

Home Club – Q&As

- WHAT IS HOME CLUB?

Our Home Club Pilot Program is a special rewards program for our renewing (12 months) and long-term residents (24+ Month Leases). Home Club unlocks exclusive perks and benefits to select VIP events, shared spaces bookings, social drinks & neighbourhood outings.

- DOES MY HOME CLUB REWARDS CARD GET ME INTO ACCESS ALL AREAS AT THE SISTER PROPERTY?

No, your Home Club Rewards card is to recognise your status as a resident who is a member of the Home Club. Due to privacy reasons, these cards are a placeholder. Access Keys Cards will be provided to you when you have checked in on-site.

- HOW DO I COLLECT MY HOME CLUB REWARDS CARD?

Once you have signed up for Home Club and signed the T&Cs, we will arrange your personalised rewards card, which will contain the names of all residents in your household. This may take up to 4 weeks for delivery and there will be only 1 card per household.

- CAN I STILL ATTEND EVENTS OR SISTER SITE SHARED SPACES WHILST WAITING FOR MY HOME CLUB CARD?

Yes. A temporary card will be provided to eligible Home Club members on request.

- CAN I SAVE UP MY 2 X SISTER SITE PASSES A MONTH?

No. If you do not use all your passes within the allocated month, they cannot be collected and used for future months.

- DO I NEED TO PAY A MEMBERSHIP FEE?

Membership in The Home Club is free when you renew your lease for 12 months as an existing resident or if you sign a lease for upwards of 24 months. There is no additional membership fee to pay.

- HOW MANY PEOPLE CAN JOIN ME AT THESE EVENTS?

Each event pass is only valid for 1 person. Another household member may use the second pass and attend the event with you.

- DO I HAVE TO PRE-BOOK IF I WANT TO USE A SISTER SITE FACILITY?

Yes. To use any of the amenities at a sister site, you will need to make a booking with a minimum of 48 hours' notice. If you request a booking within the 48-hour time frame, it is at the Resident Services Team discretion whether this booking will be approved.

- **HOW DO I BOOK A SHARED SPACE AT A SISTER SITE?**

To book a sister site, you will need to notify your resident services team (i.e. if you are a Southbank resident, you will contact the Southbank Resident Services team) at least 48 hours in advance of your desired usage date. The Resident Services team will book this into the sister property calendar and keep track of your bookings in our system.

- **IS THERE VISITOR PARKING AVAILABLE AT THE SISTER SITE?**

If you are visiting Richmond – There is 2-hour free parking available in the Richmond Traders car park, accessed via Cameron Street.

If you are visiting Southbank – There is no onsite parking available; however, there are multiple car parks in the vicinity, including Crown Casino or Moray Street. Alternatively, you can catch the Tram Route 75 from Church Street to Stop 18 St and then make your way to Home Southbank located at 260 City Rd - a 10-minute walk or swap over to Tram Route 58, which will take you directly to Home Southbank.

- **WHAT IS SONDER?**

Sonder is a digital health and well-being platform that provides a variety of 24/7 support initiatives related to mental health and safety. It includes well-being videos and podcasts that can help our residents live well and perform at their best.

When you receive your Home Club Rewards Card, you will also be provided with directions on how to activate the Sonder app via Sonder directly. Please note that your profile and account details are strictly only accessible to Sonder under the privacy policy.

For more information on Sonder please visit www.sonder.io

IS THERE A TIME LIMIT FOR HOW LONG I CAN BE AT THE SISTER SITE?

You can access a Home Sister site between the hours of 8 am to 9 pm.

- **HOW DO I KNOW HOW TO NAVIGATE THE SISTER SITE? EG HOME OFFICE, WELLNESS SPACE ETC.**

Visiting Richmond

When you sign in, we will provide guidance with directions to help you navigate your way, you can also find a helpful map on our Home Club website that will help you navigate our shared spaces:

<https://www.homeapartments.com.au/home-club-richmond/>

Visiting Southbank

When you sign in our resident services team will direct you to our lifts, where you can access our shared spaces with convenient way-finding signage to help you navigate to your areas of interest.

- **WHAT IF I LOSE MY HOME CLUB CARD?**
We can arrange for a reprint of a duplicate card; however, this will be charged at a \$15 reprinting fee and may take up to 4 weeks to be delivered.
- **WHAT IF I LOSE THE HOME ACCESS KEY CARD?**
If the Home Access Key card is lost, the Home Club member will be charged \$55 to replace the card.
- **CAN I PAY TO HAVE A GUEST (NON-RESIDENT) ATTEND WITH ME WHEN I'M VISITING A SISTER SITE AND WANT TO ACCESS SHARED SPACES?**
All Home Club members visiting a sister site are permitted to bring a maximum of 1 guest. Guest passes have an upfront fee of \$35 and are payable upon check-in at the site. You must notify Resident Services that you are bringing a guest with you at the time of booking and your guest will be asked for a Photo ID.
- **HOW DO I KEEP TRACK OF MY HOME CLUB PASS USAGE?**

Your Resident Services team will book this into the sister property calendar and will also keep track of your bookings in our system. If you need to confirm, please check with Resident services or a team member.

- **WHAT IF I DON'T HAVE A PHOTO ID WITH ME WHEN I ARRIVE AT THE SISTER SITE?**
Unfortunately, if you do not bring a photo ID with you, we cannot confirm if you are a Home Resident. You will need to rebook your visit.

SOCIAL & EVENTS -

- **HOW DO I RSVP FOR A HOME CLUB EVENT?**
Events that are accessible for Home Club members will be advertised in the Property Newsletters from October 2023 onwards. If you notice the Home Club logo on an event, this means you are welcome to RSVP. To RSVP, simply contact Resident Services and they will check availability and process your RSVP. You will then get a confirmation email with the event details.
- **WHO CAN USE THE HOME CLUB EVENT INVITES?**
Your 6 x event invites are allocated to your household for the Year. 1 x invite is valid for 1 x Home Club member, per event.
- **HOW WILL I KNOW WHICH EVENTS I CAN ATTEND AT THE SISTER SITE?**

Home Club events at sister sites will be noted separately in your regular property newsletter with the Home Club Logo, as shown below.



- **WHERE DO I GO WHEN I AM ATTENDING AN EVENT OR VISITING A SHARED SPACE?**
Upon arrival at the Home Lobby, Resident Services will check you in, and a Home host will escort you to the event location. You will be required to provide a Photo ID.
- **WHERE WILL THE HOME CLUB EVENTS BE PROMOTED?**
In the Resident Newsletter, Monthly Calendar, Email, Resident App, and In-Building digital screens. From October 2023 onwards.
- **CAN I GO TO A NON HOME CLUB EVENT AT A SISTER SITE?**
No, only Home Club featured events can be attended by Home Club members at sister sites.
- **CAN I PAY TO BRING A FRIEND TO A HOME CLUB EVENT?**
No. Home social, VIP and neighborhood outing events are available to Home residents and Home Club members only.
- **WHEN WILL HOME CLUB EVENTS START?**
Home Club events will be promoted from October 2023 onwards.