

The following screenshots offer undisputed evidence how BCS Strata Management deals with customer's complaints and, at the same time, uses every opportunity to mislead the public about their services.

- Greg Freeman COO of BCS Strata Management NSW declined to respond more than 44 times in period 2013-2016:

<http://www.nswstratasleuth.id.au/Greg-Freeman-COO-BCS-Strata-Management-Persistent-Silence-Lack-of-Actions-2014-2016.pdf>

- Examples of how BCS Strata Management staff ignore customer's requests and even deletes them without reading:

<http://www.nswstratasleuth.id.au/SP52948-BCS-Strata-Management-Examples-of-Staff-Receiving-Complaints-and-Not-Responding.pdf>

- Managing Director and Group CEO of Pica Group Mr. Greg Nash (parent company of BCS Strata Management) publicly "committed" to allegedly investigate owner's claims on 9th of December 2015. Not only results of such "investigation" were never published, but his office publicly misled the public about their alleged interest in providing good services. They bluntly lied about contacting me because it never really happened. Once I challenged their office to prove they contacted me, they stayed silent and never responded again.
- How much BCS Strata Management is trying to protect their "good image" shows the sudden change in reviews at Product Review in mid-2016:

<http://www.nswstratasleuth.id.au/BCS-Strata-Management-appaling-customers-reviews-at-productreview-website.html>

- All attempts to contact BCS Strata Management staff and managers, and even Pica Group Managing Director and CEO were silently ignored:

<http://www.nswstratasleuth.id.au/Pica-Group-and-BCS-Strata-Management-silence-to-respond-to-complaints-and-proven-mismanagement-issues-for-Strata-Plan-52948/>

- My Motions for general meeting in 2016 where BCS Strata Management deliberately excluded 34 of them and manipulated others:

<http://www.nswstratasleuth.id.au/SP52948-AGM-or-EGM-2016-Motions-by-Lot-158.pdf>

<http://www.nswstratasleuth.id.au/SP52948-AGM-or-EGM-2016-Motions-by-Lot-158-v11-with-proof-of-what-BCS-deliberately-excluded-on-19Oct2016.pdf>

- My Motions for AGM 2017. With note that BCS Strata Management lost contract with SP52948 at AGM in October 2016:

<http://www.nswstratasleuth.id.au/SP52948-AGM-or-EGM-2017-Motions-by-Lot-158-v4.pdf>

- The following report titled “Corrupt Beyond Repair – BCS Slogan: We do not rely on Australina laws – we create our own ones” was verified and published at Product Review website on 20th of November 2014:

Date: Thu, 20 Nov 2014 10:05:08 +1100

Subject: Congratulations, your review for BCS Strata Management has been published
X-SG-EID: C9UJDTSZX7NCQ0tt+SNQu8w5JIZXMLubMKI21ZWoJT7ZbRY+Xfk8bo3X39GpalBdm9K6ACbAijECiI
N6m11JLc71W8EjmuZCiVfJ8cotIurbiFxAWFeBpasgl2VmlM0B0XB9eqZYeOuPPNsFPvP1EwqaqFbJ UmgwZsLy6ghgE1o=
X-Scanned-By: MIMEDefang 2.75 on 192.168.178.103

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IF THIS IS SPAM, CLICK HERE TO BLOCK. [https://dnt.abine.com/#/block_email/2f860e8c@opayq.com/FWD CF4J2r8J@opayq.com](https://dnt.abine.com/#/block_email/2f860e8c@opayq.com/FWD_CF4J2r8J@opayq.com)

Want to shop safely and privately online? Get DoNotTrackMe Premium <https://dnt.abine.com/#premium>.

ProductReview.com.au <http://www.productreview.com.au/?authKey=12ab8922-a219-44a8-992d-e703a2778d3a> Australia's No.1 Opinion Site

Hi prodreview-bcs,

Congratulations!

Your review for ***BCS Strata Management*** has been approved and published on ProductReview.com.au <http://www.productreview.com.au/>, Australia's largest consumer opinion website.

You can see it here:

<http://www.productreview.com.au/r/bcs-strata-management/641012.html>
<<http://www.productreview.com.au/r/bcs-strata-management/641012.html>>

Please note that any review may still be removed in the future if it's found to be in breach of our Posting Guidelines <http://www.productreview.com.au/i/review-guidelines.html>.

- Similar publishing was listed at Whirlpool on 11th of January 2015. The title of the document was “NSW Strata (Mis)Management Cookbook”. BCS Strata Maagement was notified about it and they stayed silent:

<http://forums.whirlpool.net.au/archive/2358111>



prodreview-bcs

Sydney

1 review
1 answer
6 helpful votes

[Send a message](#)

Verified Purchase

Corrupt Beyond Repair - BCS Slogan: We do not rely on Australian laws - we create our own ones



1 out of 5, reviewed on Nov 17, 2014

1. Paid hidden water and gas reimbursements to selective townhouse owners in large strata complex for 13 years without a By-Law or special Resolution. Loss to owners corporation: around \$160,000. Because one of the beneficiaries is himself, introduced Special By-Law at AGM 2012 without telling 192 owners in four buildings about the size of the "special benefits".

2. Ran rigged build

ing painting tender where two companies had the exactly the same price up to a cent (\$446,380). Third quote was in amount of \$480,010). BCS persuaded EC members to vote without general meeting and select the company they preferred. The final expenses grew to \$556,640, of which \$43,160 is still unaccounted for and BCS failed to provide any financial statements.

3. Elevator contract renewed in 2005 without consultation with EC and without additional quotes. It turned out to be very expensive.

Lift contract secretly approved and signed off with ThussenKrupp in 2010 for seven years under very unfavourable conditions.

In addition, the real expenses for lift maintenance in 2010 exceeded \$161,000.00 when even two phases in Block A power supply were short-circuited and Starta Manager falsely forced owners corporation to urgently upgrade electrical switchboard (tuned out it was not so urgent and was primarily rushed for Optus telecom antennae requirements).

As a reference, here are electricity costs increases for several years before negotiated new contract:

Financial Year 2004: 5.07%

Financial Year 2005: 5.20%

Financial Year 2006: 8.84%

Financial Year 2007: 9.04%

Financial Year 2008: 6.27%

Financial Year 2009: 3.69%

Financial Year 2010: 18.33%

Financial Year 2011: 5.25% (before the "new contract" came into power)

In addition, over \$25,000 was spent on LED light replacements that were supposed to achieve significant savings. So far, in 2014, the electricity expenses decreased by 5.73% only. When including the expenses for other emergency lights that were replaced by energy-efficient types, it is not possible to justify the money invested so far without further questioning.

9. In 2004, signed contract with WHome (now BigAir) to provide wireless ISP services just for owners in the complex. The contract was approved without general meeting.

The conditions of the contract financially disadvantaged 218 owners for 10 years. BigAir still runs the business and pays nothing to the owners. Ever worse, they cannot provide any license to run the facility in the complex.

10. For 14 years BCS refuses to provide full financial statements to owners, claiming some privacy issues!? Instead, only one-page balance sheet, which is always full of hidden expenses and inaccurate figures is given at the AGM.

11. In 2003, through fraudulent count of votes at the adjourned general meeting, granted privilege of ownership to common property to a single owner who used to be member of the EC. When the Special By-Law was registered, it never got published in the listing of by-laws for owners in the complex. To this day, even on BCS web site, this Special By-Law does not "exist".

12. In 2010, Strata Manager tried to coerce owners to approve Optus telecom installation on the roof of one building and prevented other owners to share information before voting. Luckily, the strong efforts of one owner prevented Optus from installing the antennae.

13. Minutes of the EC and general meeting almost always hide information. Since 99% of the owners never attend meetings, so it is a convenient way to keep owners uninformed.

14. Building inspection report by Napier & Blakely was hidden from owners for almost two years and to this day some issues highlighted in the report have not been rectified.

15. Fire inspections kept failing number of items and it took more than one and a half years to update some important issues (only after they were reported to City Council in September 2014).

16. OH&S and Work Safety inspection reports are not fully conducted and the proposal to enforce it at AGM was "rejected in 2012 and 2013.

17. Three times BCS rejected to attend mediations at Department of Fair Trading, stating that there was nothing to "talk about as everything was in perfect order". At CTTT, they constantly provided false statements.

18. Three times, for which there are signed documents, BCS failed to provide access to documents as per SSMA 1996 S108. All top managers at BCS know about these issues. Their reaction: nothing.

19. How determined to avoid any scrutiny BCS is shows the following Motion at urgent Extraordinary General Meeting in December 2013 (without providing owners with any details of the financial mismanagement and illegal activities for 13 years). This is the Motion verbatim:

That the Owners Corporation ratifies all acts of the of the Strata Managing Agent on behalf of the Owners Corporation up to and including the date of the last general meeting, and for the avoidance of doubt in particular ratifies any

- a. contracts for caretaking, gardening, security and pool maintenance;
- b. agreements for elevator or other equipment maintenance;
- c. appointment of solicitors to defend claims and appeals to CTTT;
- d. claims on insurance submitted;
- e. supply of goods or services contracts or pricing agreements;
- f. payments made to owners under gas and water rebate schemes;
- g. gifts or donations made to contractors as customary seasonal tips;
- h. agreements or purchases made regardless of the amount being above \$30,000;
- i. permissions granted to lot owners in respect to keeping pets;
- j. permissions granted to carry out minor refurbishment work affecting common property but inside a lot;
- k. permission granted to use common property;
- l. instructions given to on-site caretakers;
- m. legal actions to pursue recovery of costs from lot owners in respect of monies owed to the Owners Corporation; and
- n. minor procedural or strict administrative compliance matter where the Owners Corporation has suffered no financial loss not subsequently recovered; ...

This Motion, without telling owners that, for example, losses from common funds due to mismanagement exceed half-million dollars, attempts to make BCS "sins" be "forgiven and forgotten"...

Avoid BCS at all costs, even when they seem to be reasonable. Only "trust" them through constant verification and checks.

Slogan worth linking to BCS: We do not rely on Australian laws - we create our own ones without fear of consequences.

Reply from BCS Strata Management never happened. Nor was there any attempt by BCS Strata Management to investigate the claims.

- Updated version of my report was published at Product Review in 2015. This time, the title was “Corrupt Without Hope – Persistent Non-Compliance with Australian Laws”. BCS Strata Management did not respond.



Verified Purchase

Corrupt Without Hope - Persistent Non-Compliance with Australian Laws

★☆☆☆☆ 1 out of 5, reviewed on Nov 18, 2015

1. Paid hidden water and gas reimbursements to selective townhouse owners in large strata complex for 13 years without a By-Law or special Resolution. Loss to owners corporation: around \$160,000.00. Because one of the beneficiaries is himself, introduced Special By-Law at AGM 2012 without telling 192 owners in four buildings about the size of the "special benefits".

2. Ran rigged building painting tender where two companies had the exactly the same price up to a cent (\$446,380.00). Third quote was in amount of \$480.010.00). BCS p...

[Read more ▾](#)

- Police event was raised against an EC member and BCS Strata Management on 25th of November 2015. It highlighted evidence of long-term financial mismanagement and false statements provided by them to CTTT and Department of Fair Trading.

Here is how COO of BCS Strata Management Mr. Greg Freeman in NSW responded in secret email looking for loopholes to attack the owner.

From: Greg Freeman
Sent: Wednesday, 25 November 2015 6:51 PM
To: Peter
Subject: CONFIDENTIAL - DEFAMATION OF BCS PERSONNEL
of SP 52948
Attachments: img-Y07150230-0001.pdf
Importance: High

Hi Peter

If you have 5 minutes , could we have a chat about this serial litigant who is running an anti BCS / executive committee / blog /website . On one occasion he had an NCAT cost order of \$8,800 against him (attached).

Regards

Greg Freeman
GM Strata Excellence and Regulatory

bcs
Body Corporate Services
Level 27, 66-68 Goulburn St, Sydney, NSW, 2000
Locked Bag 22, Haymarket NSW 1238
T: (02) 8216 0425
Greg.Freeman@picaust.com.au

- All of a sudden, more than one year after the published complaints at Product Review, Managing Director and Group CEO of Pica Group (parent company of BCS Strata Management) Mr. Greg Nash publicly “committed” to allegedly investigate owner’s claims on 9th of December 2015:



BCS Strata Management Official

Thank you for your feedback.

We have escalated this within our team to our Managing Director and Group CEO of the PICA Group of Companies, Greg Nash. He will be taking over this matter personally and has begun an internal investigation into these allegations. We are working on the assumption that they are genuine and this is not an unfortunate misunderstanding. This investigation will determine next steps and our response.

In order to resolve the matter as quickly as possible, could you please contact us on (02) 8216-0387. This will ensure Greg is involved in future dialogue on this matter.

The PICA Group is committed to excellent customer service with integrity and honesty at all times. It is the PICA Group's intention to resolve this matter quickly and fairly for all concerned.

Thank you.

BCS Strata Management posted on Dec 09, 2015



- I organised document viewing as per SSMA 1996 S108 on 18th of December 2015, which proved my previous statements. I did not get access to most of requested documents, which was exact repeat of paid document search for the previous four years. Some examples:

<http://www.nswstratasleuth.id.au/SP52948-SSMA1996-S108-Document-Viewing-Undisclosed-Files-BCS-Strata-Management-18Dec2015.pdf>

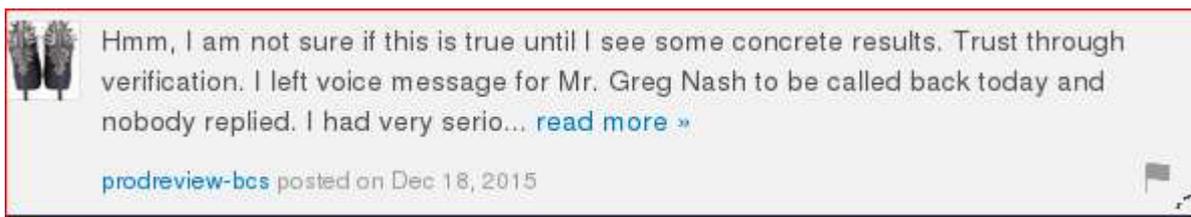
<http://www.nswstratasleuth.id.au/SP52948-SSMA1996-S108-Document-Viewing-Undisclosed-Files-17Nov2014.pdf>

<http://www.nswstratasleuth.id.au/SP52948-Document-Viewing-SSMA-1996-S108-Peter-Bone-refused-access-to-files-for-CTTT-and-general-meeting-8Nov2013.pdf>

<http://www.nswstratasleuth.id.au/SP52948-SSMA1996-S108-Document-Viewing-Undisclosed-Files-BCS-Strata-Management-17Oct2013.pdf>

<http://www.nswstratasleuth.id.au/SP52948-SSMA1996-S108-Document-Viewing-Undisclosed-Files-BCS-Strata-Management-Nov2012.pdf>

- Whilst still in the office of BCS Epping, I called Mr. Greg Nash on 18th of November 2015 and left voice mail:

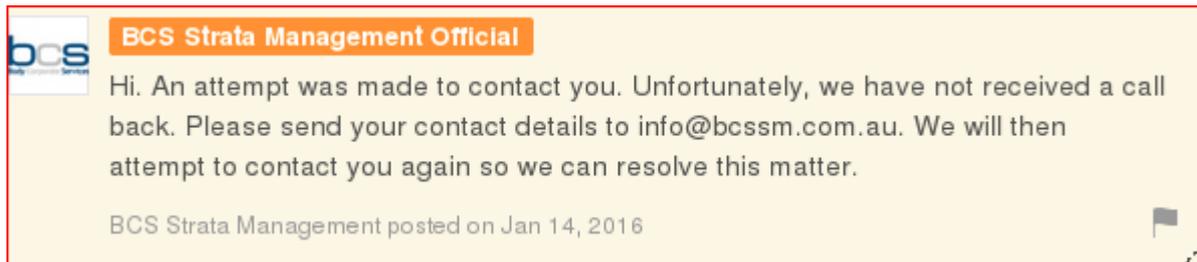


Nobody from BCS Strata Management of Pica Group contacted me.

My response to Mr. Greg Freeman and BCS Strata Management staff on 26th of January 2016 made it very clear that they failed in their duties:

<http://www.nswstratasleuth.id.au/SP52948-BCS-Strata-Management-pretending-to-care-about-NSW-SSMA-1996-S108-Jan2016.pdf>

- Pica Group/BCS Strata Management staff falsely published the following claim at Product Review on 14th of January 2016:



The image is a screenshot of a social media post. On the left, there is a profile picture of the BCS logo. To its right, the name of the account is displayed in an orange box: "BCS Strata Management Official". The main text of the post reads: "Hi. An attempt was made to contact you. Unfortunately, we have not received a call back. Please send your contact details to info@bcssm.com.au. We will then attempt to contact you again so we can resolve this matter." Below the text, it says "BCS Strata Management posted on Jan 14, 2016". In the bottom right corner of the post area, there is a small flag icon and a cursor arrow.

- I refuted the claim with direct and unambiguous comments and challenge to BCS Strata Management on the same day - 14th of January 2016:



I am sorry to say, but your statement is difficult to accept. It is not possible that I missed your call or not replied. I worked throughout the holiday period. There is no record of anyone calling or emailing me. Your Epping office, on the other hand, was closed until 11 January 2016. To make myself clear about the quality of services BCS offers, here is a one of the fresh updates: during 2015, I requested three times access to strata documents as per SSMA 1996 S108. Three times your staff (also Cc-ed your NSW COO Mr. Greg Freeman) did not even respond! This is now part of evidence for a bigger case. I then, attempted to mediate with you and EC through FREE service at Department of Fair Trading. Your office, without notifying owners or any EC meeting, declined to attend two days after receiving note from DFT! I forced your office to allow me to view documents by paying the document search without an invoice. DEFT had problems to sort it out because I had no invoice (due to fact that your staff did not even respond to my requests - shame of such unprofessional and irresponsible attitude). Eventually, I was "offered" to view documents on 18 December 2015. Sadly 90% of the documents were NOT provided and that was FOURTH YEAR IN A ROW. Nevertheless, I found some very important files that show what BCS is really all about. You have lot to explain to me, and many other owners. PICA (parent company of BCS) and BCS Strata Management, along with three other agencies owned by PICA, managed over 150,500 lots in 8,7000 strata and community lots in 2012 (the number is expected to be larger now), so it is in public interest to know the quality of services offered by them. One more note to take into account: your staff provided false Statutory Declaration to CTTT in 2013, I received anonymous death threat on phone and anonymous warning in letterbox (and three other police events) in the past four years.

[prodreview-bcs](#) posted on Jan 14, 2016



No response was ever received. BCS Strata Management has documented and proven tendency to keep silent when evidence against them shows that they have no defence.

- Another attempt to engage BCS Strata management at Product Review on 23rd of January 2016:



As of 23 January 2016, there is absolutely no attempt by PICA Group or BCS Strata Management to show any internal investigation is under-way since 9 December 2015, as per alleged commitment by PICA. At the end of unsuccessful document search as per SSMA 1996 S108 on 17 December 2015, in front of Strata Manager as a witness, I called Mr. Greg Nash on (02) 8216-0387 and left message about missing documents. To this day, a return call was NOT initiated by PICA or BCS. After my post on 14 January 2016, Strata Manager "suddenly" offered to QUOTE "Please let me know in point form what if any documents you are missing and we will try to find them." END QUOTE. For the public record, Strata Manager was offered to photocopy my full report of missing documents on the day of the visit and he said he was not interested! As well, I asked that he or Branch Manager sign the document, which both of them refused. Some of the missing documents are: proof of tenders for major works in 2015 amounting to over \$210,000.00, evidence of who approved secret CASH advance from PICA in amount around \$20,000.00 which was never reported to owners corporation and helped BCS win another two-year contract without evidence of tender in November 2014 (<http://www.nswstratasleuth.id.au/SP52948-PICA-Creditor-Code-90906-undisclosed-cash-advance-repayment-25Mar2015.png>), full accounting details for two cheque payments amounting \$26,500.00, evidence of competitive tender for renewal of caretaker's contract which increased yearly fees by more than 16% at AGM 2014, cash book receipts for 2013, detailed expenses - transaction logs for 2013, 2014, 2015, bank reconciliation, statement of financial position, evidence why BigAir wireless ISP operates in the complex without benefits to owners corporation for 11 years in spite of eviction notice on 31 January 2014, and much more). (28 direct attempts to engage COO BCS Strata Management NSW [name removed] were ignored and never responded to: <http://www.nswstratasleuth.id.au/Greg-Freeman-COO-BCS-Strata-Management-Persistent-Silence-Lack-of-Actions-2014-2016.pdf> . In addition, I uncovered that [name removed] and the [redacted] of the EC privately engaged in so-called "loyalty discount" in 2011, and won the strata management contract without tender. According to one-page balance sheets (that is the only document ever given to owners in last 16 years) owners corporation never received the alleged "discounts" in management fees and even SSMA 1996 S108 requests to verify it were denied by BCS for three years in a row: <http://www.nswstratasleuth.id.au/Greg-Freeman-COO-BCS-negotiating-secret-strata-manager-contract-24Oct2011.pdf> . For five years now, every possible attempt was given to BCS to act and respond in a proper manner. Latest attempt to mediate at Department of Fair Trading was ignored by BCS and EC without notifying owners and without EC meeting. The request for mediation was linked to losses in common funds and BCS mismanagement. I have been writing book about BCS for four years now. BCS and EC members tried to prevent it at CTTT, and failed. Number of owners from other complexes approached me with their stories. Very interesting methods used by BCS, including yelling at owners (one of the owners, retired Statistics University Professor, personally called [name removed] two years ago and how he was responded to is very sad), and even threats. BCS and PICA Group: friendly advice - you earn respect by proper actions in accordance with law, you do not and cannot force it. As I said to Strata Manager during my visit on 17 December 2015, eventually, all rubbish comes to the surface. He replied that he was doing what he was told to do.

[prodreview-bcs](#) posted on Jan 23, 2016



- On 23rd of January 2016, I published another update at Product Review. BCS Strata Management failed to respond:



When [name removed] found out that I reported a police event against BCS and [redacted] of the EC on 18 November 2015, he labelled me "serial litigant" in email to another party on 25 November 2015 (found in strata documents during my search on 17 December 2015). Apparently, being persistent in chasing wrongdoings is bad in BCS's view. One more example of (mis)management: note from Land and Property agency on registered by-laws in March 2015 QUOTE Also if fraud has occurred, in the first instance you should refer the matter to the NSW Police for investigation, and if they find evidence of fraud occurring they will contact the LPI with their requirements. END QUOTE. As an example, one of the By-Laws, through Extraordinary General Meeting was improperly planned and conducted in 2003, gave exclusive rights to common property to ex-Chairperson of the EC, without correct quorum calculations and even with complaints from an EC member himself. BCS failed to disclose the Special By-Law to ALL investors and owners since 2003. It is not listed in By-Laws in any public document: <http://www.nswstratasleuth.id.au/Macquarie-Gardens-photos/gallery/index.php?category/22> . I politely notified BCS, all EC members, and owners of Lot 3 many times. Silence was their response.

[prodreview-bcs](#) posted on Jan 23, 2016



- On 31st of January 2016, I made another effort to engage BCS Strata Management at Product Review:



An email was sent to PICA representative [name removed] and three strata managers at BCS Strata Management (Epping office), summarising persistent, deliberate, pre-meditated refusal to provide financial and other strata documents as per paid SSM1 1996 S108. No reply or complaint about my statements was received. In public interest is to show the following evidence. No access to many documents in 2012: <http://www.nswstratasleuth.id.au/SP52948-SSMA1996-S108-Document-Viewing-Undisclosed-Files-BCS-Strata-Management-Nov2012.pdf>, no access to many documents in 2013 <http://www.nswstratasleuth.id.au/SP52948-SSMA1996-S108-Document-Viewing-Undisclosed-Files-BCS-Strata-Management-17Oct2013.pdf>, no access to many documents in 2014: <http://www.nswstratasleuth.id.au/SP52948-SSMA1996-S108-Document-Viewing-Undisclosed-Files-17Nov2014.pdf>, no access to almost ALL documents in 2015: <http://www.nswstratasleuth.id.au/SP52948-SSMA1996-S108-Document-Viewing-Undisclosed-Files-BCS-Strata-Management-17Dec2015.pdf>. At all times, all members of the EC were notified about lack of their duty of care as well. Warnings about illegal AGM 2015 again fell on deaf ears: <http://www.nswstratasleuth.id.au/SP52948-owners-persistent-warnings-to-BCS-Strata-Management-about-illegal-AGM-2015.pdf>. BCS Strata Management ignored to include Motions for AGM 2015, including recommendation by the Department of Fair Trading to allow owners to approve engagement of forensic financial auditor: <http://www.nswstratasleuth.id.au/Macquarie-Gardens-photos/gallery/index.php?category/30>

[prodreview-bcs](#) posted on Jan 31, 2016



- I published the following update at Product Review on 7th of February 2016. BCS Strata Management stayed silent:



For the sake of all owners that use BCS Strata Management and for the benefit [Edit](#) of consumers: two months after PICA Group allegedly showed interest to "investigate" my claims, I can confirm that NO ACTION followed and I was NEVER contacted with any detail to show that I was in the wrong, or that I provided incorrect details. So, lets add more to the facts, with full evidence - 1. BCS causing losses over \$270,000.00 for mismanaged contract with wireless ISP over 11 years without benefits to owners <http://www.nswstratasleuth.id.au/BCS-Strata-Management-Terrible-Contract-with-Wireless-ISP-Causing-Financial-Losses-above-270000-dollars-to-SP52948-for-Eleven-Years.pdf> 2. BCS causing expenses above \$137,000 without evidence of tender for roof repairs and with poor warranties in 2015 <http://www.nswstratasleuth.id.au/SP52948-BCS-Strata-Management-Delayed-Roof-repairs-at-High-Costs-Without-Competitive-Quotes-2015.pdf> 3. BCS failed to offer any proof of Caretaker's tenders and even hiding some good alternative choices costing around 3,5 million dollars over 15 years <http://www.nswstratasleuth.id.au/SP52948-BCS-Strata-Management-No-Tenders-for-Caretaker-Contracts-for-15-years-with-Excessive-Losses-to-Owners.pdf> 4. BCS ran rigged tender for building painting in 2004/2005 costing more than \$110,000 above original value of which \$43,000.00 are still unaccounted <http://www.nswstratasleuth.id.au/SP52948-BCS-Strata-Management-Rigged-Painting-Tender-with-losses-above-110000-dollars-2004-2005.pdf> 5. BCS signed electricity contract renewal two months ahead of time without EC or general meeting and without notifying owners in 2015 <http://www.nswstratasleuth.id.au/SP52948-BCS-Strata-Management-Electricity-Contract-Renewal-without-Proof-of-Tender-and-Hiding-from-Owners-2015.pdf> 6. <http://www.nswstratasleuth.id.au/BCS-Strata-Management-Global-Plan-To-Eliminate-SSMA-1996-S80A-Restrictions-Effectively.pdf> 7. BCS is even prepared to support bullying owners on religious and nationality bases <http://www.nswstratasleuth.id.au/BCS-Strata-Management-Inciting-Religious-Intolerance-and-Discrimination.pdf> ==> Let the facts speak for themselves! I do not know any owner in this forum, or in many other places, that was offered a sincere, open-minded, and fair treatment after complaining.

prodreview-bcs posted on Feb 07, 2016

- The conclusion based on evidence: BCS Strata Management manipulates information on the web in regards to management of large strata plan SP52948 and refuses to deal with serious proofs of their mismanagement.

The volatility of their staff is proven by fact that seven Strata Managers and three Branch Managers were "changed" for SP52948 in six-year period 2010-2016:

<http://www.nswstratasleuth.id.au/BCS-Strata-Management-seventh-Manager-replacement-for-SP52948-in-six-years-Jul2016.jpg>

More evidence:

<http://www.nswstratasleuth.id.au/>