

Every possible effort was made to engage COO of NSW BCS Strata Management, Mr. Greg Freeman, to no avail.

Greg Freeman serves as Chief Operating Officer for NSW of Body Corporate Services Pty Ltd. Mr. Freeman has been Portfolio Manager of BCS since 2000. Mr. Freeman served as Financial Analyst and Corporate Banker of two American financial institutions as well.

Trying to engage Strata Community Australia (NSW) to investigate their professional member was met with silence. That was not unexpected because some members of the SCA had direct conflict of interest in regards to BCS. Best example:

Mr. Greg Haywood. He was a CEO of the PICA Group which included Body Corporate Services (BCS) and Director (President) of Strata Community Australia (NSW).

Mr. Greg Haywood received a "recognition" for best strata management business that was awarded by SCA (NSW) to BCS Strata Management in 2014. The award was given by SCA (NSW), where he was a Director/President, to BCS Strata Management, which was part of PICA Group where he was a CEO:

**<https://www.nswstratasleuth.id.au/BCS-Strata-Management-won-best-Strata-Management-Business-Award-by-SCA-Australia-through-what-can-be-percieved-conflict-of-interest-2014.png>**

More details about SCA involvement and refusal to take actions:

**<https://www.nswstratasleuth.id.au/BCS-Strata-Management-Protected-by-Strata-Community-Australia-NSW.pdf>**

**<https://www.nswstratasleuth.id.au/Strata-Community-Australia-NSW-UPDATED-INQUIRY-Code-of-Conduct-review-for-BCS-Strata-Management-13Nov2016.html>**

SP52948 borrowed money from PICA (cash advance) in August 2014, without disclosing it in any documents to owners (including AGM in November 2014), which was paid back six months later.

BCS "miraculously" won the renewal for strata management contract without any evidence of tender or disclosure to owners in November 2014 for another three years.

In 2011, Mr. Freeman and EC member alone "negotiated" renewal of BCS contract, where they "offered" discount which Mr. Freeman called loyalty rebate. That rebate never occurred and owners corporation received no benefit from it, as confirmed in balance sheets and document viewing as per SSMA 1996 S108 in 2013, 2014, and 2015:

<https://www.nswstratasleuth.id.au/SP52948-BCS-Strata-Management-negotiating-secret-strata-manager-contract-and-never-delivered-benefits-to-owners.pdf>

The Motion about it was deliberately excluded by BCS Strata Management at AGM on 19<sup>th</sup> of October 2016:

**Note: BCS Strata Management FAILED to include this as Motion in the agenda for AGM 2016**

**Motion: Undisclosed Secret Cash Advance from PICA Group – Parent Company of BCS Strata Management**

That owners corporation confirms by ORDINARY RESOLUTION pursuant to Section 47 of the Strata Schemes Management Act 1996 BCS Strata Management

- Failed to disclose secret cash advance from parent company PICA Group before AGM 2014 in any financial statement or minutes of meetings. The cash advance was repaid to PICA Group six months later on 25<sup>th</sup> of March 2015, in amount of \$20,745.50,
- Refused to sign Declaration of Conflict of Interest before AGM 2014 two times,
- Acted in non-compliance with SSMA 1996 Section 108 for strata document search in 2014 and 2015 and failed to provide evidence which EC members and BCS staff authorized and knew about it, and failed to provide any evidence of multiple quotes for tender of strata management contract renewal before AGM 2014.

34 Motions at AGM 2016 were completely excluded and 6 Motions manipulated to prevent liabilities by BCS Strata Management:

Some of what voluminous information about what customers think about BCS Strata Management are available at CHOICE Shonkys Awards:

<https://choice.community/t/bcs-strata-management-and-its-parent-company-pica-group-questionable-customer-services/23937>

These are some of the emails (more than 50) and inquiries sent to Mr. Greg Freeman from one strata complex. A reply or even acknowledgement of the request has never been received.

He also ignored the invitation to attend AGM 2014 in person.

Some of the well-known and documented roles of directors to manage the process after complains were passed to them:

- Be responsible for ensuring that the process is as supportive as possible for the complainant, that it keeps to agreed timeframes and that it considers what implications should be drawn from the complaint for current practice at BCS Strata Management.
- Be responsible for meeting the complainant and clarifying their complaint and the outcome they are seeking.
- Make appropriate support available to the complainant to assist them during the process, and appointing any independent assessors and mediators that may be required.
- Protect and respect the privacy of complainants and other parties involved in any process or investigation carried out.

Subject: Re: UPDATED OFFICIAL REQUEST: Details of SP52948 Registered Special By-Laws Approved at AGM in October 2012 and financial documents prior to 2006 and names of the EC Office Bearers

Date: Sat, 11 May 2013 09:16:19 +1000

To: Peter Bone <BCS Strata Management>

CC: Greg Freeman <Pica Group>, Paul Banoob <BCS Strata Management>

Subject: Re: OFFICIAL REQUEST: SP52948 Names of authorised signatories and Management Fees

Date: Sat, 11 May 2013 09:18:09 +1000

To: Peter Bone <BCS Strata Management>

CC: Greg Freeman <Pica Group>, Paul Banoob <BCS Strata Management>

Subject: Re: OFFICIAL REQUEST: Secretary to explain validity of water reimbursement for owner of Lot 215 in December 2012

Date: Sat, 11 May 2013 09:20:20 +1000

To: Peter Bone <BCS Strata Management>

CC: Paul Banoob <BCS Strata Management>, Greg Freeman <Pica Group>

To: Peter Bone <BCS Strata Management>

CC: Paul Banoob <BCS Strata Management>, Greg Freeman <Pica Group>

Subject: Re: ERRATA FOR SP52948 Motion 1 Part 1 in EC Minutes 20 February 2013 - no action for twelve months

Date: Sat, 11 May 2013 09:22:35 +1000

To: Peter Bone <BCS Strata Management>

CC: Paul Banoob <BCS Strata Management>, Greg Freeman <Pica Group>

Subject: Re: ERRATA FOR SP52948 Motion 4 Garden Bed Walls in EC Minutes 20 February 2013

Date: Sat, 11 May 2013 09:23:42 +1000

To: Peter Bone <BCS Strata Management>

CC: Greg Freeman <Pica Group>, Paul Banoob <BCS Strata Management>

Subject: Re: REQUEST TO NOTIFY OWNERS IMMEDIATELY: EC and the Strata Manager declined to attend Mediation two times in DFT case

Date: Sat, 11 May 2013 09:31:47 +1000

To: Peter Bone <BCS Strata Management>  
CC: Paul Banoob <BCS Strata Management>, Greg Freeman <Pica Group>  
Subject: Re: HIGH-PRIORITY INQUIRY: SP52948 Unauthorised proxy form and its collection for owners at AGM 2012  
Date: Sat, 11 May 2013 15:51:43 +1000

To: Peter Bone <BCS Strata Management>  
CC: Paul Banoob <BCS Strata Management>, Greg Freeman <Pica Group>  
Subject: Re: SUMMARY AND REQUEST FOR INVESTIGATION: SP52948 ERRATA FOR Motion 7 in EC Minutes 20 February 2013  
Date: Wed, 15 May 2013 20:47:56 +1000

To: Peter Bone <BCS Strata Management>  
CC: Paul Banoob <BCS Strata Management>, Greg Freeman <Pica Group>  
Subject: Re: SUMMARY AND REQUEST FOR INVESTIGATION: SP52948 ERRATA FOR Motion 7 in EC Minutes 20 February 2013  
Date: Wed, 15 May 2013 20:47:56 +1000

To: Peter Bone <BCS Strata Management>  
CC: Paul Banoob <BCS Strata Management>, Greg Freeman <Pica Group>  
Subject: SUMMARY SP52948 Non-Compliance with SSMA 1996 Section 108 on 17Nov2014  
Date: Mon, 17 Nov 2014 18:41:20 +1100

To: Russell Young <BCS Strata Management>  
CC: Greg Freeman <Pica Group>, info@hayesknight.com.au  
Subject: HIGH-PRIORITY SUMMARY SP52948 AGM 2014 Rugged Tender for Caretaker's Contract as per 18Nov2014  
Date: Tue, 18 Nov 2014 17:55:01 +1100

To: Russell Young <BCS Strata Management>  
CC: Greg Freeman <Pica Group>  
Subject: IMPORTANT CORRECTION Validity of Proxy Papers at AGM 2014  
Date: Thu, 20 Nov 2014 19:06:04 +1100

To: Russell Young <BCS Strata Management>, Greg Freeman <Pica Group>  
Subject: SUMMARY Credibility of Hayes Knight Accounting Company failed tests before  
Date: Thu, 20 Nov 2014 21:50:02 +1100

To: Russell Young <BCS Strata Management>, Greg Freeman <Pica Group>, info@hayesknight.com.au  
Subject: SP52948 Some of Real Expenses in 2014  
Date: Fri, 21 Nov 2014 22:43:54 +1100

To: Russell Young <BCS Strata Management>  
CC: Greg Freeman <Pica Group>  
Subject: SUMMARY SP52948 Partial Listing of Unfinancial Owners for AGM 2014 as on 22Nov2014  
Date: Sat, 22 Nov 2014 08:50:35 +1100

To: Russell Young <BCS Strata Management>  
CC: Greg Freeman <Pica Group>  
Subject: SUMMARY SP52948 Sinking Fund unknown to Strata Manager until 11April2014  
Date: Sat, 22 Nov 2014 22:32:03 +1100

To: Russell Young <BCS Strata Management>  
CC: Greg Freeman <Pica Group>  
Subject: Re: Updated Request SP52948 Strata Manager and EC promoting religious intolerance and discrimination  
Date: Sun, 23 Nov 2014 09:50:19 +1100

To: Russell Young <BCS Strata Management>  
CC: Greg Freeman <Pica Group>  
Subject: INVITATION TO ATTEND SP52948 AGM on 26Nov2014  
Date: Mon, 24 Nov 2014 06:13:53 +1100

To: Greg Freeman <Pica Group>  
Subject: SP52948 Tender Declarations by Strata Agency and EC Members for AGM 2014  
Date: Mon, 24 Nov 2014 20:20:08 +1100

To: Russell Young <BCS Strata Management>, Greg Freeman <Pica Group>  
Subject: THANK YOU FOR NON COMPLIANCE WITH LAW SP52948 - Various matters and tender process  
Date: Wed, 26 Nov 2014 21:59:34 +1100

To: Billy Cheung <BCS Strata Management>, EC members  
CC: Russell Young <BCS Strata Management>, Greg Freeman <Pica Group>  
Subject: INQUIRY SCA NSW Code of Conduct Raine Horne Strata Epping - now BCS - on 27Nov2014  
Date: Thu, 27 Nov 2014 19:46:00 +1100

To: Joanna McAndrew <Strata Community Australia (NSW)>  
CC: Billy Cheung <BCS Strata Management>, Russell Young <BCS Strata Management>, Greg Freeman <Pica Group>, EC members, Jessica Boyden <Strata Community Australia (NSW)>  
Subject: SUMMARY: Brief Personal View of AGM 2014  
Date: Thu, 27 Nov 2014 22:13:58 +1100

To: Russell Young <BCS Strata Management>, Billy Cheung <BCS Strata Management>  
CC: Greg Freeman <Pica Group>  
Subject: Fwd: UPDATED OFFICIAL SUBMISSION PER SSMA 1996 Section 108 SP52948 Document Viewing Request on 2Sep2015  
Date: Tue, 15 Sep 2015 06:02:51 +1000

To: Greg Freeman <Pica Group>  
CC: BCS Strata Management, Billy Cheung <BCS Strata Management>, Gary Mills <BCS Strata Management>  
Subject: Re: SP52948 Advance notice to ask me for Motions for AGM 2015  
Date: Fri, 2 Oct 2015 18:48:28 +1000

To: BCS Strata Management, Billy Cheung <BCS Strata Management>, Gary Mills <BCS Strata Management>  
CC: Greg Freeman <Pica Group>  
Subject: Re: URGENT UPDATE DFT File 7938059 - BCS Failed to Notify owner of AGM 2015 and include Motions - 24Oct2015  
Date: Sat, 24 Oct 2015 16:00:53 +1100

To: Billy Cheung <BCS Strata Management>, Gary Mills <BCS Strata Management>  
CC: Greg Freeman <Pica Group>, EC members  
Subject: Re: SP52948 and BCS Strata Management repeat allegations of poor services provided by Grace Lawyers  
Date: Sun, 25 Oct 2015 07:22:57 +1100

To: Ian.Mcknight <Grace Lawyers>, Ammara <Grace Lawyers>  
BCC: Greg Freeman <Pica Group>, EC members  
Subject: ADVANCE NOMINATION for SP52948 Executive Committee for Lot 158 for AGM 2015  
Date: Mon, 26 Oct 2015 21:49:50 +1100

To: Billy Cheung <BCS Strata Management>, BCS Strata Management, Gary Mills <BCS Strata Management>

CC: Greg Freeman <Pica Group>

Subject: SUMMARY Police report for harassment and assault by EC Member on 31 October 2015

Date: Sat, 31 Oct 2015 23:36:40 +1100

To: Caretaker

BCC: Greg Freeman <Pica Group>, EC members

Subject: Re: Investigations about EC member

Date: Fri, 6 Nov 2015 21:50:29 +1100

Subject: UPDATED OFFICIAL SUBMISSION PER SSMA 1996 Section 108 SP52948 Document Viewing Request on 21Nov2015

To: strata@bcms.com.au, Russell Young <BCS Strata Management>, Billy Cheung <BCS Strata Management>, Greg Freeman <Pica Group>, Gary Mills <BCS Strata Management>

BCC: EC members

Date: Sat, 21 Nov 2015 17:54:42 +1100

Subject: Re: UPDATED OFFICIAL SUBMISSION PER SSMA 1996 Section 108 SP52948 Document Viewing Request on 21Nov2015

To: strata@bcms.com.au, Russell Young <BCS Strata Management>, Billy Cheung <BCS Strata Management>, Greg Freeman <Pica Group>, Gary Mills <BCS Strata Management>

BCC: EC members

Date: Mon, 22 Nov 2015 20:42:15 +1100

Subject: Re: Missing Documents for Lot 158 and proxies

To: Gary Mills <Gary Mills <BCS Strata Management>>

Cc: Mike Smythe <BCS Strata Management>, Greg Freeman <Pica Group>, Billy Cheung <BCS Strata Management>

Date: Mon, 25 Jan 2016 20:14:38 +1100

Subject: Re: Missing Documents for Lot 158 and proxies

To: Gary Mills <Gary Mills <BCS Strata Management>>

Cc: Mike Smythe <BCS Strata Management>, Greg Freeman <Pica Group>, Billy Cheung <BCS Strata Management>

Date: Tue, 26 Jan 2016 19:33:40 +1100

Subject: SP52948 Request for next EC meeting agenda and responses on 7Feb2016

To: Gary Mills <BCS Strata Management>

Cc: Mike Smythe <BCS Strata Management>, Greg Freeman <Pica Group>, Billy Cheung <BCS Strata Management>

Date: Sun, 7 Feb 2016 19:03:01 +1100

Subject: SUBMISSION SP52948 Motions for AGM or EGM 2016 - 19Feb2016

To: Gary Mills <BCS Strata Management>

Cc: Mike Smythe <BCS Strata Management>, Greg Freeman <Pica Group>, Billy Cheung <BCS Strata Management>

Date: Fri, 19 Feb 2016 19:11:59 +1100

Subject: UPDATED SUBMISSION SP52948 Motions for AGM or EGM 2016 - 20Feb2016

To: Gary Mills <BCS Strata Management>

Cc: Mike Smythe <BCS Strata Management>, Greg Freeman <Pica Group>, Billy Cheung <BCS Strata Management>From: SP52948 owner

Date: Sat, 20 Feb 2016 06:43:02 +1100

Subject: ADVANCE NOTICE SP52948 Caretaker and Strata Manager Tenders in late 2016  
To: Gary Mills <Gary Mills <BCS Strata Management>>  
Cc: Mike Smythe <BCS Strata Management>, Greg Freeman <Pica Group>, Billy Cheung <BCS Strata Management>  
Date: Thu, 7 Apr 2016 19:53:40 +1000

Subject: UPDATED SUBMISSION SP52948 Motions for AGM or EGM 2016 - 7Apr2016  
To: Gary Mills <Gary Mills <BCS Strata Management>>  
Cc: Mike Smythe <BCS Strata Management>, Greg Freeman <Pica Group>, Billy Cheung <BCS Strata Management>  
Date: Thu, 7 Apr 2016 20:16:20 +1000

Subject: REQUEST FOR OFFICIAL RESPONSE - FIRE DOOR SP52948 NON-COMPLIANCE WITH 1905.1 and AS1530.4  
To: Gary Mills <BCS Strata Management>  
Cc: Greg Freeman <Pica Group>, Billy Cheung <BCS Strata Management>, Caretaker  
Date: Mon, 11 Apr 2016 19:15:00 +1000

Subject: REQUEST Why is information about serious water leaks in SP52948 Block A top floor hidden from owners  
To: Gary Mills <BCS Strata Management>  
Cc: Greg Freeman <Pica Group>, Billy Cheung <BCS Strata Management>, Caretaker  
Date: Mon, 11 Apr 2016 19:29:59 +1000

Subject: UPDATED SUBMISSION SP52948 Motions for AGM or EGM 2016 - 24Apr2016  
To: Gary Mills <BCS Strata Management>  
Cc: Greg Freeman <Pica Group>, Billy Cheung <BCS Strata Management>  
Date: Fri, 22 Apr 2016 17:38:41 +1000

Subject: REQUEST FOR INFORMATION Why did SP52948 Lost domain macquariegardens.com and paid EC member for it in the past - 24Apr2016  
To: Gary Mills <BCS Strata Management>  
Cc: Greg Freeman <Pica Group>  
Date: Fri, 22 Apr 2016 18:08:54 +1000

Subject: REQUEST FOR OFFICIAL RESPONSE - FIRE DOOR SP52948 NON-COMPLIANCE WITH 1905.1 and AS1530.4  
To: Gary Mills <BCS Strata Management>  
Cc: BCS Strata Management, Greg Freeman <Pica Group>, peter@firems.com.au, Caretaker  
Date: Mon, 25 Apr 2016 07:28:38 +1000

Subject: UPDATED SUBMISSION SP52948 Motions for AGM or EGM 2016 - 3May2016  
To: Gary Mills <Gary Mills <BCS Strata Management>>  
Cc: BCS Strata Management, Greg Freeman <Pica Group>, Billy Cheung <BCS Strata Management>  
Date: Tue, 3 May 2016 22:35:19 +1000

Subject: UPDATED SUBMISSION SP52948 Motions for AGM or EGM 2016 - 8May2016  
To: Gary Mills <BCS Strata Management>  
Cc: BCS Strata Management, Greg Freeman <Pica Group>  
Date: Sun, 8 May 2016 10:18:26 +1000

Subject: UPDATE - ADVANCE NOTICE on 14May2016 - SP52948 Caretaker and Strata Manager Tenders in late 2016  
To: Gary Mills <BCS Strata Management>  
Cc: Mike Smythe <BCS Strata Management>, Greg Freeman <Pica Group>  
Date: Sat, 14 May 2016 14:41:52 +1000

Subject: UPDATED SUBMISSION SP52948 Motions for AGM or EGM 2016 - 14May2016  
To: Gary Mills <BCS Strata Management>  
Cc: Greg Freeman <Pica Group>  
Date: Sat, 14 May 2016 21:26:11 +1000

Subject: UPDATED SUBMISSION SP52948 Motions for AGM or EGM 2016 - 1Aug2016  
Cc: strata@bcms.com.au, Greg Freeman <Pica Group>  
To: Simon Brikha <BCS Strata Management>  
Date: Mon, 1 Aug 2016 19:49:47 +1000

To: Simon Brikha <BCS Strata Management>, Greg Freeman <Pica Group>  
Subject: SUMMARY SP52948 Second Tender for Strata Management Contract, New Strata Laws and Weak Offer to talk with EC on 28Aug2016  
Date: Sun, 28 Aug 2016 18:44:43 +1000

Subject: SP52948 AGM Agenda 19.10.2016 - first comments on 4Oct2016 - update 7Oct2016  
To: Simon Brikha <BCS Strata Management>  
Cc: Mike Smythe <BCS Strata Management>, Greg Freeman <Pica Group>  
Date: Fri, 7 Oct 2016 20:09:31 +1100

Subject: SUMMARY SP52948 Proxy form and summary of non-compliance actions by BCS Strata Management on 11Oct2016  
To: Simon Brikha <BCS Strata Management>, Linda Leong <BCS Strata Management>  
Cc: Mike Smythe <BCS Strata Management>, Greg Freeman <Pica Group>  
Date: Tue, 11 Oct 2016 21:25:11 +1100

Subject: SUMMARY Solicitor Adrian Mueller again engaged to prevent Motions from AGM 2016 at owners corporation cost  
To: Simon Brikha <BCS Strata Management>, Greg Freeman <Pica Group>  
Date: Wed, 12 Oct 2016 19:23:26 +1100

Subject: REQUEST: Forward document to Pica Group Managing Director Mr Greg Nash on 12Nov2016  
To: Simon Brikha <BCS Strata Management>, Greg Freeman <Pica Group>  
Date: Sat, 12 Nov 2016 18:14:10 +1100

Subject: UPDATED REQUEST: Forward document to Pica Group Managing Director Mr Greg Nash and process Motions for AGM or EGM 2017 on 21Dec2016  
To: Simon Brikha <BCS Strata Management>, Greg Freeman <Pica Group>  
Date: Wed, 21 Dec 2016 22:25:53 +1100

Subject: DECLINED Early payment of levies due on 1 February 2017  
To: Simon Brikha <BCS Strata Management>, Greg Freeman <Pica Group>  
Date: Thu, 22 Dec 2016 17:01:43 +1100

Subject: Letter of Demand

Bcc: Greg Freeman <Pica Group>, Adrian Carr <Pica Group>, Paul Banoob <Pica Group>

Date: Mon, 2 Nov 2020 19:36:15 +1100

Extract from email:

*It is noted that no response has been received.*

*Follow-up is as follows - you are kindly asked to provide a response:*

*a) Do you have any objection to be called as witness in NCAT case SC 20/33352 with Hearing scheduled for Thursday, 11 February 2021 at 9:15 am. You are important to what is alleged to be false statements in Statutory Declaration to CTTT and District Court in 2013 and 2014, fraudulent insurance claims, and significant legal fees without owners corporation approval at any legally-convened meeting with full disclosure to owners.*

*Note that the letter of demand sent to you is part of NCAT case as offered evidence.*

*b) Reason(s) why BCS Strata Management and Pica Group failed to provide assistance to Police in Event E65804633 in spite of their repeated requests so far.*

*c) Do you have any objection if unredacted letter of demand is published on Internet and in various forums related to strata laws and BCS Strata Management in the interest of public? If so, on what legal grounds do you object?*

Subject: Re: Letter of Demand

Date: Sun, 20 Dec 2020 11:23:15 +1100

To: CustomerCare@picagroup.com.au (with request the email to be forwarded to Greg Nash, Greg Freeman, Paul Banoob, and Adrian Carr)

Extract from email:

*Your website and public forums continuously talk about customer care and duty of care.*

*Would you please, then, prove it and offer assistance to Fair Trading NSW, Police, Office of Legal Services Commissioner, and NCAT. These staff should have significant knowledge of events:*

*Mr. Greg Nash*

*Mr. Greg Freeman*

*Mr. Paul Banoob*

*Dr. Adrian Carr*

*Thank you in advance for your kindness and respect of laws.*

Subject: Re: Letter of Demand

Date: Wed, 13 Jan 2021 07:20:15 +1100

To: CustomerCare@picagroup.com.au (with request the email to be forwarded to Greg Nash, Greg Freeman, Paul Banoob, and Adrian Carr)

Extract from email:

*The attachments contain public commitment by your CEO from 2015, with undelivered promises until today.*

*Attachment "SP52948-Police-and-Waratah-Strata-Management-secret-attempts-to-find-another-copy-of-lost-USB-key-with-strata-files-from-BCS-Strata-Management-April-to-October-2018-page-1.png" shows part of evidence that BCS Strata Management silently refused to co-operate with the Police in insurance fraud and false statements in Statutory Declaration/Affidavit to CTTT/District Court by BCS Strata Management staff (criminal indictable offence without expiration date).*

*The evidence of BCS Strata Management and Pica Group staff refusals to take actions is overwhelming and require your immediate action.*

*Your staff read the emails and pleas and then failed to action in the past.*

*Thank you in advance for co-operation.*