



The Eastbourne **Welcome Pack**



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Welcome to Civium

We would like to take this opportunity to extend a warm welcome to you, the fortunate owners of The Eastbourne.

Civium will be your Strata Managing Agents and your Precinct Manager and look forward to enhancing the living experience of your community.

Within the pages of this Welcome Pack you will find information on:

- Who to contact at Civium
- How to contact us
- Frequently Asked Questions
- Key information about living in a Strata community

We hope that your move into your new home is smooth and seamless.

If there is anything we can do for you please do not hesitate to contact our team.

We are here to help.

Kind regards,

Gareth Halverson

Development Consultant

0434 398 330

gareth.halverson@civium.com.au

Introduction to Civium

Belief in Better

We have a core belief that every challenge is a chance to do better. That's just how we've always done business.

We believe in taking a practical approach to improvement, using challenges as opportunities to refine and evolve. This belief shapes how we operate—focusing on meaningful actions that improve outcomes for our clients, our teams, and the communities we serve. It's about doing better in ways that truly matter.

Family Owned

Civium is a family owned and operated business. We believe this is the key to our stability, continuity and preservation of the Civium vision and values.

Full Service Property Company

We not only offer Strata Management Services. Since 2003 we also offer Commercial Real Estate Agency, Residential Real Estate Agency, Residential Property Management and Commercial Property Management services as well.



The Eastbourne Team

We realised that when it came to a precinct with the size and scale of amenity that The Eastbourne presents, we could not offer just our standard offering.

We sat down as a team, development plans rolled out on a table, and rebuilt a custom model of service delivery that pays respect to the elevated standards of The Eastbourne precinct.

What we created was the bespoke role of a Precinct Manager.

Precinct Manager

The Precinct Manager serves as the dedicated on-site presence and operational anchor for the mixed-use community. Their role is hands-on and proactive, focused on maintaining the functionality, safety, and presentation of the common property across both residential and commercial spaces.

The Precinct Manager conducts regular inspections of all common areas, oversees service contracts, and facilitates timely maintenance and repairs, ensuring that issues are identified early and resolved before they impact residents or commercial tenants. They manage building access systems, coordinate contractor inductions, liaise with police where necessary, and monitor building compliance with safety and asset certification requirements.

Beyond physical maintenance, the Precinct Manager plays a key role in fostering a cohesive community. They assist residents with amenity bookings, address minor maintenance tasks personally when appropriate, and provide CCTV support for incident resolution.

By delivering monthly reports and maintaining constant communication with the Strata Manager and Executive Committee, the Precinct Manager ensures that the mixed-use precinct runs smoothly, safely, and harmoniously. Their presence brings structure, accountability, and a visible point of contact for all stakeholders—enhancing the day-to-day experience of living and working at The Eastbourne.

We are excited to announce that The Eastbourne will be the first development in the ACT market that will operate under this service delivery methodology.

Introducing David Kennar

David's extensive experience in venue operations, technical production, and large-scale infrastructure projects positions him perfectly for his new role as Precinct Manager at The Eastbourne. Over more than two decades, he has honed his ability to manage complex environments, balancing operational efficiency with exceptional client and stakeholder experiences. His tenure at leading institutions such as the Australian National University's Kambri Precinct and Melbourne's premier performing arts venues demonstrates his capability in overseeing multi-use spaces, coordinating events, and ensuring compliance with safety and regulatory standards.

In this new role, David brings a proven track record of strategic facilities management, team leadership, and customer-focused service delivery. His experience in scoping and delivering minor works, liaising with contractors, and implementing WHS processes aligns seamlessly with the demands of managing a premium residential precinct like The Eastbourne. With a strong foundation in technical problem-solving and stakeholder engagement, David is well-equipped to maintain the building's reputation for excellence while fostering a vibrant, well-managed community environment.



Strata Manager

The Strata Manager is the strategic and administrative lead for the owners corporation, ensuring compliance, financial oversight, and governance across the community. With deep knowledge of the Unit Titles and Community Title legislation, they provide critical advice to Executive Committees and owners on all operational, financial, and legal matters.

They manage the owners corporation's accounts, levy collection, budgeting, and financial reporting—ensuring transparency and financial health. They also facilitate meetings, maintain records, enforce by-laws, and coordinate insurance and tribunal matters where required.

In a mixed-use community, the Strata Manager is especially vital in balancing the differing needs of residential and commercial owners. By maintaining clear communication, detailed reporting, and a responsive approach to feedback, they ensure all owners feel heard and supported.

Working closely with the Precinct Manager, the Strata Manager ensures a seamless link between governance and on-the-ground operations. This partnership ensures issues are escalated and resolved efficiently, and that community standards are upheld. Their strategic oversight, combined with Civium's robust systems, ensures that the complexities of mixed-use precincts are managed with professionalism, clarity, and accountability.

Introducing Monique Bosma

In an industry where public perception can sometimes suggest that strata managers fall short of acting in their clients' best interests, Monique is committed to challenging and changing that narrative. Her personal mission is to ensure that every client feels proud to have her as their Strata Manager, a standard she strives to exceed every day.

Known for her proactive, client-first approach, Monique has built strong, trusted relationships throughout her career and consistently positions herself as a point of difference in the industry.

Originally from Sydney, Monique relocated to Canberra in early 2022 to embrace new challenges, joining Civium as a Senior Strata Manager. Her rapid promotion to Team Leader, where she leads the company's highest-performing strata team while managing one of its largest and most complex portfolios, speaks to her leadership and expertise. Today, Monique is proud to oversee some of Canberra's most prestigious residential and multi-use developments, and she has retained every ACT building under her management since 2022.



Move-in Process

These procedures have been designed to ensure the most convenient and safe move-in process for all residents. Please ensure your removalists are aware of this process and their conditions.

Residents who are not using a truck or removalists are welcome to move in at your own time and discretion by using your carpark, with the understanding that those who have booked will have priority over the lift during their booking times.

We encourage all residents in the apartments to use the booking system which will allocate you the lift and have priority during your 2-hour booking period.

Each building has two lifts, but we have allocated only one for move-in bookings. This ensures you are using the lift with lift blanket protection, while still allowing residents to freely use the other lift.

Booking System

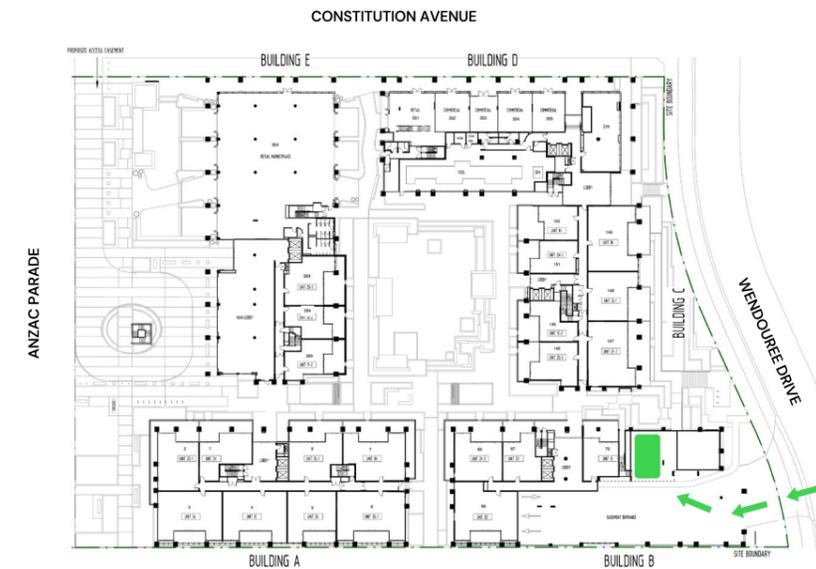
To book your move into your apartment within The Eastbourne, please use the below process:

1. Use the below website to book your move into The Eastbourne:
civium.com.au/eastbourne
2. Select the time and date that best suits you and make a request.

We suggest you confirm the day/time is available with your removalist prior to making the request. Please note that there is a 2-hour time limit per calendar booking.

Removalist Truck Parking

Please ensure you are aware of the height restrictions of the basement and entry into The Eastbourne. We note any truck parking in the basement or driveway entry will cause congestion and challenges for other cars entering and exiting.



Move-In Map for The Eastbourne

Additional Waste and Recycling

The move-in period is particularly exciting, but we expect an increase of recycling while residents unpack their new furniture and home goods.

We kindly you take down any large waste or recycling items, break down the boxes and place them directly into the associate bins on the ground floor.

Alternatively, there are free recycling drop-off centres throughout Canberra.

They are located at:

3 O'Brien Place, **Gungahlin**

Jolly Street, **Belconnen**

22-26 Baillieu Circuit, **Mitchell**

38 Botany Street, **Phillip**

Scollay Street, **Tuggeranong**

Use of the Lift

The dimensions of the lift carts are approximately 2900mm H x 1400mm W x 2000mm D. The lift door is approximately 1100mm W and 2400mm H.

The clearance height of the basement entry ramp is 2.2m high.

The lift will automatically shut down and an emergency call made to the lift company if the doors are forced to stay open. To avoid being charged approximately \$1500 for this call-out fee, we kindly ask that you do not obstruct the lift doors.

Contact Us

We are available 24/7 so please do not hesitate to contact us through any of the below channels.

Strata Management Enquiries

Monique Bosma
eastbourne@civium.com.au
(02) 6162 0339 (direct line)

Precinct Management Enquiries

David Kennar
eastbourne@civium.com.au
0413 369 445

Our Office

1300 724 256
Monday to Friday: 8:30AM-5:00PM
3 Lonsdale Street
Braddon ACT 2612

Emergency After Hours Contact

1300 724 256
Monday to Friday: 5:00PM – 8:30AM
Saturday to Sunday: 24hrs
(inc. public holidays and weekends)

General Enquiries

Website: civium.com.au
Email: clientservices@civium.com.au
C-Hub: my.civiumstrata.com.au

Social Channels

Facebook: @civiumpropertygroup
Instagram: @civiumpropertygroup
Linkedin: Civium Property Group

C-Hub | Our Online Owners Portal

Discover a new level of convenience and efficiency with C-Hub, Civium's online resident's portal. C-Hub has been crafted by Civium and designed specifically to offer fast, online solutions for our owners needs.

Community Discussions

A page that gives owners the ability to post any community-related questions for the input of other owners.

Accounts

Ensure timely payment of your levies and gain valuable insights into the financial status of your Strata community.

Content Library

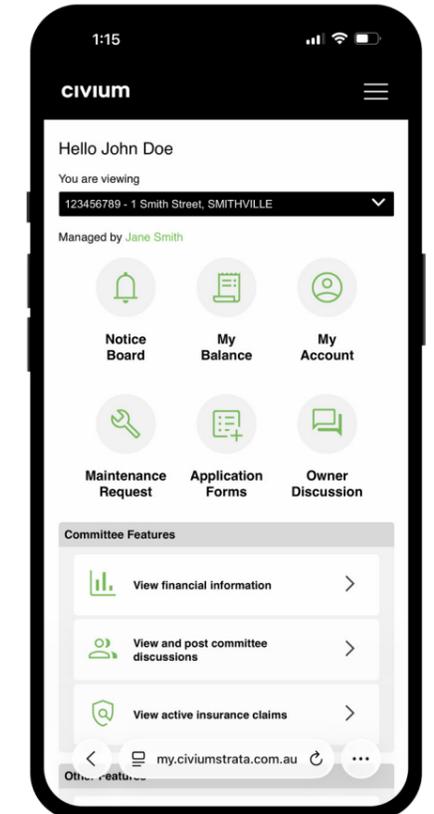
An area where all documents relating to your building and its policies can be viewed.

Make a Request

Residents can make efficient requests regarding any aspect of their property.

Contact Details

Contact details for your Strata team are loaded into this portal so you can easily retrieve phone numbers and email addresses.



Once settlement has occurred and we have received your official contact information from your solicitor, you will receive a link from our Client Services team allowing you to begin your C-Hub registration.

For any questions regarding C-Hub, please get in touch via 1300 724 456.

What Happens Next

Portal Registration

Once we receive your details from settlement, we will send you an email with all the detail you need to set up an account for the Civium owner's portal, C-Hub.

First AGM

We will hold your first Annual General Meeting (AGM) within 3 months of building registration. We will send all owners an invite prior to the event.

Executive Committee

An Executive Committee will be formed of up to 7 members to represent The Eastbourne.

Ongoing Relationship

Welcome to Civium Communities! From here we can support you through any of our channels whatever your query may be.



Frequently Asked Questions

Moving In Process

If I'm not using a removalist, do I still need to use the booking calendar?

Yes.

We want to be mindful of fellow residents. The purpose of the Booking Calendar is to ensure we can give you access to move-in as seamlessly as possible. If we were not to use the Booking Calendar we could have situations with numerous removalists/trucks waiting for the elevator to return to the Ground floor. It will cost you money and cause frustration with your fellow residents.

I'm getting a piece of furniture delivered, does this need to be booked in using the calendar?

No.

If it is just a singular or small number of smaller items you do not need to use the Booking Calendar. As above, just be mindful of whether or not your delivery is going to affect the use of the elevators for fellow residents.

How long do we need to use the Booking Calendar for?

Indefinitely.

The Booking Calendar will remain open indefinitely as we always want to ensure that any residents moving in or out of the complex are not affecting the use of the elevator for fellow residents without our knowledge. It also allows our Precinct Manager to work with those moving to set the elevator to remain on a certain floor for the purposes of moving in or out.

Can I move in on weekends?

Yes.

Still use the Booking Calendar to confirm your moving in time. Be aware there will not be Civium staff onsite over weekends (after the first month post settlement), meaning lifts will operate as per normal and staff will not be able to keep any common area doors open for you.

Is there somewhere I can dump cardboard recycling that I have used during the moving in process?

Yes.

We have organised additional cardboard recycling areas for the busy move-in periods. Please respect the intention of these areas and do not dump any rubbish or non-recyclables.

Keys & Fobs

How many keys and fobs will I be issued?

Entry Door Keys:

2 x Keys for each apartment

The Eastbourne Basement Access:

1 x Remote per apartment carspace

1 x Remote per private garage (for applicable apartments only)

Access Door Fobs:

2 x Fobs for each apartment

How do I arrange additional sets of keys or fobs?

C-Hub or The Eastbourne's Concierge.

This is arranged through the Civium online owners portal, C-Hub. Once you have access to C-Hub, arranging replacement garage fobs or additional or replacement apartment keys can be organised via the following process.

C-Hub Home Screen > Make a Request (Top Right of Screen) > Access Control

Additionally, your Concierge will be able to assist with any key requests. Please head to the main lobby to discuss further.

Pets

What is the process for Pet Approvals?

C-Hub or Email.

Owners need to notify Civium, either via the C-Hub portal or in writing, within 14 days of a pet residing at their premises.

C-Hub Home Screen > Make a Request (Top Right of Screen) > Pet Request

Email: eastbourne@civium.com.au

Portal Access (C-Hub)

When will I receive access to Civium's online owners portal (C-Hub)?

Once we receive your official information from your solicitor upon settlement (captured in a Section 115 document) we will send you an email invitation with login details.

The email address we use will be the address submitted by your lawyers on your Sales Contract. If you require any support in setting up your C-Hub account please contact Civium on 1300 724 256.

Utilities

Do we get billed for electricity, gas and water immediately post settlement?

Electricity

You will need to contact Origin Energy to setup your electricity account. If you need to obtain your individual meter number please contact your Concierge directly.

Please refer to your Origin Energy Factsheet (provided at settlement) for full details on the electricity and hot water arrangements at The Eastbourne.

The Eastbourne is a gas-free development so no gas account is required.

Water

Not immediately.

Water will be billed quarterly. As part of a strata scheme it is important to note that you will be charged a water supply charge from ICON Water but any water consumption charges are included in your body corporate levies.

Maintenance and Trades

Does Civium have preferred tradespeople I have to use for electricity, plumbing, etc?

No.

You are free to use whatever trade providers you choose for any repairs or maintenance to your unit. For any common property matters, Civium has a network of preferred trade partners that we will arrange if the need arises. If you would like to use one of our preferred trade partners please contact your Precinct Manager and they will be happy to make a recommendation for you.

How do I request alterations or changes to my unit if required?

C-Hub.

If you are ever considering any alterations or renovations to your apartment these must be approved and authorised by the Executive Committee. Please register your intended alterations through C-Hub.

C-Hub Home Screen > Make a Request (Top Right of Screen) > Alterations

Billing

How often will I receive body corporate levies?

Quarterly.

The body corporate levies for The Eastbourne will be issued by our Levies team on a quarterly basis to the email address supplied on your sales certificate.

How do I pay my levies when they are issued?

C-Hub.

Levies can be paid directly through C-Hub.

C-Hub Home Screen > My Accounts > Make a Payment (button)

Waste and Recycling

General Waste

Household waste is to be deposited by residents in the garbage chutes located on each floor.

Please ensure that no large or bulky waste is thrown down the chutes as this can cause blockages which are expensive and time consuming to remove.

Additionally, please do not dump any large waste, such as unwanted furniture, in the Waste Rooms located in the basement.

The Waste Rooms are accessible only via your fobs. If necessary, we will be able to review fob access if Waste Rooms are used inappropriately.

Paper, Cardboard and Plastic Recycling

Paper, small format cardboard and plastic recycling can be disposed of via the recycling chutes on each floor.

Please be conscious of the size of the recycling that you are disposing of down the chutes as large format recycling can get lodged in the chutes and cause blockages which are expensive and time consuming to remove.

Glass Recycling

Please DO NOT use the recycling chutes for the purposes of disposing of your glass and bottle recycling.

There is an offset at the bottom of the recycling chutes that will create a significant amount of noise disturbance should glass bottles be thrown down the chutes. Be mindful of your fellow residents by avoiding throwing glass down the recycling chutes.

There will be glass recycling bins in the lift foyers on each basement level. Please carry glass recycling down with you in the lifts to dump in these recycling bins.



Living In Strata

Rules and why we need them

Under the Management Act, owners must abide by the rules of a units plan. In addition to the owner, an occupier of a unit is also bound by the rules.

It is important that if an owner rents a unit, that tenants are aware of, and abide by, the rules. Owners are liable, along with their occupiers, for any breach of the rules.

How rules are set

Default rules are contained in the Management Act. Owners Corporations can amend the default rules by special resolution (more than two thirds vote) and register the change on the common property title with Access Canberra. House Rules can be amended by ordinary/simple majority resolution.

It is important to note that amended rules have no effect if they:

- Are inconsistent with the Management Act or any other ACT law.
- Give a function to the corporation that is not incidental or secondary to the exercise of its functions under the Management Act.
- Prohibit or restrict any dealing with a unit, such as a transfer, sale, lease, or mortgage.
- Prohibit or restrict any dealing with the equitable estate of a unit owner in the common property.
- Prohibit or restrict the installation and operation of sustainability or utility infrastructure.

Rules are not made to be broken ... but what if they are?

If the Executive Committee reasonably believes an owner or occupier of a unit is breaching the rules and will continue to do so, it can issue a rule infringement notice.

The notice should explain the rule/s breached and action that the owner or occupier needs to take to stop it.

The Executive Committee may go to the ACT Civil and Administrative Tribunal (ACAT) seeking an order that the person comply with the rules if the behaviour/ action continues.

Owners Corporations do not have the authority to issue "fines" or "fees" for breaking the rules. Enforcement of the rules must be sought through an ACAT order.

What are 'house rules'?

'House rules' are more informal ('courtesy') guidelines for owners and tenants in the complex - such as whether posters or notices can be placed in common areas or ensuring junk mail doesn't build up around mail boxes. They also contain useful information, for example how to apply for approval of a pet.

They are established by some Owners Corporations only and do not form part of the Owners Corporation rules. They are therefore not enforceable under the Management Act. Owners Corporations need to keep the house rules up to date and ensure new owners receive copies, preferably prior to purchase or rent.

Pets: what you need to know

Pets play an important role in our lives and often become key members of our family. For many people the question of what pets may be permitted is a critical one in determining if the purchasing of a unit or moving into a particular complex will work for them now and into the future.

It is important for prospective buyers or renters to check with the Owners Corporation if a pet can be kept and that occupiers have the necessary permissions to keep a pet. The Owners Corporation may give consent with or without condition but the Owners Corporation's consent must not be unreasonably withheld.

When it comes to deciding if a pet can be kept in a complex Owners Corporation may like to adopt rules about how they and the Executive Committee will give or refuse consent for pets. Having clear rules will ensure understanding between members as well as a transparency in decision making.

For example, some Owners corporations may prefer to make decisions on pet requests on a case by case basis by ordinary resolution in general meetings.

Alternatively, the Owners Corporation might make an ordinary resolution about how the Executive Committee is to give or refuse consent on behalf of the Owners Corporation.

For instance, the Owners Corporation might make a resolution to require the Executive Committee to make decisions about the keeping of animals within a defined time frame by ordinary resolution and for the Executive Committee to give written notice about its decision to the unit owner or occupier.

If a dispute arises about the keeping of an animal, the Owners Corporation or a unit owner/occupier can apply to ACAT to resolve the matter.

What if there are issues?

Often issues, particularly if raised early and respectfully, can be addressed quickly. For example another owner may not realise the impact a behaviour or action is having on their neighbour but once brought to their attention, they can alter their behaviour.

Disputes can however arise between an owner and an Owners Corporation, the Owners Corporation and the Owners Corporation manager, or the Owners Corporation and a service contractor.

An independent mediator can be engaged to help work through issues and find solutions or you can consider as a final step, formal application for dispute resolution to ACAT.

Communicating with the Owners Corporation

Owners must know how to contact the Executive Committee and the Manager (if any).

It is the responsibility of all unit owners to provide written notice to the Owners Corporation, within 14 days, if any of the following events happen:

- Transfer of a unit lease
- Instrument lodged which identifies a change in ownership
- A change in the owner's name or address for correspondence
- A change in the occupancy of the unit
- A vacancy in occupancy of a unit longer than 30 consecutive days

What's mine and what's ours?

What is common property?

Common examples of common property include:

- Outside lighting
- Letterboxes
- Steps and paths
- Swimming pools, saunas and gymnasiums
- Tennis courts and playgrounds
- Gardens and barbecue areas
- Garbage areas
- Elevators, stairwells and hallways
- Driveways and visitor parking.

Common property is not always just land – for example it may include a roof over units, or be pipes or utilities.

Who manages and maintains it?

The Owners Corporation manages the common property on behalf of all unit owners and is responsible for the control, maintenance, management and administration of the common property.

Unit owners support common property maintenance by providing contributions to the administrative, sinking and special purpose funds. The levies are determined at the Owners Corporation's annual general meetings.

Levies reflect the range of facilities within the common property (ie. common properties including a swimming pool, barbeque area and tennis court will attract a higher contribution than if the common property only includes shared garbage bin facilities).

The executive committee can approve minor use of the common property upon application by an owner, for example installation of an air-conditioning unit or awning, where it would extend over the common property.

The Owners Corporation may change aspects of easements on the common property by special resolution. It may also, by ordinary resolution, grant an easement or any other right over the common property for the purpose of the installation, operation or maintenance of sustainability or utility infrastructure.

Something is broken – who calls a tradesperson?

The Owners Corporation must repair common property and owners must maintain and repair anything within their unit. If an owner has a problem and a tradesperson finds the fault is on common property, the owner will need to contact the Owners Corporation or manager prior to engaging the tradesperson to fix the problem.

If the matter is urgent, the Owners Corporation may authorise the tradesperson to go ahead with the work to avoid further damage. If it is not, the matter may be referred to the Owners Corporation insurer who will determine the work required to rectify the problem.

If an owner engages their own tradesperson to work on common property, without the permission of the Owners Corporation, they could be responsible for payment of those services. The Owners Corporation may have prior arrangements with specific tradespersons and engaging another tradesperson may compromise arrangements with their tradesperson and insurers.

Information on who you should contact in the event of a problem should be available to you in the house rules, if not, contact the manager or the executive committee.

Meetings and why you should go

Executive Committee meetings

Executive Committee meetings are held to progress the decisions of the annual general meeting and general meetings, manage common property, oversee the Owners Corporation's financial affairs, commission routine repairs and maintenance, task the Owners Corporation manager, agree to actions on the infringement of rules or the late payment of contributions.

An Executive Committee can hold meetings as often as necessary and can be called by any committee member with no less than seven days notice. A quorum (the minimum number of members present) is needed before a decision can become valid.

What is a quorum – how does it work?

A quorum is determined by how many members there are on the Executive Committee and whether the Executive Committee has an odd or even number of members. If the Executive Committee has an odd number of members the number of members plus one divided by two must be present to form a quorum. As an example, where the Executive Committee comprises seven members the required number of members to form a quorum would be seven plus one divided by two, so four members would need to be present.

Where the Executive Committee has an even number of members, the number of members divided by two plus one must be present to form a quorum. As an example, where the Executive Committee has eight members the required number of members to form a quorum would be eight divided by two plus one, so five members would need to be present.

Matters raised at an Executive Committee meeting must be decided by the majority present. If the votes on a matter are equal, the chairperson has a casting vote unless the Executive Committee comprises only two Executive Committee members, in which case all matters must be decided by unanimous vote. Matters that require a resolution by the Owners Corporation, cannot be decided at an Executive Committee meeting.

If the chairperson is not present or leaves during the Executive Committee meeting for any reason, the Executive Committee members present must elect another Executive Committee member to chair the meeting.

Want to put a motion forward as an owner?

Owners can ask for a motion to be put on the agenda for an annual general meeting for the Executive Committee to consider. The motion should be accepted if permitted by the Act, sufficient notice is given, it is relevant and is not vexatious.

Annual General Meetings (AGM)

The annual general meeting (AGM) agrees on the budget and the contribution amounts for each financial year, approves the sinking fund plan, elects an Executive Committee, accepts the financial statements and approves, among other things, general policy for the management of the Owners Corporation, alterations or additions to units, maintenance plans for the common property, amendments to rules and the appointment of a manager.

Key points:

- An Owners Corporation must hold an AGM each financial year.
- The first AGM must be held within three months of registration of the units plan.
- Each subsequent AGM must be held within 15 months of the last one.
- In most cases, the quorum for an AGM for a units plan with three or more members is not less than half the total number of members present at the meeting (note, proxy votes count towards a quorum but absentee votes do not).
- The Executive Committee must give notice of the AGM to each member of the Owners Corporation and each mortgagee's representative (if any).
- 14 days notice of a meeting should be provided for an AGM where ordinary and/or special resolution decisions are to be made.
- If a motion is to be moved that requires an unopposed or unanimous resolution, notice should be received by the owner 21 days prior to the meeting.

The notice must include:

- Time, date and place the meeting is to be held.
- Copies of the annual financial statements and general fund budget.
- If the person being notified is entitled to vote on all (or any) of the motions and, if not, why not.
- Where a member is not entitled to vote because a mortgagee notice has been given, details of the notice including the name and address for correspondence of the mortgagee's representative.
- Text of the motion if it requires an unopposed resolution or unanimous resolution.
- A proxy form and absentee voting paper approved by the Executive Committee.

General meetings, sometimes referred to as special general meetings must also be notified showing the time, date and place of the meeting 14 or 21 days before and include the text of unopposed or unanimous resolutions and whether the owner is entitled to vote.

civium