenance
- Send newsletters on behalf of your committees or give them the access to do so themselves
- Update and distribute policies and procedures
- Use your own company or site templates
- Choose the intended audience or custom group
- Set a message expiry date



Manager



Resident

# Committee Hub

Committee's can now manage more of their day to day operations within a community through Resvu's self-service Committee Hub platform

- Create discussion or voting topics to improve decision making
- Approval workflows
- Lot owner request management
- Send alerts, newsletters, surveys or update policy and procedures
- Document management
- Project management tools including reporting and tasks

The Manager interface displays a 'Topics' page with a navigation bar (Company Dashboard, Manager Dashboard, Resvu Lakes, My Portfolio) and a sidebar. The main content area shows a list of topics with filters for Date, Status, Types, and Admins. A search bar is available above the table. The table lists topics with columns for Title, Type, Created At, Created By, Number of Responses, and Status. A detailed view of responses is shown in a modal window.

Title	Type	Created At	Created By	Number of Responses	Status
Please provide response on CCTV quotes as requested	Voting	10/5/23, 10:08 am	Resvu Demo	1	Open
voting on pink wall	Voting	4/5/23, 10:22 am	Resvu Demo	1	Open
Gardener Quote	General	17/2/23, 1:30 pm	Resvu Demo	1	Open
New Air conditioner	General	2/2/23, 11:18 am	Resvu Demo	N/A	Open
Test Topic	General	12/1/23, 1:39 pm	Resvu Demo	1	Open
test topic	General	23/8/22, 1:08 pm	Resvu Demo	N/A	Open

**Responses**

Dear Committee,  
Please see attached for two quotes regarding the CCTV upgrade.  
Please reach out if you have any questions.

Name	Answer	Comment
Linda P	Quote 1	
Hayley G	Quote 2	NA
Tim J	Quote 2	I like the quick turn around this company offers.

Manager

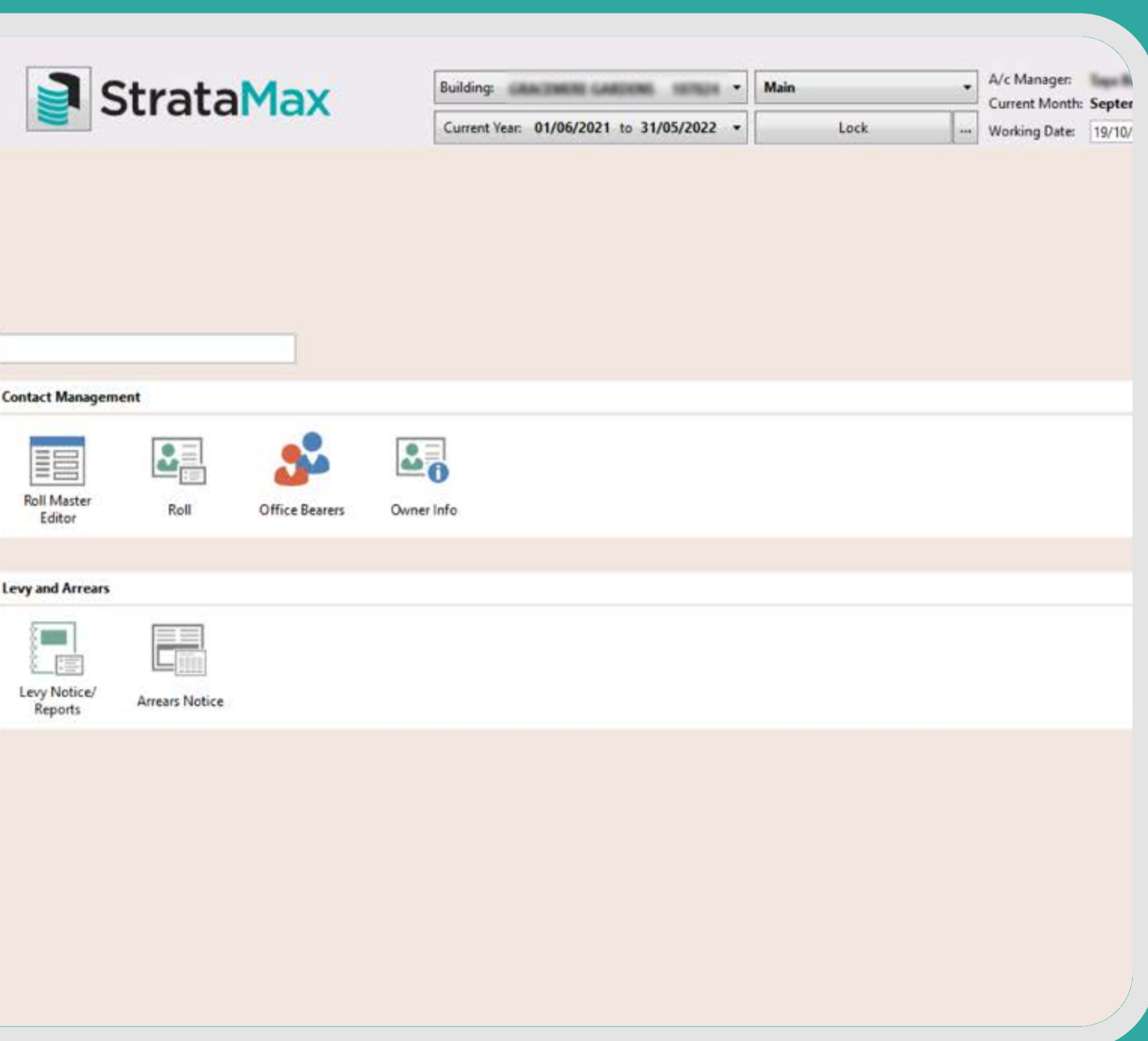
The Resident interface shows a 'Topics' page with a navigation bar and a sidebar. The main content area displays a list of topics with filters for Open and Closed status. Each topic card includes a title, date, and status.

Title	Date	Status
Please provide response on CCTV quotes as requested	Resvu Demo 3 months ago 31/5/23	Voting
voting on pink wall	Resvu Demo 3 months ago 23/5/23	Voting
Gardener Quote	Resvu Demo 5 months ago No Expiry	General
New Air conditioner	Resvu Demo 6 months ago No Expiry	General
Test Topic	Resvu Demo 6 months ago No Expiry	General
test topic	Resvu Demo a year ago	

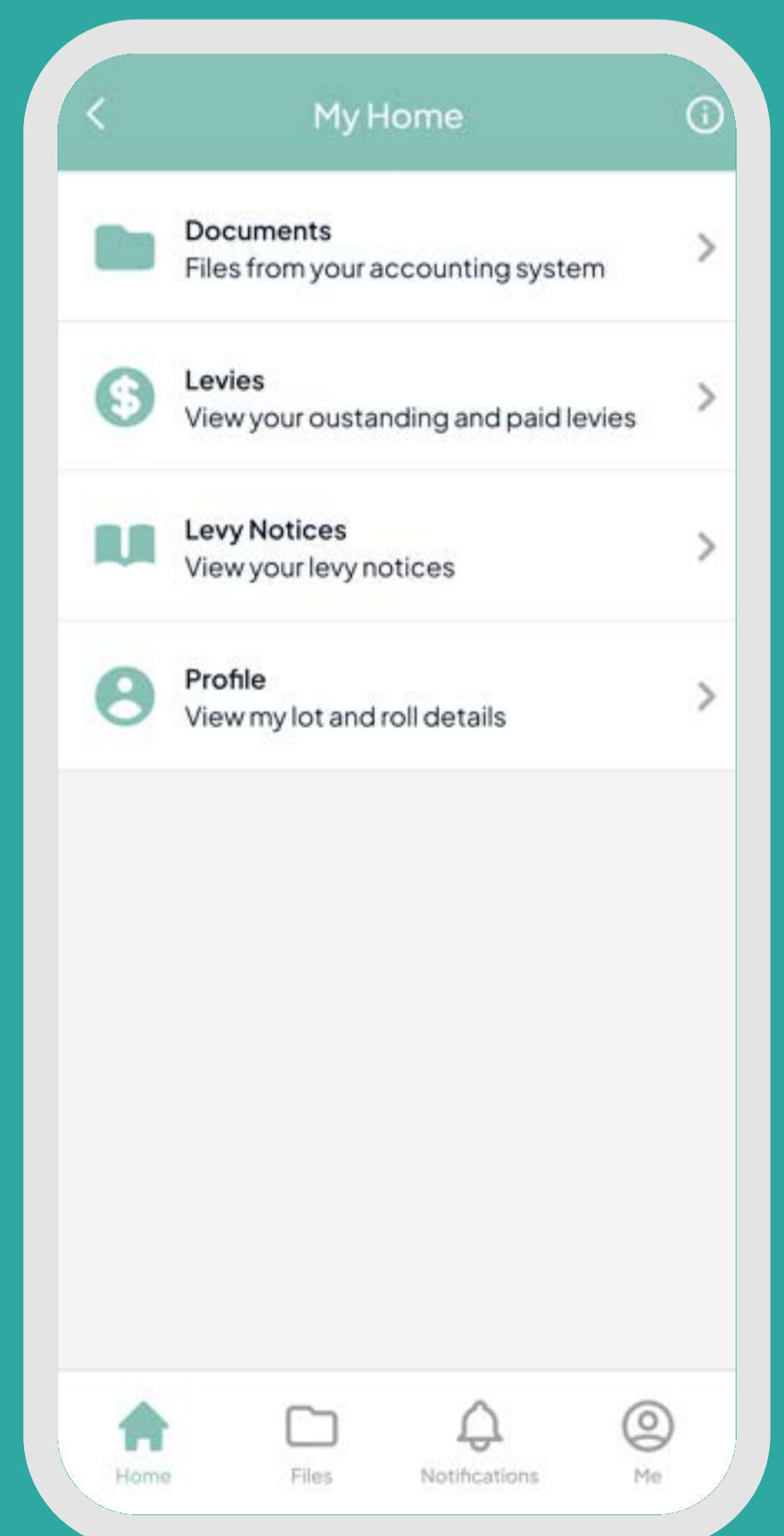
Resident

# StrataMax Integration

- **Lot Owner/Committee sync** - Seamlessly keep the strata roll and committee in sync with daily updates from StrataMax
- **DocMax SyncDisplay** - Share DocMax categories & files to lot owners. 24/7 access via your custom branded mobile app and resident portal
- **Lot owner information** - Give your lot owners complete visibility over their investment with access to update their personal details
- **Levy notices & StrataPay** - Owners can easily access levy notices and pay fees via StrataPay



Online Portal

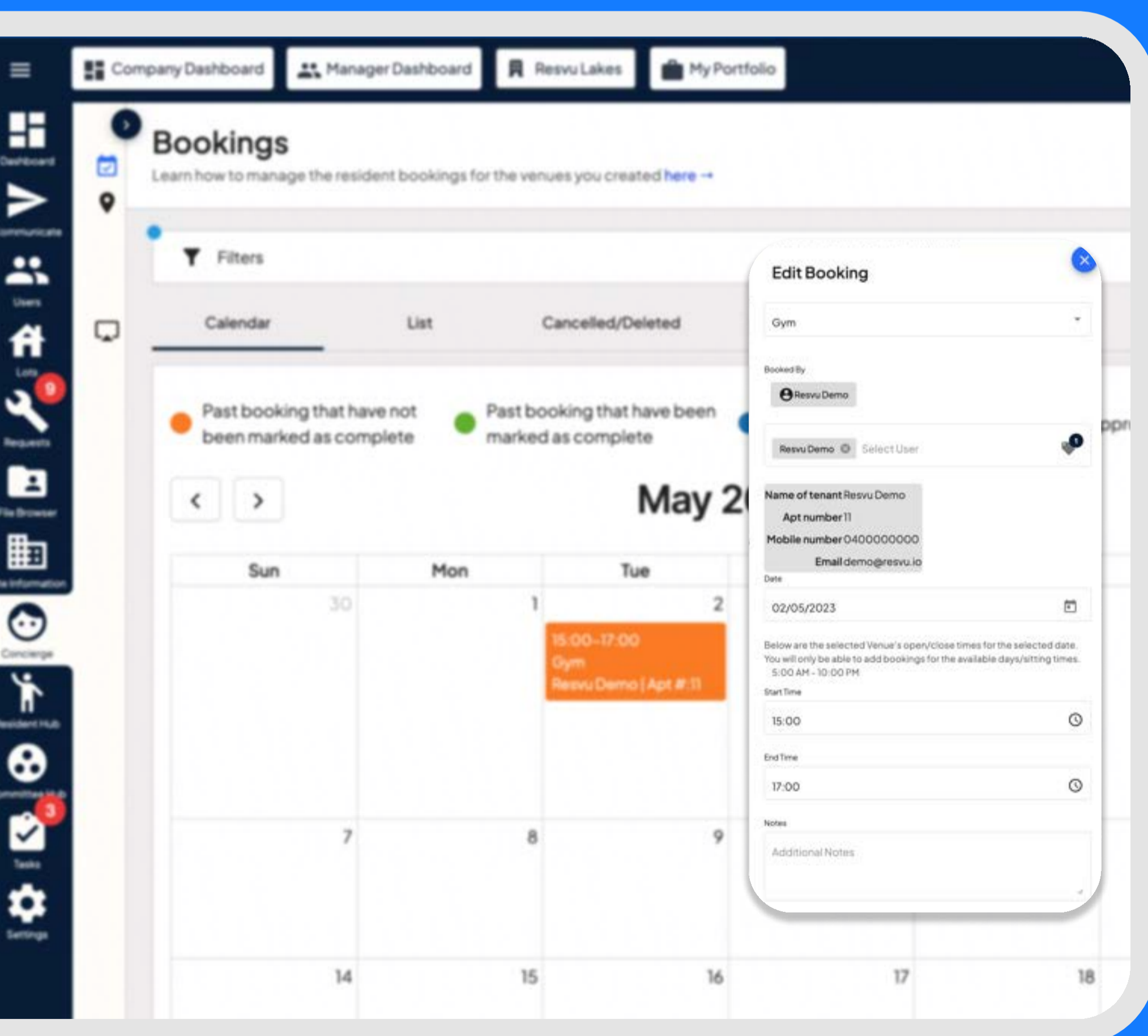


Resident App

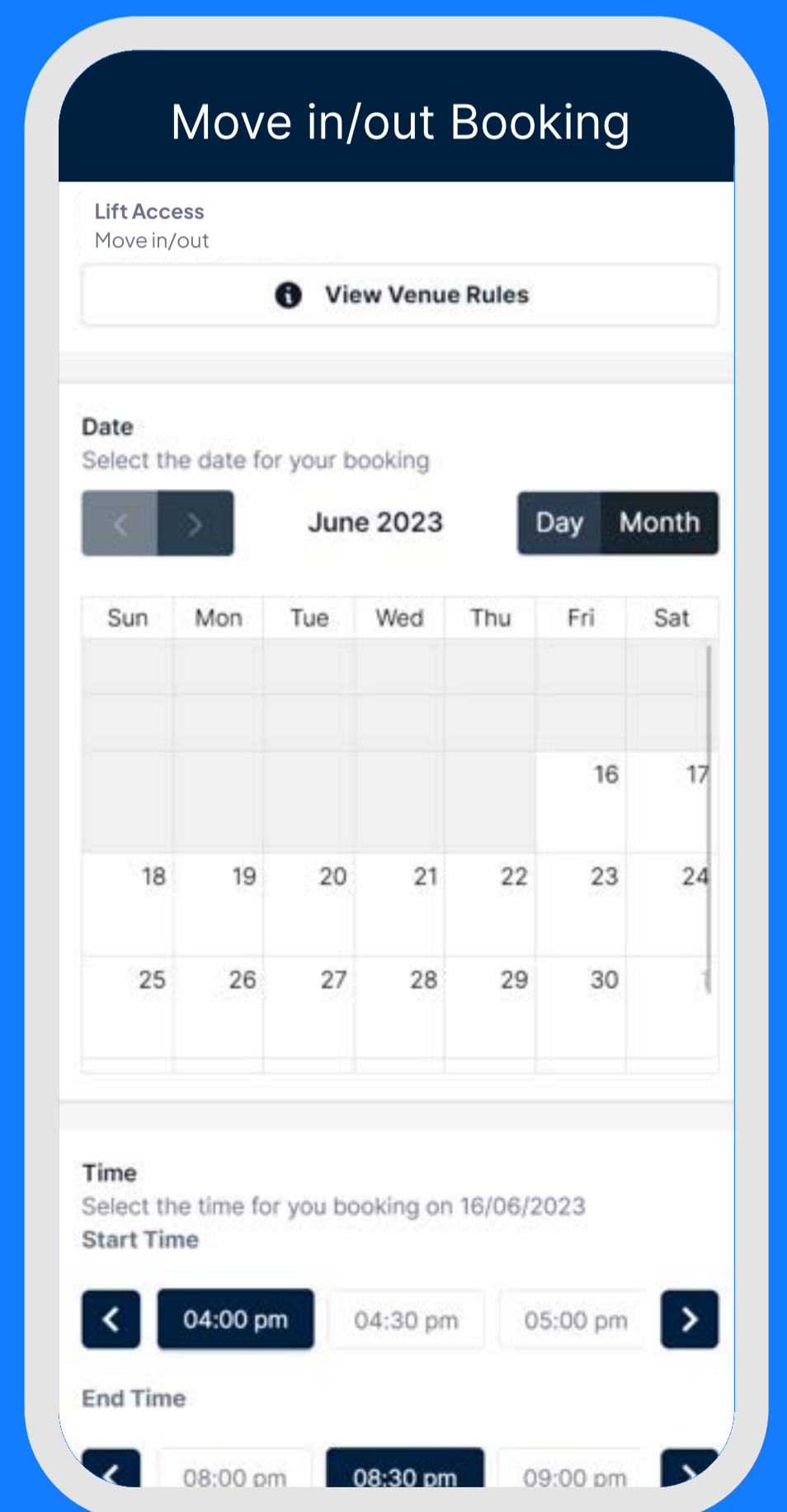
# Self-service tools for Owners & Residents

All users of the mobile app have varying access to view important information, receive communications, submit requests and much more

- **Owner:** As an owner, you will receive the highest level of access, meaning you can view all financial information and documents relating to your lot(s), as well as owner specific communications
- **Other Stakeholders:** Tenants, property managers and other stakeholders also receive restricted access to the platform allowing for receipt of specific site level communications
- **Utility:** Utility and other connection information, general site documents, useful links, reservation bookings (if applicable) and more
- **Site information:** Users can also find important site information such as connection information, site contacts, useful links and general site documents



Manager



Resident

# Connect your residents with additional tools

The resident platform has a range of additional functionality available for larger, complex and more active communities. These tools allow committees to offer more social engagement

- Community wall forum
- Special Interest Clubs
- Community Events
- Parcel Delivery Management
- Visitor Log
- Local business directory
- Digital Noticeboards
- Concierge touch screens

