

Display of customer's care by BCS Strata Management:

Some of email delivery receipts confirming that Mr. Greg Freeman, COO of BCS Strata Management, NSW opened/read the emails from SP52948 owner but never replied. The return receipts are easy to forensically verify and they are in my possession.

As an example of persistent silence, here is summary of around 50 of many emails sent to him to investigate complaints of mismanagement of large strata complex by his company:

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

Several email delivery receipts at the end of this trail confirm that BCS Strata Management deleted customer's complaints and enquiries without reading by BCS staff, and delayed reading by Branch Manager at Epping Office.

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Tue, 18 Nov 2014 17:57:46 +1100
Subject: Read: HIGH-PRIORITY SUMMARY SP52948 AGM 2014 Rigged Tender for Caretaker's Contract as per 18Nov2014

Your message was read on Tuesday, November 18, 2014 5:57:46 PM (GMT+10:00) Canberra, Melbourne, Sydney.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: lsF3d8hjuUiz7lNubaUlnw==
Original-Message-ID: <546AED45.6060300@...>
X-Display-Name: Greg Freeman

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Thu, 20 Nov 2014 22:07:45 +1100
Subject: Read: SUMMARY Credibility of Hayes Knight Accounting Company failed tests before

Your message was read on Thursday, November 20, 2014 10:07:45 PM (GMT+10:00) Canberra, Melbourne, Sydney.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: Te00Cmb+4kiSDrnD2MZmFQ==
Original-Message-ID: <546DC75A.4010102@...>
X-Display-Name: Greg Freeman

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Sat, 22 Nov 2014 22:33:19 +1100
Subject: Read: SUMMARY SP52948 Sinking Fund unknown to Strata Manager until 11April2014

Your message was read on Saturday, November 22, 2014 10:33:19 PM (GMT+10:00) Canberra, Melbourne, Sydney.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: ZIXG7jFg0EWMjz+FmT0zg==
Original-Message-ID: <54707433.4040407@...>
X-Display-Name: Greg Freeman

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Sun, 23 Nov 2014 09:51:18 +1100
Subject: Read: Re: Updated Request SP52948 Strata Manager and EC promoting religious intolerance and discrimination

Your message was read on Sunday, November 23, 2014 9:51:18 AM (GMT+10:00) Canberra, Melbourne, Sydney.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: IfZx1NQfAkCaGpG0pSvE0Q==
Original-Message-ID: <5471132B.7040702@...>
X-Display-Name: Greg Freeman

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Sun, 22 Nov 2015 00:09:36 +1100
Subject: Read: UPDATED OFFICIAL SUBMISSION PER SSMA 1996 Section 108 SP52948 Document Viewing Request on 21Nov2015

Your message was read on Saturday, 21 November 2015 1:09:36 PM UTC.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: tRx1NdbcNEK0wMVJQCwKAw==
Original-Message-ID: <56501532.2040801@...>
X-Display-Name: Greg Freeman

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Sun, 25 Oct 2015 12:53:43 +1100
Subject: Read: INQUIRY Compliance with Caretaker's Contract and Upholding SP52948 By-Laws

Your message was read on Sunday, 25 October 2015 1:53:43 AM UTC.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: kbFoxlm0bEmyjsJ2gKka0A==
Original-Message-ID: <562BECDC.4010505@...>
X-Display-Name: Greg Freeman

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Mon, 8 Feb 2016 08:44:39 +1100
Subject: Read: SP52948 Request for next EC meeting agenda and responses on 7Feb2016

Your message was read on Sunday, 7 February 2016 9:44:39 PM UTC.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: Axw60KAqI0qYXe15aSmIlg==
Original-Message-ID: <56B6FA35.1060806@...>
X-Display-Name: Greg Freeman

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Sun, 8 May 2016 11:03:32 +1000
Subject: Read: UPDATED SUBMISSION SP52948 Motions for AGM or EGM 2016 - 8May2016

Your message was read on Sunday, 8 May 2016 1:03:32 AM UTC.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: sqrGZKfAHkeQkuGYBZJPtA==
Original-Message-ID: <572E85D2.705@...>
X-Display-Name: Greg Freeman

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Mon, 1 Aug 2016 23:56:36 +1000
Subject: Read: UPDATED SUBMISSION SP52948 Motions for AGM or EGM 2016 - 1Aug2016

Your message was read on Monday, 1 August 2016 1:56:36 PM UTC.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: MAJJ2wQXXky1ed2T0HDE5A==
Original-Message-ID: <05181981-06af-090d-7639-c1bc2e777133@...>
X-Display-Name: Greg Freeman

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Mon, 1 Aug 2016 23:56:36 +1000
Subject: Read: UPDATED SUBMISSION SP52948 Motions for AGM or EGM 2016 - 1Aug2016

Your message was read on Monday, 1 August 2016 1:56:36 PM UTC.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: MAJJ2wQXXky1ed2T0HDE5A==
Original-Message-ID:
<05181981-06af-090d-7639-c1bc2e777133@circlingcycle.com.au>
X-Display-Name: Greg Freeman

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Tue, 4 Oct 2016 19:02:44 +1100
Subject: Read: Re: SP52948 AGM Agenda 19.10.2016 - first comments on 4Oct2016

Your message was read on Tuesday, 4 October 2016 8:02:44 AM UTC.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: oKuoDnpx8kmE9kr3mwN4tQ==
Original-Message-ID: <689b34d6-6ba0-d345-78c5-8ef3d5bcc19f@...>
X-Display-Name: Greg Freeman

From: Greg Freeman <Pica Group>
To: SP52948 owner
Date: Tue, 11 Oct 2016 22:35:05 +1100
Subject: Read: SUMMARY SP52948 Proxy form from Lot 158 and summary of non-compliance actions by BCS STRata Management on 11Oct2016

Your message was read on Tuesday, 11 October 2016 11:35:05 AM UTC.

Attached Message Part

Final-recipient: RFC822; Pica Group
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: XEiB6gF+jUuPvs2M50ER4A==
Original-Message-ID: <41295185-2c95-19ad-099f-3d92a32cff18@...>
X-Display-Name: Greg Freeman

BCS Strata Management staff trained to delete customer's complaints and enquiries without even reading them:

From: Mallory Costen <BCS Strata Management>
To: SP52948 owner
Date: Mon, 14 Apr 2014 10:45:38 +1000
Subject: Not read: REQUEST FOR REPAIR: SP52948 Lot 158 toilet bowl partially disconnected from the floor

Your message was deleted without being read on Monday, April 14, 2014 10:45:38 AM (GMT+10:00) Canberra, Melbourne, Sydney.

Attached Message Part

Final-recipient: RFC822; Mallory Costen
Disposition: automatic-action/MDN-sent-automatically; deleted
X-MSExch-Correlation-Key: 8LdcEDWnUiV/lQHU5KUog==
Original-Message-ID: <5347B116.1030405@...>
X-Display-Name: Mallory Costen

From: Debbie Stephenson <BCS Strata Management>
To: SP52948 owner
Date: Wed, 26 Feb 2014 09:36:24 +1100
Subject: Not read: REQUEST FOR REPAIR: SP52948 Lot 158 burnt and faulty power point socket in kitchen

Your message was deleted without being read on Wednesday, February 26, 2014 9:36:24 AM (GMT+10:00) Canberra, Melbourne, Sydney.

Attached Message Part

Final-recipient: RFC822; Debbie Stephenson
Disposition: automatic-action/MDN-sent-automatically; deleted
X-MSExch-Correlation-Key: Ebni+ObzQUKjz6WPJkm01Q==
Original-Message-ID: <1389517688.6978.6.camel@...>
X-Display-Name: Debbie Stephenson

From: Debbie Stephenson <BCS Strata Management>
To: SP52948 owner
Date: Fri, 29 Apr 2016 11:10:27 +1000
Subject: Not read: REQUEST why is information about serious water leaks in SP52948 Block A top floor hidden from owners

Your message was deleted without being read on Friday, 29 April 2016 1:10:27 AM UTC.

Attached Message Part

Final-recipient: RFC822; Debbie Stephenson
Disposition: automatic-action/MDN-sent-automatically; deleted
X-MSExch-Correlation-Key: 7C83tdjrrECiNNSQujWbIw==
Original-Message-ID: <570B6E97.9050105@...>
X-Display-Name: Debbie Stephenson

Examples of Branch Manager at Epping Office delaying reading important complaints from customer for more than a month:

From: Mike Smythe
To: SP52948 owner
Subject: Re: SP 52948 AGM Agenda 19.10.2016 - first comments on 40ct2016 - update 70ct2016
Sent: Friday, October 7, 2016 8:09:31 PM (UTC+10:00) Canberra, Melbourne, Sydney

Your message was read on Tuesday, November 22, 2016 3:44:17 PM (UTC+10:00) Canberra, Melbourne, Sydney.

Attached Message Part

Final-recipient: RFC822; Mike Smythe
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: UVHgr+RFNUe7kTbrJUmgw==
Original-Message-ID: <1a06041f-9109-9256-fb16-96a4aee9ee8f@...>
X-Display-Name: Mike Smythe

From: Mike Smythe
To: SP52948 owner
Subject: SUMMARY Solicitor Adrian Mueller again engaged to prevent Motions from AGM 2016 at owners corporation cost
Sent: Wednesday, October 12, 2016 7:23:26 PM (UTC+10:00) Canberra, Melbourne, Sydney

Your message was read on Tuesday, November 22, 2016 3:42:59 PM (UTC+10:00) Canberra, Melbourne, Sydney.

Attached Message Part

Final-recipient: RFC822; Mike Smythe
Disposition: automatic-action/MDN-sent-automatically; displayed
X-MSEch-Correlation-Key: WJelUoMt/E++Z9qtra0Ynw==
Original-Message-ID: <0a5c40b8-6e59-ab89-16af-d559c2dec62c@...>
X-Display-Name: Mike Smythe