



Committee member's guide to using CommunityHub

Here's a quick guide on what you need to know when navigating your CommunityHub portal.

Welcome to CommunityHub

We're here to help you get started on your committee member journey

CommunityHub is an online portal designed to give you access to your strata property information at any time, from anywhere.

With CommunityHub, you can help keep up to date with your property's finances, pay your levies online, reach through minutes from your last AGM, access common property insurance information, view your by-laws, find the best contact details for your strata manager and more, all through one easy-to-use channel.

Our ultimate aim is to simplify and enhance your user experience and journey as a committee member. Here's a quick guide on what you need to know when navigating your CommunityHub portal.

Learn more	Page
My Communities homepage	3
Plan details	4
Management company	5
Lot details	6
Committee members	6
Financial overview	6
Financial reports	7
Accounts payable	8
Annual budget	9
Balance sheet	10
General ledger transactions	11
Income and expenditure	12
Lot levy balance	13
Documents	14

My Communities homepage

After logging into CommunityHub, your journey begins at the 'My Communities' home screen.

This page serves as a dashboard, providing a simple overview of the property details and easy access to functionalities to complete committee member and owner duties.

In this guide, we will explore the key areas on the CommunityHub portal to help committee members easily access information to manage tasks, collaborate, and make informed decisions.

The first feature to explore is the 'Plan details' button located on the 'My Communities' home screen. This will direct you to a centralised repository for all essential property information about your scheme.

Community HUB

My communities
Requests
Invoices

After Hours Support | AC

My communities

1 Railway Parade, Burwood, NSW 2134, Australia
Plan number 99999

Strata Manager
Strata manager full name
BCS Strata Management Pty Ltd
strata.manager@email.com.au
1300 889 227

Caretakers
View caretaker details >

Address	Lot	Levy Balance	Details
2/1 Railway Parade	2	\$0.00	View >

Plan details

bcs
strata
powered by pisa group

Privacy | Terms | Feedback

Version 12.6.0

Plan details page

By clicking on the 'Plan details' button on the homepage, you can access valuable information and features designed to help make your committee member duties easier.

The top sections within this page provide further details about areas briefly covered within the property's overview on the My Communities homepage, including your plan, strata management provider, and lot. Underneath, you'll find a series of collapsible headings that can be expanded to provide deeper insights into various areas.

The following parts of this guide will delve into each section, breaking down what they are for and how to utilise these functionalities.

The screenshot shows the 'Plan details' page for '1 Railway Parade'. The page is divided into several sections:

- Plan details:** Includes Plan number (99999), Plan type (Strata Plan), Manager name (Strata manager full name), and Address (1 Railway Parade, Burwood, NSW 2134, Australia).
- Management company:** Includes Name (BCS Strata Management Pty Ltd), Website (https://www.bcsm.com.au), Phone (+61 1300 728 315), Email (bcs_centralcoast@bcsm.com.au), and Address (Suite 106/Level 1, Bonython Tower 159 Mann Street, Gosford, NSW 2250, Australia).
- Lots:** A table with columns for Address, Lot, Levy balance, and Details. The table shows one lot: 2/1 Railway Parade, Lot 2, Levy balance \$0.00, with a 'View' link.
- Committee members:** A collapsible section.
- Financial overview:** A collapsible section for committee members.
- Financial reports:** A collapsible section for committee members.
- Lot levy balances:** A collapsible section for committee members.
- Documents:** A section for committee members with a 'Select category' dropdown.

On the right side of the page, there are several panels:

- Create a request:** A button to create a new request.
- Manager:** A panel showing the manager's name, email (strata.manager@email.com.au), and phone (1300 889 227).
- Caretaker - Block B:** A panel showing the caretaker's name (First Fm).
- Caretaker - Tony Oc 99999:** A panel showing the caretaker's name (First Fm).
- Upcoming plan events:** A list of events, all labeled 'Levy Due', with dates: 17/10/2024, 17/11/2024, 17/12/2024, and 17/01/2025.

The page also features a 'Community HUB' logo, a navigation menu (My communities, Requests, Invoices), and a footer with the 'bcs strata' logo, 'powered by pica group', and links for Privacy, Terms, and Feedback. The version number is 12.6.0.

Plan details

The first section of this page summarises key details for the scheme, such as the plan number, property type, manager name, and address. This information is here for easy reference and can also be found on the My Communities homepage.

Plan details

Plan number **99999**

Plan type **Strata Plan**

Manager name **Strata manager full name**

Address **1 Railway Parade
Burwood, NSW 2134
Australia**

Management company

This section provides key details on the plan's strata management company, giving you easy access to key contact details when needed.

Management company

Name **BCS Strata Management Pty Ltd**

Website <https://www.bcsm.com.au>

Phone **+61 1300 728 315**

Email bcsm_centralcoast@bcsm.com.au

Address **Suite 106/Level 1, Bonython Tower 159 Mann Street
Gosford, NSW 2250
Australia**

Lot details

The lot details table in this section is also found on the My Communities homepage, providing an overview on owner-specific information related to the address, lot number, and levy balance.

By clicking the 'View' link in the details column, you unlock more functionalities. Here, you can manage levy payments, check notices, and uncover further details about owners, tenants, and agents.

For a more detailed look into these features, check out our CommunityHub lot owner's guide for more information.

Lots			
Address	Lot	Levy balance	Details
2/1 Railway Parade	2	\$0.00	View >

Committee members

This section can be expanded to gain easy access to a list of all current committee members and their details, such as their full names, respective roles, and dates of appointment.

Committee members	
Name	Tony2 Own
Position	Chairperson
Appointed	29/08/2023

Financial overview

The financial overview section offers a simple snapshot of the scheme's funds, arrears, and investments, all at a glance. You can also see the date and time of the last balance update to help provide committee members with better clarity on the property's financial status.

Financial overview	
for committee members	
Admin Cash	\$4,069.50
Capital Works Cash	\$0.00
Total Cash	\$4,069.50
Investments	\$0.00
Community Arrears	\$0.00

(i) Balances as at 09/09/2024, 11:17 am

Financial reports

This section provides committee members with a suite of reports to help gain a more detailed picture of the property's financials.

You can conveniently download documents from here by clicking the orange 'Generate' button. In the following sections, we will dive into the different financial reports that you can download:

- Accounts payable
- Annual budget
- Balance sheet
- General ledger transactions
- Income and expenditure

Financial reports

for committee members

 Accounts payable	Generate
 Annual budget	Generate
 Balance sheet	Generate ▼
 General ledger transactions	Generate ▼
 Income and expenditure	Generate ▼

 Note: to view individual invoices, look at the 'Processed invoices' category of Documents for committee members

Financial reports > Accounts payable

Generating an accounts payable report will produce a list of outstanding invoices that require committee members' approval to be paid.

This is a valuable tool, providing clarity on pending financial obligations and facilitating efficient cash flow management.

Financial reports ^

for committee members

Accounts payable	<input type="button" value="Generate"/>
Annual budget	<input type="button" value="Generate"/>
Balance sheet	<input type="button" value="Generate"/>
General ledger transactions	<input type="button" value="Generate"/>
Income and expenditure	<input type="button" value="Generate"/>

Note: to view individual invoices, look at the 'Processed invoices' category of Documents for committee members



Owners Corporation for Plan No. 99999
1 Railway Parade Burwood New South Wales 2134

AGED CREDITORS
as at 24th September 2024 (Excludes Unpresented Transactions)

Name of Creditor	Invoice Number	Invoice Date	Due Date	Preferred Phone	Mobile	Email	Amount	Current	30 days	60 days	90 days	
C & H CLEANING SUPPLIES	INV-21-06...	21/06/24	21/06/24	47281000			100.00				100.00	
GARAGE REMOTE CONTROLS	joel-inv-002	05/04/24	05/04/24				100.00				100.00	
Heidi's 1 Cleaning Service	joel-inv-004	16/04/24	16/04/24	0415183000	0415183000		100.00				100.00	
Raymond Lydiard Va Pure Magic Domestic and Commercial Services	tony-inv-1	19/03/24	19/03/24	47743000	0457777000		280.50				280.50	
The Gutter Cleaner	joel-inv-003	08/04/24	08/04/24	4304 0000	435 060 000		100.00				100.00	
Urbanise Test Supplier # 1 201	tony-inv-18	01/05/24	01/05/24	0418216000	0418216000	test3@email.com	100.00				100.00	
Urbanise Test Supplier # 1 201	tony-inv-17	30/04/24	30/04/24	0418216000	0418216000	test3@email.com	100.00				100.00	
Urbanise Test Supplier # 1 201	joel-inv-007	17/04/24	17/04/24	0418216000	0418216000	test3@email.com	50.00				50.00	
Urbanise Test Supplier # 1 201	joel-inv-006	17/04/24	17/04/24	0418216000	0418216000	test3@email.com	100.00				100.00	
Urbanise Test Supplier # 1 201	tony-inv-11	15/04/24	15/04/24	0418216000	0418216000	test3@email.com	3,300.00				3,300.00	
Urbanise Test Supplier # 1 201	joel-inv-001	05/04/24	05/04/24	0418216000	0418216000	test3@email.com	100.00				100.00	
Urbanise Test Supplier # 1 201	inv-joel-7	05/04/24	05/04/24	0418216000	0418216000	test3@email.com	100.00				100.00	
Urbanise Test Supplier # 1 201	inv6	01/04/24	01/04/24	0418216000	0418216000	test3@email.com	100.00				100.00	
Urbanise Test Supplier # 1 edited 2	inv5	20/03/24	20/03/24	0418216000	0418216000	test3@email.com	100.00				100.00	
Urbanise Test Supplier # 1 edited 2	inv4	19/03/24	19/03/24	0418216000	0418216000	test3@email.com	100.00				100.00	
Urbanise Test Supplier # 1 edited 2	tony-inv-3	19/03/24	19/03/24	0418216000	0418216000	test3@email.com	100.00				100.00	
Urbanise Test Supplier # 1 edited 2	tony-inv-1	30/01/24	30/01/24	0418216000	0418216000	test3@email.com	100.00				100.00	
Your Choice Plumbers	joel-inv-001	23/04/24	23/04/24	1300 852 000			592.29				592.29	
							\$	5,622.79	0.00	0.00	0.00	5,622.79

Financial reports > Annual budget

This tool is essential for tracking planned expenditures and ensuring the property operates within its approved financial parameters.

By regularly reviewing this report, the committee can help track the property's expenditures and manage finances effectively within the agreed budget.

Financial reports

for committee members

Accounts payable	Generate
Annual budget	Generate
Balance sheet	Generate ▼
General ledger transactions	Generate ▼
Income and expenditure	Generate ▼

Note: to view individual invoices, look at the 'Processed invoices' category of Documents for committee members



Approved Annual Budget		Administrative Fund	
Owners Corporation for Plan No.		1 May 2022 to 30 April 2023	
Expenditure		Budget 05/22 - 04/23	
Cleaning Service	3,000.00		
Electricity	6,400.00		
Fire Protection Services	3,000.00		
Garden/Lawn Maintenance	4,400.00		
General Repairs	4,000.00		
Insurance Premiums	17,000.00		
Lift Maintenance	5,500.00		
Lock & Key Maintenance	299.25		
Owners Corporation Manager - accounting fees	281.14		
Owners Corporation Manager - additional services	253.05		
Owners Corporation Manager - certificate fees	125.90		
Owners Corporation Manager - debt recovery	22.05		
Owners Corporation Manager - disbursements	1,076.25		
Owners Corporation Manager - inspection fees	35.80		
Owners Corporation Manager - management fees	3,605.99		
Owners Corporation Manager - schedule B fees	586.43		
Owners Corporation Manager - work order/quotes	155.40		
Pest Control Services	700.00		
Plumbing	5,000.00		
Roof - gutters & downpipes	4,000.00		
Sundry Expenditure	2,000.00		
Telephone & Internet Services	1,500.00		
Water	3,368.67		
Total Administrative Fund Expenditure	66,289.93		
Additional Revenue		Budget 05/22 - 04/23	
Non-Mutual Revenue - certificates	124.95		
Non-Mutual Revenue - strata inspections	35.81		
Sundry Revenue - discharge insurance claim	1,179.36		
Total Administrative Fund Additional Revenue	1,340.12		
Administrative Fund Summary		Budget 05/22 - 04/23	
Opening balance (Deficit)	49.61		
Expenditure during budget period	66,289.93		
	66,339.54		
Less: Additional revenue during budget period	1,340.12		
Plus: Planned surplus at end of budget period	0.58		
Plus: Allowance for GST on levies	0.00	Per Ent	
Budgeted levies to be raised \$	65,000.00	65,000.00	
Total Lot Liability	1000		
*May include insurance contributions			

Approved Annual Budget		Capital Works Fund	
Owners Corporation for Plan No.		1 May 2022 to 30 April 2023	
Expenditure		Budget 05/22 - 04/23	
Electrical Repairs	630.63		
Fire Protection Services	1,686.30		
Plumbing	1,741.74		
Roadways, Driveways & Parking - cleaning, sweeping	5,068.14		
Roof	823.70		
Total Capital Works Fund Expenditure	9,750.51		
Capital Works Fund Summary		Budget 05/22 - 04/23	
Opening balance (Surplus)	39,711.86		
Expenditure during budget period	9,750.51		
	(29,861.35)		
Less: Additional revenue during budget period	0.00		
Plus: Planned surplus at end of budget period	46,956.35		
Budgeted levies to be raised \$	16,995.00	16,995.00	Per Ent
Total Lot Liability	1000		

Financial reports > Balance sheet

Generating a balance sheet report will give you an overview of the property's finances, total assets, accounts payable liabilities, and administrative and capital works fund equity.

In this section, you have the flexibility to fetch details from the current day, the start of the current or previous financial year or even a custom date of your choice.

Financial reports

for committee members

- Accounts payable Generate
- Annual budget Generate
- Balance sheet Generate
- General ledger transactions
- Income and expenditure

Note: to view individual invoices, look at the 'Processed invoices' category of Documents for committee members

Today

Start of current financial year

Start of previous financial year

Custom date



Balance Sheet		Administrative & Capital Works Fund	
Owners Corporation for Plan No. [REDACTED]		As at 27th September 2024	
Assets		2024	
Cash			15,597.12
Accounts Receivable			8.25
Levies in Arrears			14,520.31
	Total Assets		\$ 30,125.68
Liabilities			
Accounts Payable Liability			26,461.64
	Total Liabilities		\$ 26,461.64
	Net Assets		\$ 3,664.04
Equity			
Administrative Fund			(14,608.67)
Capital Works Fund			18,272.71
	Total Equity		\$ 3,664.04

Financial reports > General ledger transactions

The general ledger transaction report allows you to generate a record of the total balance of incoming and outgoing payments.

In this section, you have the choice to pull reports for either the current or previous financial year to help track, manage, and understand your property's cash flow.

Financial reports
for committee members

<div style="display: flex; align-items: center;"> Accounts payable </div>	<div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; background-color: #fff9c4;">Generate</div>
<div style="display: flex; align-items: center;"> Annual budget </div>	<div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; background-color: #fff9c4;">Generate</div>
<div style="display: flex; align-items: center;"> Balance sheet </div>	<div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; background-color: #fff9c4;">Generate ▾</div>
<div style="display: flex; align-items: center;"> General ledger transactions </div>	<div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; background-color: #fff9c4;">Generate ▾</div>
<div style="display: flex; align-items: center;"> Income and expenditure </div>	<div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; background-color: #fff9c4;"> Current financial year </div>
	<div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; background-color: #fff9c4;"> Previous financial year </div>

i Note: to view individual invoices, look at the 'Processed invoices' category of Documents for committee members



Owners Corporation for Plan No.

GENERAL LEDGER TRANSACTION LIST (CASH)

Macquarie Bank Limited Acct. No. the period 1 MAY 2024 to 4 SEP 2024

Date	Paid to / Received from	Inv/Cheq/ EFT	Payment Method	Account	Reference	Fund	Debit	Credit	Balance
01/05/24	Opening Balance				Brought forward				52,425.20
					Balance As at 4th September 2024 \$		0.00	0.00	52,425.20

Financial reports > Income and expenditure

Income and expenditure reports can also be generated for the current or previous financial year.

These reports are fundamental to understanding the flow of funds tracking the property's revenue streams and expenditure patterns. They help maintain a balanced budget and assist in making strategic financial decisions for the property.

Financial reports ^

for committee members

Accounts payable	Generate
Annual budget	Generate
Balance sheet	Generate ▾
General ledger transactions	Generate ▾
Income and expenditure	Generate ▾

Note: to view individual invoices, look at the 'Processed invoices' category of Documents for committee members

[Current financial year](#)
[Previous financial year](#)



Income and Expenditure Statement		Administrative Fund	
1 May 2024 to 4 September 2024 ABN/ACN 5728094838			
Expenditure			
Cleaning Service	220.00	0.00	(100)
Garden/Lawn Maintenance	2,402.42	0.00	(100)
Lift Maintenance	1,364.95	0.00	(100)
Owners Corporation Manager - additional services	208.33	0.00	(100)
Sundry Expenditure	1,000.00	0.00	(100)
Total Administrative Fund Expenditure	5,195.70	0.00	(100)
Surplus / Deficit for period	(5,195.70)	0	
Summary			
Opening Balance as at 1 May 2024		26,692.32	
Total Revenue during period		0.00	
Total Expenditure during period		(5,195.70)	
Administrative Fund balance as at 4 September 2024		\$ 21,496.62	

Income and Expenditure Statement		Capital Works Fund		
1 May 2024 to 4 September 2024 ABN/ACN 5728094838				
Income	Actuals	Budget	Variance %	
	01/05/24	01/05/24	01/05/24	
	04/09/24	04/09/24	04/09/24	
Total Capital Works Fund Income	0.00	0.00	0	
Summary				
Opening Balance as at 1 May 2024			29,342.64	
Total Revenue during period			0.00	
Total Expenditure during period			0.00	
Capital Works Fund balance as at 4 September 2024			\$ 29,342.64	

Lot levy balance

Underneath the financial reports section, committee members can access the lot levy balance information.

This area provides an easy-to-read table, offering a quick, clear view of any outstanding payments, making it easier to manage and plan for these financial obligations.

- **Current balance:** this column displays the balance of current levy amounts owed by each lot to date. It helps you keep track of outstanding payments and understand the financial position of each lot.
- **Projected balance:** this column shows what the expected total balance would be after the next levy due date and is updated based on any payments made per lot.

For example, if someone has paid ahead of the next levy due date, their current balance would display green, and their projected balance would be \$0.

Lot levy balances for committee members			
Lot number	Address	Current balance	Projected balance ⓘ
1	1/1 Wharf Street	-\$1,011.75	-\$1,011.75
2	2/1 Wharf Street	-\$1,101.31	-\$1,101.31
3	3/1 Wharf Street	-\$976.25	-\$976.25
4	4/1 Wharf Street	-\$958.50	-\$958.50
5	5/1 Wharf Street	-\$1,011.75	-\$1,011.75
6	6/1 Wharf Street	\$0.00	\$0.00
7	7/1 Wharf Street	-\$976.25	-\$976.25
8	8/1 Wharf Street	-\$1,047.25	-\$1,047.25
9	9/1 Wharf Street	-\$1,278.00	-\$1,278.00
10	10/1 Wharf Street	-\$1,242.50	-\$1,242.50

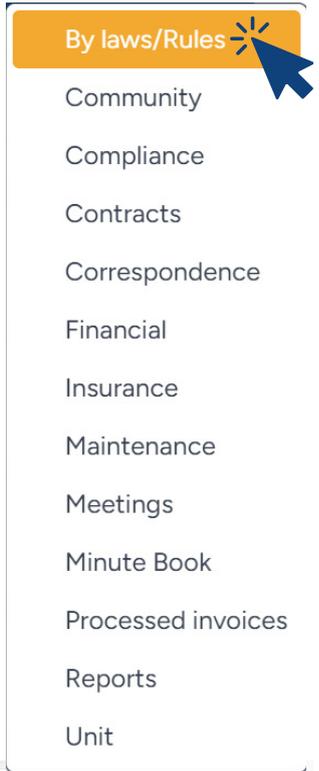
Page 1 of 2 Rows per page 10 < >

Documents

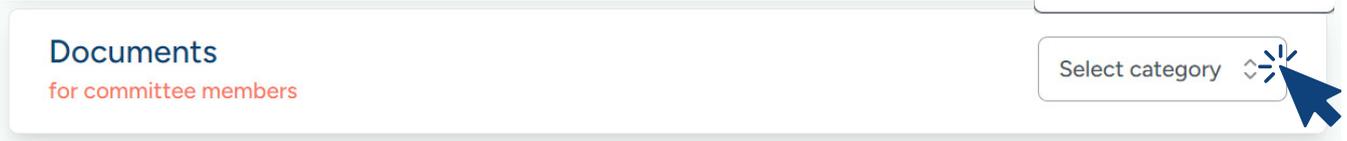
These two sections at the end of the plan details page provide an easy and efficient way to store and view important property records and documents for committee members and owners.

To view and download a copy of a file, simply:

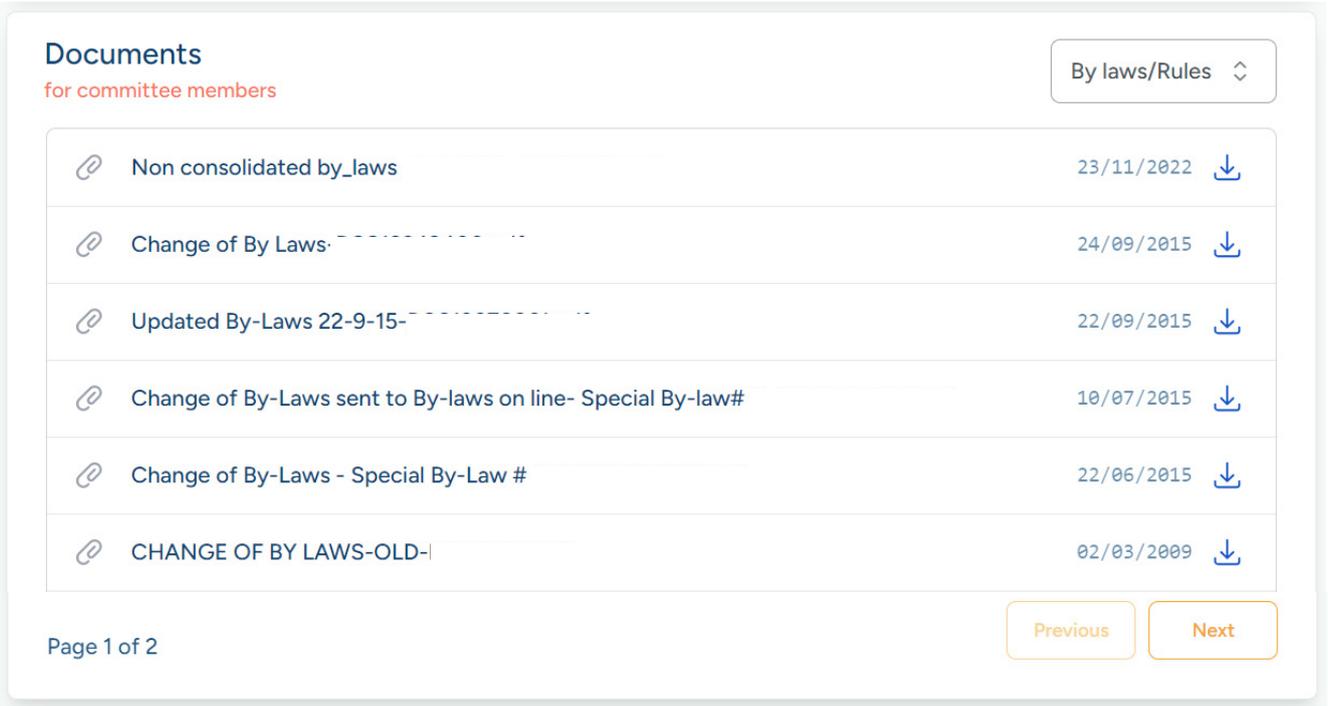
- Expand the 'Select category' drop-down menu to view the different areas where the documents are stored.
- From the list of options, select a category to view a list of all related documents.
- If you find a document you'd like to review further, just click on the 'Download' icon on the right-hand side to automatically download a copy on to your device.



A dropdown menu with an orange header 'By laws/Rules' and a blue arrow pointing to it. The menu lists the following categories: Community, Compliance, Contracts, Correspondence, Financial, Insurance, Maintenance, Meetings, Minute Book, Processed invoices, Reports, and Unit.



A header section with the title 'Documents' and subtitle 'for committee members' on the left. On the right, there is a 'Select category' dropdown menu with a blue arrow pointing to it.



A screenshot of the 'Documents for committee members' interface. It features a title 'Documents' and subtitle 'for committee members'. A dropdown menu is set to 'By laws/Rules'. Below is a table of documents with columns for document name, date, and a download icon.

Document Name	Date	Download Icon
Non consolidated by_laws	23/11/2022	↓
Change of By Laws	24/09/2015	↓
Updated By-Laws 22-9-15-	22/09/2015	↓
Change of By-Laws sent to By-laws on line- Special By-law#	10/07/2015	↓
Change of By-Laws - Special By-Law #	22/06/2015	↓
CHANGE OF BY LAWS-OLD-	02/03/2009	↓

At the bottom left, it says 'Page 1 of 2'. At the bottom right, there are 'Previous' and 'Next' buttons.



Learn more about your CommunityHub lot owner features

You've now reached the end of our CommunityHub committee member guide.

We hope these tools help empower your committee member duties, making tasks easier to manage, facilitating effective collaboration, and underpinning smart, data-driven decision-making.

As a next step, we highly recommend you go through the 'Lot owner's guide to using CommunityHub' to explore your lot owner-specific features such as:



How to pay levies on CommunityHub



Access levy notices for your lot



View lot owner, tenant, and agent details



Update owner contact information

[Download the CommunityHub owner's user guide](#)



Got a question or require further assistance?

Our team are here to help. If you have questions or require further assistance, please do not hesitate to contact our customer service team at picagroup.com.au/contact-us.

Thank you for choosing to be part of our community. We look forward to supporting your journey in property management.