A place to call your own.

The Copay ownership guide

Understanding managed co-ownership.

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IN THIS GUIDE

The online guide, with the full set of questions and answers, is at copay.au/ownership-guide.

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A place that becomes yours

A holiday home becomes different when it is the same home you return to. The familiar walk. The room that catches the morning sun. Knowing where everything is.

Copay makes that possible through managed co-ownership: genuine holiday home ownership, shared between a small group and professionally managed from end to end.

You own it. We manage it. This guide explains what you would own, how the home is shared and looked after, what it costs, what to consider and what your next step could be. It is written for someone who has just found Copay and wants to understand it properly before talking to anyone, and for the people they may want to share it with.

Illustrative photography. Not a Copay home.

Managed co-ownership in 60 seconds

How holiday home co-ownership works with Copay, in six parts. Everything that follows is a closer look at one of these.

1

Genuine ownership

You acquire an ownership interest through units in the trust that owns the specific holiday home.

2

A small ownership group

Each home is shared between a small group of fellow owners. The model allows a maximum of eight.

3

Structured usage

Your share comes with an annual entitlement measured in nights. Dates are coordinated through an agreed process, and the most popular periods are allocated under the home's rotation rules.

4

Professionally managed

Copay coordinates the running of the home: scheduling, cleaning, maintenance, bills and owner communication.

5

Shared costs

The home's costs are shared according to the portion each owner holds, not according to how often anyone visits.

6

A resale pathway

If you later decide to sell, there is a defined process for offering your interest to a new owner.

WHAT THIS IS

An ownership interest in one specific holiday home, held through a trust set up for that home alone, with Copay responsible for running it.

WHAT THIS IS NOT

It is not a booking, a membership or a points system, and it is not a way to buy cheap holidays. Co-owners hold units in the trust established for the specific home, under that home's trust deed and co-ownership agreement.

3

What do I actually own?

An ownership interest in one specific holiday home, held through a trust set up for that home alone. Here is the structure in plain English.

The home

One specific holiday home.

IS OWNED BY

A Fixed Unit Trust for that home

Each Copay home has its own trust, set up for that home.

WITH

A Pty Ltd corporate trustee

The trustee holds legal title to the home for the trust.

AND

Co-owners holding units in that trust

Your share is recorded as units on the trust's unit register.

The corporate trustee holds legal title to the home. Each co-owner holds units in the trust that owns that specific property. A solicitor-drafted co-ownership agreement governs how owners use the home, share its costs, make decisions and exit.

Your name is recorded on the unit register, not on the land title as an individual co-owner. That is the honest answer to "whose name is on the property", and it is how a small group can share one home cleanly.

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A small group of owners

Each home is shared between a small group of fellow owners. The model allows a maximum of eight owners per home; the number for a particular home is stated in its documents.

One trust per home keeps that home's ownership, costs and decisions separate from every other Copay home, and a single trustee on the title means the home is not held in up to eight individual names.

The trust deed and the co-ownership agreement for each home set out the detail. You receive both before committing, and you should have your solicitor review them.

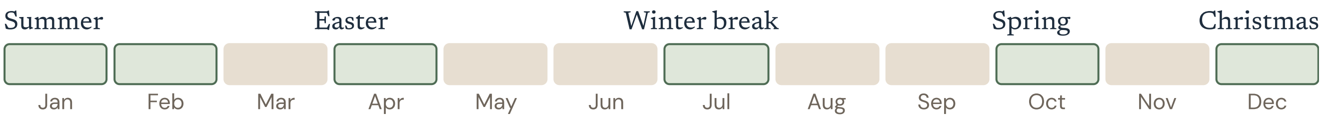
5

Your time at the home

Plan your stays around your life. Your share comes with a set number of nights each year, and the popular periods are allocated under the home's rotation rules.

Think of the year in seasons rather than a booking screen. A summer stretch. Easter. Long weekends when the weather turns. Outside the high-demand periods, you choose your dates within the home's scheduling rules. For the most wanted dates, the home's rotation rules decide whose turn it is each year.

The number of nights attached to your share, how the year is defined and how the rotation works are set by the documents for that home. Copay walks you through them with your own travel patterns in mind before you decide.



Illustrative example. The shaded periods are the ones a home's rotation rules typically cover. Your nights and the rotation rules are set by the home's documents, not by this guide.

What to check for the home

- The nights attached to your share, and how the year is defined
- When stays can be requested, and how competing requests are resolved
- How the peak periods rotate, in writing
- Cancellation rules, and any limits on changing a confirmed stay

What is not promised

- No specific date is guaranteed to any owner, including Christmas, Easter and school holidays
- Do not assume unused nights carry forward
- Guests, pets and changes to a confirmed stay follow the home's documents

A year at your home

A year of managed co-ownership, from planning your stays to the quiet work between them.

01

Planning your stays

You choose your dates within the home's rules. High-demand periods follow the rotation.

02

Arrival

The home has been cleaned and prepared for your stay.

03

Time at the home

Your stay, your routines. If something needs attention, you know who to contact.

04

Departure

You leave. Cleaning is coordinated before the next owner's stay.

05

Cleaning

Cleaning and turnover are scheduled around stays so the home is prepared every time.

06

Maintenance

Repairs and upkeep are attended to, with larger spending approved as the documents provide.

07

Between-stay care

The home is looked after while nobody is there.

08

Administration

Bills are paid and the home's affairs are kept in order.

09

Owner communication

You are kept informed about the home, its budget and anything that affects your stays.

The yearly matters that come with any home are coordinated so they happen on time. Ownership still brings responsibilities: you meet the costs attached to your share, follow the home's rules and take part in decisions where the governing documents ask you to.

You own it. We manage it.

Rather than promise that nothing will ever need your attention, here is the work Copay coordinates so the home is ready when you arrive.

Before you arrive

The calendar is coordinated. Cleaning is scheduled so the home is prepared for your stay.

While you are there

If something breaks, you have a contact. Repairs are attended to and bills keep being paid in the background.

Between stays

Maintenance, property administration and the bills that come with any home. Owners are kept informed.

WHAT YOU ENJOY

- Arriving to a prepared home
- Time there, on your terms
- Knowing who to call
- Leaving without a to-do list

WHAT COPAY COORDINATES

- Scheduling
- Cleaning
- Maintenance
- Bills
- Owner communication

Ask for the management scope and the written cost breakdown together. A task Copay coordinates is not automatically a cost inside the levy: professional cleaning after a stay, for example, may be charged separately.

Understanding the costs

Holiday home co-ownership costs fall into three groups: what you pay to buy your share, what you contribute each month to run the home, and the charges that can apply separately. The ongoing costs are shared according to your ownership portion.

Buying your share

Paid once, at purchase

- Your share purchase price is one inclusive figure
- It includes the applicable acquisition costs
- Stamp duty and taxes
- Acquisition legal costs
- Setup, staging and furnishing

Your own independent professional advice is separate. The inclusive price describes what you pay to buy; it does not cover ongoing ownership costs or charges that can apply to a stay.

Each month

The Property Operating Levy

- The Copay Service Fee, a component of the levy and not a second charge
- Your share of the home's operating costs, such as council rates, insurance and utilities
- Your share of management and maintenance costs
- Scheduling and property administration

Your monthly Property Operating Levy includes the Copay Service Fee and your share of the home's operating, management and maintenance costs. The Copay Service Fee is a component of the levy, not a second charge added to it. The applicable charges, and how they are shared, are set out in the home's cost schedule and co-ownership agreement.

Charges that can apply separately

Professional cleaning fees may apply after your stay. Damage for which you are responsible may also result in additional charges, including an applicable insurance excess and costs not covered by insurance, as determined under the co-ownership agreement and the relevant insurance terms; an owner is not charged merely because something was found after their stay.

Paying for your share

Your share purchase price is one inclusive figure. It includes the applicable acquisition costs, stamp duty and taxes, acquisition legal costs, setup, staging and furnishing. Your own independent professional advice is separate. No payment is required to enquire or register your interest. If you decide to proceed, a deposit of 5% of your total share purchase price may be payable when you enter the sale contract. The deposit is credited towards your purchase price. Refund conditions and the remaining payment terms are set out in the sale contract.

> Ownership costs continue between stays. Fewer visits do not reduce what you contribute.

Each home has its own cost breakdown. Before you commit, you receive it in writing: the inclusive purchase price, any deposit at contract, the Property Operating Levy and what it includes, and the charges that can apply separately. How the levy can change over time, whether a home holds reserves and how major or unexpected expenditure is met are set out in the documents for each home.

If you plan to borrow, discuss the purchase and its structure with your own lender or adviser before committing. Do not assume finance is available for your circumstances. Copay is not a lender and does not arrange finance.

If something unexpected happens

Holiday homes have surprises. Here is how the arrangement is designed to deal with the ones people ask about most.

What if the home has a major unexpected cost?	Holiday homes can have unexpected expenses. Each home operates with an agreed budget, and the process for additional or extraordinary costs is set out in that home's ownership documents. Whether a home holds reserves, and how major or unexpected expenditure is met, is explained in writing for the specific home before purchase.
What happens if another owner stops paying?	You do not have to chase another owner for payment. Copay manages the arrears process. If the issue is not resolved, the applicable trust and co-ownership documents set out the next steps and remedies.
What happens if someone damages the home?	Damage for which an owner is responsible may result in charges to that owner, including an applicable insurance excess and costs not covered by insurance, as determined under the co-ownership agreement and the relevant insurance terms. An owner is not charged merely because something was found after their stay.
What if owners disagree?	The arrangement is designed so owners do not have to negotiate the day-to-day running of the home themselves. Usage, costs, governance and exit are documented in advance, while Copay handles day-to-day coordination. Formal matters are dealt with under the applicable ownership documents.
Do I have to deal directly with the other owners?	Not for the day-to-day running of the home. Copay coordinates scheduling, property administration, payments and the practical operation of the home so owners are not left organising these matters between themselves.
What happens if something breaks during my stay?	You have a contact before and during your stay. Repairs are attended to, with larger spending approved as the home's documents provide.

Ownership should include a way forward

If you later decide to sell, there is a defined resale pathway for your interest. Read it at the outset, even if you intend to own for many years.

In general shape, selling a co-owned holiday home interest follows these steps. The specific provisions, notice periods, any rights of fellow owners and the fees that apply are set out in the home's co-ownership agreement.

1. You decide to sell your ownership interest.
2. You start the process set out in the agreement.
3. The agreement's provisions are followed, including any rights of fellow owners.
4. Your interest is prepared for sale.
5. Buyer and transfer requirements are completed.
6. Your units transfer to the new owner.

Not promised

- No buyer is promised.
- No sale timeframe is promised.
- No resale price is promised.

Timing and price depend on market conditions and buyer demand. The value of your interest may fall as well as rise. The home's documents explain which costs remain payable while a sale or transfer is being arranged.

This guide does not promise growth in value, income, finance approval, particular holiday dates or a guaranteed exit, and it does not confirm that any photographed home is available to buy. Its purpose is to help you understand ownership well enough to ask useful questions and make a considered decision.

How does Copay compare?

A factual comparison of managed co-ownership with owning a whole holiday home, renting holiday accommodation and timeshare.

	Copay managed co-ownership	Whole holiday home	Holiday rentals	Timeshare
Ownership interest	Units in the trust that owns a specific home	You hold the whole property	None	Commonly a right to use time, not an interest in a specific home
Same home to return to	Yes, one specific home	Yes	Only if it is available	Often a resort or a pool of properties
Ownership group	Small, up to eight under the model	You alone	Not applicable	Commonly many members
Use structure	Nights each year, with peak periods allocated under the home's rotation rules	Whenever you like	Per stay, subject to availability and price	Set by the scheme's rules, often points or fixed weeks
Property operations	Coordinated by Copay	Yours to arrange	The operator's	The operator's
Property costs	Shared by ownership portion through the levy	All yours	Paid per stay	Membership and maintenance fees set by the scheme
Resale	Defined process, no guaranteed buyer, timing or price	Sell on the open market	Not applicable	Varies, resale markets can be limited
Your administration	Decisions where the documents require, costs on your share	Everything	None	Set by the scheme

Timeshare and rental arrangements vary widely. The descriptions above are general and are here to answer a common question, not to describe any particular product.

Why would I do this instead of owning a whole second home? Because a whole second home often makes little sense for the time a family will actually spend there. Managed co-ownership matches what you pay to the share you hold, and puts someone responsible for running the home properly.

Questions worth asking before you own

Ask these of any co-ownership provider, including Copay. Here is how Copay answers each one.

What exactly am I acquiring?	Units in a Fixed Unit Trust that owns one specific holiday home. Your unitholding is your ownership interest.
Who holds legal title to the home?	A Pty Ltd corporate trustee, for the trust. Owners are recorded on the unit register, not the land title.
What agreement governs the owners?	A solicitor-drafted co-ownership agreement for that home, alongside the trust deed. You receive both before committing.
How are dates allocated, and how are peak periods handled?	You plan your stays within the home's scheduling rules and Copay coordinates the calendar. Peak periods are allocated under the home's scheduling and rotation rules.
What costs are shared, and what does the levy include?	The home's running costs, shared by ownership portion through the Property Operating Levy, which includes the Copay Service Fee. Each home's written cost breakdown lists what the levy includes and the charges that can apply separately.
How are unexpected costs handled?	Each home operates with an agreed budget. The process for additional or extraordinary costs, and whether the home holds reserves, is set out in the applicable ownership documents and explained before purchase.
What happens if an owner does not meet their obligations?	You do not have to chase another owner. Copay manages the arrears process, and the trust and co-ownership documents set out the next steps if it is not resolved.
How are decisions made?	The documents set out which decisions sit with owners, the trustee and Copay, and how owners are consulted.
What happens if I want to sell, and what fees apply?	A defined resale pathway, with the applicable fees stated in the agreement. No buyer, timing or price is guaranteed.
Who manages the home day to day?	Copay coordinates scheduling, cleaning, maintenance, bills and owner communication.
What documents will I receive before committing?	The home and its status, the trust and co-ownership documents, the cost breakdown, the use rules, the management arrangements and the exit terms.

Common questions

Straight answers to the questions people ask first. The full set is online.

Is my name on the property title?	No. The corporate trustee holds legal title for the trust. Your ownership interest is recorded as units on the trust's unit register. Nobody in the ownership group appears individually on the land title.
How many owners does each home have?	A small group. The model allows a maximum of eight owners per home. The number for a particular home is stated in its documents.
Is this a timeshare?	No. Copay's category is managed co-ownership. You hold units in the trust established for the specific home, under that home's documents, not a right to use time across a resort or a points system.
How often can I use the home?	Your share comes with a set number of nights each year. The figure for your share and home is stated in the documents you receive before committing, together with the scheduling rules.
What happens at Christmas and school holidays?	Peak periods are allocated under the home's scheduling and rotation rules. No specific date is guaranteed to any owner.
What is the Property Operating Levy?	The monthly contribution each owner makes toward running the home, shared by ownership portion. It includes the Copay Service Fee. Its inclusions, the charges that can apply separately, the payment schedule and the review process are set out in the home's written cost breakdown.
Can I get finance?	Discuss the proposed purchase and its structure with your own lender or adviser before committing. Do not assume finance is available for your circumstances. Copay is not a lender and does not arrange finance.
Can I sell my share?	Yes, through the defined resale pathway in the home's agreement. There is no guaranteed buyer, sale timeframe or resale price, and the value of your interest may fall as well as rise.
How does Copay choose homes?	Copay looks for homes in destinations people return to, and shows each home's true status using the same public labels every time. Illustrative photography is always identified as such.
What happens before I commit?	You explore a home, understand the ownership, review the property information, costs and usage, read the documents, ask questions and obtain your own advice, then complete the ownership process.

More questions, answered online: copay.au/faq

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Before you become an owner

A calm progression. Nothing here is rushed, and nothing commits you until you choose to proceed.

1	Explore a home and its current status.
2	Understand the ownership structure.
3	Review the property information.
4	Understand the costs and the usage rules for that home.
5	Review the trust and co-ownership documents.
6	Ask questions and obtain your own legal and financial advice.
7	Complete the ownership process for that home.
8	Become an owner and plan your first stay.

Registering interest in a home or a destination does not reserve a share. It tells Copay what you are looking for, so the right information can follow. No payment is required to enquire or register your interest.

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Who is behind Copay?

We watched families return to the same coast year after year while the idea of owning a whole holiday home often made little sense for the time they would actually spend there.

Copay was built around a different idea: one home, a small group of owners, clear rules and someone responsible for running it properly.

Himanshu Arora and Mohamed Ismail
Co-founders

Copay is the trading name of Elate Holdings Pty Ltd, Brisbane. Trust is built through clear structure, clear answers, transparent property status and documentation you can put in front of your own adviser.

About Copay at copay.au/about

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Your next step

Pick the step that matches where you are. None of them commits you to anything, and enquiring creates no obligation to purchase.

Illustrative photography. Not a Copay home.

Tell us what suits you

Tell us where you would like a holiday home, what kind of home suits you and roughly when you are considering it.

copay.au/#register

Scan to tell us what suits you.
copay.au

Explore homes

See the destinations Copay is exploring, and each home's true status as it progresses.

copay.au/homes

Talk to Copay

A private conversation with Himanshu or Mohamed. WhatsApp wa.me/61410080691 or call 0410 080 691.

wa.me/61410080691

This guide is a general introduction to managed co-ownership with Copay. It does not contain an offer for a particular home, its confirmed availability, a cost quotation or its binding terms. Read the documents for the specific home and obtain independent professional advice before purchasing. Photography in this guide is illustrative and does not show a Copay home or a home available for co-ownership. It is not financial, legal or tax advice.

Copay co-ownership is structured through a Fixed Unit Trust with a Pty Ltd corporate trustee. Co-owners hold units in the trust that owns the home, governed by a solicitor-drafted co-ownership agreement, with a defined pathway to sell. General information only, and not financial, legal or tax advice. Obtain independent professional advice before purchasing.

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