



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.

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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.

The screenshot shows the 'My communities' page. On the left is a sidebar with 'My communities', 'Requests', and 'Invoices'. The main content area is titled 'My communities' and features a card for a community at '1 Railway Parade, Burwood, NSW 2134, Australia'. The card includes contact details for the Strata Manager (BCS Strata Management Pty Ltd) and Caretaker. Below this is a table with columns for Address, Lot, Levy Balance, and Details. A single row is visible for '2/1 Railway Parade' with a levy balance of '\$0.00'. A 'Plan details' button is located at the bottom of the card, with a blue mouse cursor pointing to it.

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

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 displays the 'Plan details' page for '1 Railway Parade'. The page is organized 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:** Lists BCS Strata Management Pty Ltd with website, phone, email, and address.
- Lots:** A table with columns for Address, Lot, Levy balance, and Details. One lot is shown: 2/1 Railway Parade, Lot 2, Levy balance \$0.00.
- Collapsible sections:** Committee members, Financial overview, Financial reports, Lot levy balances, and Documents.
- Right-hand sidebar:** Features a 'Create a request' button, Manager contact info, Caretaker - Block B, Caretaker - Tony Oc 99999, and Upcoming plan events (Levy Due dates).

The footer includes the BCS logo and links for Privacy, Terms, and Feedback.

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	\$678.93
Sinking cash	\$25,304.61
Total cash	\$25,983.54
Investments	\$0.00
Levies in arrears	\$1,541.13

 Balances as at 02/09/2025, 06:03 PM

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
- Annual financial reports
- Expenditure transaction list
- General ledger transactions



Financial reports
for committee members

 Accounts payable	Generate
 Annual budget	Generate
 Annual financial reports	Generate ▾
 Expenditure transaction list	Generate ▾
 General ledger transactions	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 Generate
- 📄 Annual budget Generate
- 📄 Annual financial reports Generate ▾
- 📄 Expenditure transaction list Generate ▾
- 📄 General ledger transactions 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 Rowland 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	897-2146...	21/09/24	21/09/24	4728 1000			100.00				100.00
GARAGE REMOTE CONTROL	pelau-012 876404	05/04/24					100.00				100.00
Red's 1 Cleaning Service	pelau-004 136404	05/04/24	04/10/2020	0415 16300	0415 16300		100.00				100.00
Roundabout Laundry Plus-Magic Detergents and Commercial Services	trp-au-1 136924	09/03/24	4/7/2020	0457 777000			200.00				200.00
The Duffer Cleaner	pelau-001 050404	05/04/24	4304 0000	430 000 000			100.00				100.00
Ultimate Test Supplier # 1 201	trp-au-10 016004	01/05/24	04/02/2000	04102 9000	04102 9000	trp10@email.com	100.00				100.00
Ultimate Test Supplier # 1 201	trp-au-17 006404	00/04/24	04/02/2000	04102 9000	04102 9000	trp17@email.com	100.00				100.00
Ultimate Test Supplier # 1 201	pelau-007 136404	11/04/24	04/02/2000	04102 9000	04102 9000	trp07@email.com	50.00				50.00
Ultimate Test Supplier # 1 201	pelau-006 136404	11/04/24	04/02/2000	04102 9000	04102 9000	trp06@email.com	100.00				100.00
Ultimate Test Supplier # 1 201	trp-au-11 150404	05/04/24	04/02/2000	04102 9000	04102 9000	trp11@email.com	3,300.00				3,300.00
Ultimate Test Supplier # 1 201	pelau-001 050404	05/04/24	04/02/2000	04102 9000	04102 9000	trp01@email.com	100.00				100.00
Ultimate Test Supplier # 1 201	trp-au-7 050404	05/04/24	04/02/2000	04102 9000	04102 9000	trp07@email.com	100.00				100.00
Ultimate Test Supplier # 1 201	trp-au-1 010404	01/04/24	04/02/2000	04102 9000	04102 9000	trp01@email.com	100.00				100.00
Ultimate Test Supplier # 1 edited 2	trp-au-5 200004	20/03/24	04/02/2000	04102 9000	04102 9000	trp05@email.com	100.00				100.00
Ultimate Test Supplier # 1 edited 2	trp-au-136924	09/03/24	04/02/2000	04102 9000	04102 9000	trp01@email.com	100.00				100.00
Ultimate Test Supplier # 1 edited 2	trp-au-3 136924	09/03/24	04/02/2000	04102 9000	04102 9000	trp03@email.com	100.00				100.00
Ultimate Test Supplier # 1 edited 2	trp-au-1 006104	00/01/24	04/02/2000	04102 9000	04102 9000	trp01@email.com	100.00				100.00
Your Choice Plumbers	pelau-011 216404	21/04/24	1300 803 000				503.29				503.29
							\$ 6,422.79	0.00	0.00	0.00	6,422.79

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

Annual financial reports
Generate +

Expenditure transaction list
Generate +

General ledger transactions
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	2022 - 2023
Cleaning Services	5,800.00		
Electricity	4,400.00		
Fire Protection Services	3,800.00		
Gas/Oil/Laser Maintenance	4,400.00		
General Repairs	4,800.00		
Insurance Premiums	17,800.00		
Lift Maintenance	9,800.00		
Light & Hot Water/Services	390.00		
Owners Corporation Manager - accounting fees	201.14		
Owners Corporation Manager - additional services	200.00		
Owners Corporation Manager - certificate fees	100.00		
Owners Corporation Manager - meter insurance	20.00		
Owners Corporation Manager - site/insurance	1,070.00		
Owners Corporation Manager - inspection fees	20.00		
Owners Corporation Manager - management fees	8,800.00		
Owners Corporation Manager - schedule B fees	380.40		
Owners Corporation Manager - work sub-contract	100.40		
Pool Control Services	700.00		
Planning	9,800.00		
Pool - pumps & equipment	4,800.00		
Security Expenditure	3,800.00		
Telephone & Internet Services	1,800.00		
Taxes	5,500.00		
Total Administrative Fund Expenditure	94,200.00		
Additional Revenue		Budget	2022 - 2023
Fee (Rural) Revenue - certificates	100.00		
Fee (Rural) Revenue - site inspection	30.00		
Security Revenue - Strategic Insurance claim	1,700.00		
Total Administrative Fund Additional Revenue	1,830.00		
Administrative Fund Summary		Budget	2022 - 2023
Opening balance (2022)	40.00		
Expenditure during budget period	94,200.00		
	94,200.00		
Less: Additional revenue during budget period	1,830.00		
Plus: Planned surplus at end of budget period	0.00		
Plus: Advance to 2023 on invoice	0.00	Per Est	
Budgeted surplus to be raised \$	94,200.00	94,200.00	
Total net liability	0.00		
*May include insurance contributions			

Approved Annual Budget		Capital Works Fund	
Owners Corporation for Plan No. _____		1 May 2022 to 30 April 2023	
Expenditure		Budget	2022 - 2023
Electricity	800.00		
Fire Protection Services	1,000.00		
Painting	1,300.00		
Roofwork, Gutters & Gutter, ceiling, ceiling	9,000.00		
Roof	500.00		
Total Capital Works Fund Expenditure	12,600.00		
Capital Works Fund Summary		Budget	2022 - 2023
Opening balance (Surplus)	20,111.00		
Expenditure during budget period	(12,600.00)		
	(2,489.00)		
Less: Additional revenue during budget period	0.00		
Plus: Planned surplus at end of budget period	20,000.00		
Budgeted surplus to be raised \$	17,511.00	Per Est	
Total net liability	0.00		

Financial reports > Annual financial reports

The 'Annual Financial Report' provides a streamlined overview of the scheme's financial position. In this section, you can fetch details from the start of the current or previous financial year. The generated report will include sections covering the below:

- **Balance sheet:** Detailing the property's finances, total assets, accounts payable, liabilities, and administrative and capital works fund equity.
- **Income and Expenditure Statement:** Outlining the flow of funds, tracking the property's revenue streams and expenditure patterns.
- **Notes To Financial Statements:** Additional notes that explain key balance sheet items and include details on the levies due and expenses when entered.

Financial reports for committee members

-  Accounts payable Generate
-  Annual budget Generate
-  Annual financial reports Generate 
-  Expenditure transaction list Start of current financial year
-  General ledger transactions Start of previous financial year

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



Balance Sheet		31 October 2023	
Assets			
Cash		39,201.17	
Prepaid Expenses	2023/24	3,003.00	
Security Deposit Account	2023/24	20.00	
Total Assets		42,224.17	
Liabilities			
Levies in Advance	2023/24	3,521.19	
Accounts Payable Liability	2023/24	47.25	
Total Liabilities		3,568.44	
Net Assets		38,655.73	
Equity			
Administrative Fund		4,225.43	
Sinking Fund		34,430.30	
Total Equity		38,655.73	

Notes To Financial Statements	
Note 7 Prepaid Expenses	
2023/24	2022/23
Body Corporate Services Pty Ltd - Accounts - Insurance Premium 2023/2024	3,003.00
Body Corporate Services (Q/L) Pty Ltd - Management Fees	39.20
General Ledger - Opening Balance Prior Year	3,942.40
Total	3,081.60
Note 8 Security Deposit Account	
2023/24	2022/23
SPRINGBROOK - FETV CASH - SPRINGBROOK - FETV CASH	20.00
Total	20.00
Note 9 Levies in Advance - also see note 2	
2023/24	2022/23
L/1 - 2023/24	3,521.19
L/1 - 2022/23	0.00
L/2 - 2023/24	0.00
L/2 - 2022/23	0.00
L/3 - 2023/24	0.00
L/3 - 2022/23	0.00
General Ledger - Opening Balance Prior Year	3,521.19
General Ledger - Opening Balance Prior Year	3,521.19
Total	3,521.19
Note 10 Accounts Payable Liability	
2023/24	2022/23
Body Corporate Services (Q/L) Pty Ltd - Fuel Commitments	47.25
Total	47.25

Income and Expenditure Statement		Sinking Fund	
	Actuals	Budget	Variance %
Income	2023/24	2022/23	2023/24
Interest Income - normal	1,111.40	1,242.44	11.00
Levy Fees - normal	3,521.19	3,521.19	0.00
Total Sinking Fund Income	4,632.59	4,763.63	2.37
Expenditure			
Excavator Repairs	0.00	100.00	100.00
Garage Door Maintenance	251.33	0.00	251.33
Paint, Tiles & Scaffolding	440.00	0.00	440.00
Roof - gutters & downpipes	0.00	1,040.00	1,040.00
Total Sinking Fund Expenditure	691.33	1,140.00	163.67
Balance - deficit for period	3,941.26	3,623.63	8.50
Summary			
Closing Balance as at 1 October 2023			38,655.73
Total Revenue during period			4,632.59
Total Expenditure during period			(691.33)

Income and Expenditure Statement		Administrative Fund	
	Actuals	Budget	Variance %
Income	2023/24	2022/23	2023/24
Interest Income - normal	1,111.40	1,242.44	11.00
Levy Fees - normal	3,521.19	3,521.19	0.00
Body Corporate Services - Interest Receipts	404.20	0.00	404.20
Total Administrative Fund Income	5,036.79	4,763.63	5.74
Expenditure			
Body Corporate Manager - additional services	1,100.00	100.00	1,000.00
Body Corporate Manager - 2023 Security	50.00	0.00	50.00
Body Corporate Manager - administration	100.00	100.00	0.00
Total Administrative Fund Expenditure	1,250.00	200.00	1,050.00
Balance - deficit for period	3,786.79	4,563.63	17.77
Summary			
Closing Balance as at 1 October 2023			4,563.63
Total Revenue during period			5,036.79
Total Expenditure during period			(1,250.00)
Administrative Fund balance as at 30 September 2024			3,313.63

Financial reports > Expenditure transaction list

The expenditure transaction list allows you to generate a record of all outgoing payments to help you track, manage, and understand your property's cash flow.

For this report, you have the choice to pull reports for 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
- Annual financial reports Generate +
- Expenditure transaction list Generate
- General ledger transactions

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

Current financial year
Previous financial year
Custom range +



Body Corporate for DEL MONTE APARTMENTS CTS 34600
EXPENDITURE - TRANSACTION LIST
ADMINISTRATIVE FUND
For the period 1 October 2024 to 3 September 2025

EXPENDITURE						
Body Corporate Manager - additional services						
Date	Invoice No.	Paid to	Reference	Trans Amount	Accrued dates	Amount
24/10/2024	14400-25454	Body Corporate Services - K&D Pty Ltd	ESM W/SCC24	100.40		100.40
26/11/2024	14400-25610	Body Corporate Services - K&D Pty Ltd	Fee Compliance	42.00		42.00
09/02/2025	14400-26256	Body Corporate Services - K&D Pty Ltd	Insurance YOC - 05022025	254.20		254.20
Total for Body Corporate Manager - additional services						406.60
Body Corporate Manager - debt recovery						
Date	Invoice No.	Paid to	Reference	Trans Amount	Accrued dates	Amount
22/10/2024	MF@1718709	Body Corporate Services - K&D Pty Ltd	Deburements & Services	68.00		68.00
20/11/2024	MF@1764330	Body Corporate Services - K&D Pty Ltd	Deburements & Services	86.00		86.00
23/01/2025	MF@1829750	Body Corporate Services - K&D Pty Ltd	Deburements & Services	75.00		75.00
Total for Body Corporate Manager - debt recovery						229.00
Body Corporate Manager - deburements						
Date	Invoice No.	Paid to	Reference	Trans Amount	Accrued dates	Amount
22/11/2024	MP@1784321	Body Corporate Services - K&D Pty Ltd	Fixed Deburements	47.28		47.28
29/12/2024	MF@1798626	Body Corporate Services - K&D Pty Ltd	Fixed Deburements	47.28		47.28
23/01/2025	MF@1829749	Body Corporate Services - K&D Pty Ltd	Fixed Deburements	51.00		51.00
20/02/2025	MF@1898443	Body Corporate Services - K&D Pty Ltd	Fixed Deburements	51.00		51.00
25/03/2025	MF@1894261	Body Corporate Services - K&D Pty Ltd	Fixed Deburements	51.00		51.00
Total for Body Corporate Manager - deburements						247.56
Body Corporate Manager - management fees						
Date	Invoice No.	Paid to	Reference	Trans Amount	Accrued dates	Amount
25/09/2024	MF@1634631	Body Corporate Services - K&D Pty Ltd	Management Fees	325.46	12-07-24 to 11-10-24	30.91
24/09/2024	MF@1707731	Body Corporate Services - K&D Pty Ltd	Management Fees	325.46	12-10-24 to 11-01-25	325.46
29/12/2024	MF@1798626	Body Corporate Services - K&D Pty Ltd	Management Fees	325.46	12-01-25 to 11-04-25	325.46
23/01/2025	MF@1829750	Body Corporate Services - K&D Pty Ltd	Deburements & Services	75.00		75.00
Total for Body Corporate Manager - management fees						712.23

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.

For this report, you have the choice to pull reports for 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
- Annual financial reports Generate ▾
- Expenditure transaction list Generate ▾
- General ledger transactions Generate *

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

Current financial year
Previous financial year
Custom range ▾



Owners Corporation for Plan No. 78403
153-157 POWDERWORKS RD ELANORA HEIGHTS NSW NSW 2101
ABN/ACH 57298004838

GENERAL LEDGER TRANSACTION LIST (CASH)
Macquarie Bank Limited Acct. No. 3052-80000 For 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				\$2,425.20
					Balance As at 04 September 2024 \$		0.00	0.00	\$2,425.20

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 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

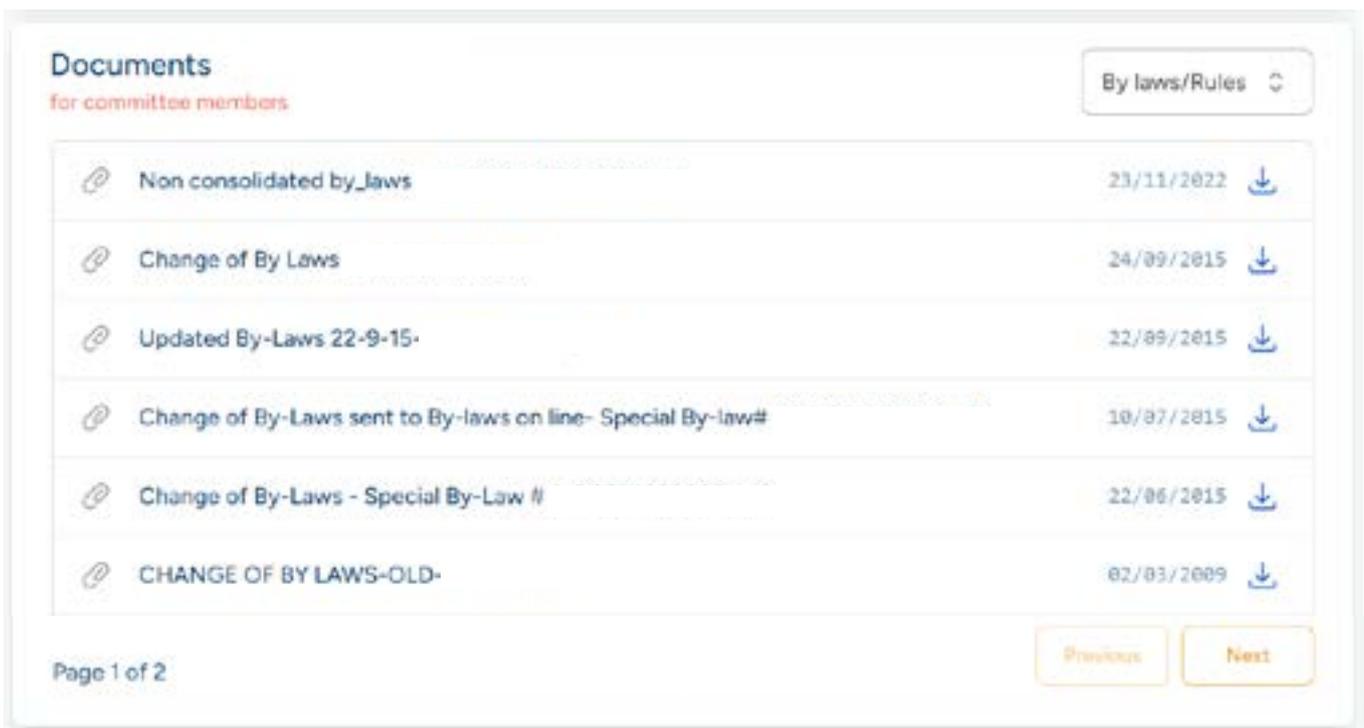
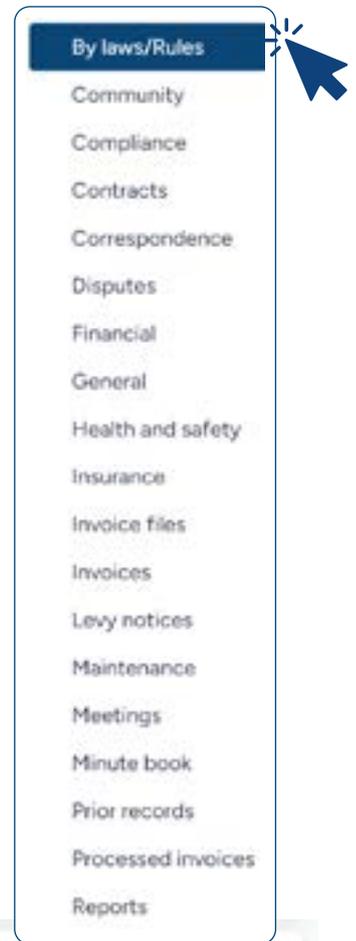
Rows per page 10

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.





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.