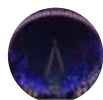


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## BCS Strata Management - silence is not a valid defense for six years

review of [BCS Strata Management](#) by [SamJR](#)**BCS Strata Management**

4.3 from 1,088 reviews

**SamJR**

Sydney

VERIFIED CUSTOMER

### BCS Strata Management - silence is not a valid defense for six years

published 1 day ago

Public commitment to services by BCS Strata Management and Pica Group in ProductReview forum for our complaints with evidence that satisfies both beyond-reasonable-doubt (criminal law) and on-the-balance-of-probabilities (civil law) tests:

#### Promise 1

Managing Director / CEO of Pica Group (parent company of BCS Strata Management) promised to investigate all claims on 9 December 2015. It was in response to owner's detailed evidence in this very forum (type 1 data - meaning: full evidence) published on 17 November 2014. Promise given by Pica Group CEO on 9 December 2015, who (or somebody on his behalf) said in ProductReview forum:

#### BEGIN QUOTE

We have escalated this within our team to our Managing Director and Group CEO of

the PICA Group of companies, [Name Removed]. 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 [Name Removed] 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.

END QUOTE

On 18 December 2015 we forced document search (as per SSMA 1996 S108). BCS again failed to provide financial files and other documents. We left voice mail for Managing Director and CEO of Pica Group.

Outcome 1

No representative of BCS Strata Management or Pica Group ever responded or offered evidence of their investigations.

Promise 2

Request sent on 24 December 2016 to Pica Group CEO and Managing Director.

Outcome 2

No representative of BCS Strata Management or Pica Group ever responded or offered evidence of their investigations.

Promise 3

December 2020

BEGIN QUOTE

We appreciate your feedback and sorry that you have a negative experience. If you want to speak to someone directly to resolve the issues please send through your contact details to [CustomerCare@picagroup.com.au](mailto:CustomerCare@picagroup.com.au) and a team member will be in touch. Kind regards, BCS Customer Care

END QUOTE

Outcome 3

No representative of BCS Strata Management or Pica Group ever responded or offered evidence of their investigations.

Promise 4

January 2021

BEGIN QUOTE

We understand your frustration. Have you left your contact details for someone to reach out? Our offices were closed on the 20 December so that's why there was no response. Since we returned on 11 Jan someone has reached out to see if we can resolve this for you.

Kind regards, BCS Customer Care

END QUOTE

Outcome 4

No representative of BCS Strata Management or Pica Group ever responded or offered evidence of their investigations.

Apart from that, could a representative from BCS Strata Management or Pica Group enlighten the public and answer the following questions?

1. Did BCS Strata Management offer assistance and co-operation in Police Event 59750519?
2. Did BCS Strata Management offer assistance and co-operation in Police Event 115593702?
3. Did BCS Strata Management offer assistance and co-operation in Police Event E65804633?
4. Did BCS Strata Management offer assistance and co-operation in NSW Fair Trading cases 7563482, 7938059, 9125004, 9333507, 9526773, and 9562217?
5. Did BCS Strata Management offer assistance and co-operation in NCAT case 20/33352?
6. Did BCS Strata Management offer assistance and co-operation to Office of Legal Services Commissioner in cases 41368 and 56561?
7. Did BCS Strata Management offer assistance and co-operation to CHU Insurance and their legal team in case NH201212589 (CHU forced owners corporation to repay \$8,800.00 four years after the legal claims for non-existent CTTT case)?
8. Did BCS Strata Management offer assistance and co-operation in Australian Competition and Consumer Commission cases: 1733927 and 2658878?



### Incentivised Review

No

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### Listing monitored by BCS Strata Management representatives.

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