

Executive Summary

Raine and Horne Strata Sydney (BCS Strata Management since their acquisition in 2010) sent an unsolicited Customer Satisfaction Surveys in 2013, 2014, and 2015.

The message tried to portrait openness and wish by the company to improve their services. In reality, they are surveys to minimize their guilt and feel better about themselves. No action by BCS Strata Management, or their parent company PICA, happens as result of the answers provided by customers.

They need to immerse in customer feedback instead of sticking survey results in a binder and forgetting about them without analysis. Sharing the results - including verbatim customer comments - and what these results have taught them with the customers and the entire staff never happened. BCS Strata Management does not take time to thoughtfully review survey responses and consider their implications.

A group of owners in large strata plan SP52948 independently submitted their own negative comments, with clear and precise request that senior managers at BCS Strata Management since 2010 should contact them in return. Only silence from the strata agency followed, and no improvement of services in SP52948 ever occurred. But, that is not coincidental and happens to many other complexes.

Instead of better services, the following was awarded to them by Strata Community Australia (NSW):

<http://www.nswstratasleuth.id.au/Raine-and-Horne-Strata-Sydney-BCS-Protected-by-Strata-Community-Australia-NSW.pdf>

More evidence at:

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

Survey 2013

Subject: Tell us about your experience with Raine & Horne Strata Sydney

Date: Thu, 11 Jul 2013 19:58:09 -0600

From: CommunityE <no-reply@communitye.com.au>

To: SP52948 owner

Tell us about your experience with our services

Dear Valued Customer,

At Raine & Horne Strata Sydney, your feedback is important to us. We would like to invite you to participate in our Customer Satisfaction Survey 2013.

We are committed to providing you with the highest levels of service. To help us achieve this and to keep improving, we'd like to know about your experience with us.

Depending on your answers, the survey will take between 10 and 15 minutes to complete. We have commissioned Lonergan Research, an independent market research company, to conduct this survey on our behalf. Individual responses will be strictly confidential and combined with those of other customers for reporting purposes. No responses will be directly attributable to you unless you give us permission.

Please click on the link below to begin the survey, or copy and paste the URL into your web browser.

<http://www.questionpro.com/a/TakeSurvey?id=45029599&rd=863485727>

Three people who respond with the best answer to the last question in the survey will be chosen to receive an iPad Mini.*

Whilst participation is voluntary, your valuable feedback will improve the quality of our service to you. The survey will be open for two weeks (closing 26th July), and a reminder will be sent to you in one weeks' time.

Thank you for taking the time to help us better serve you!

*Submissions will be judged based on the best answer to the last question. The three (3) best answers will each receive an iPad Mini. We will determine the best answers in our sole discretion within 14 days of the survey closing. Our decisions will be final. The three chosen winners will be contacted to receive their prize.

Prize: Apple Ipad Mini, 16GB Wifi + Cellular

This email was sent by: PICA Group, Level 27, 66-68 Goulburn St, Sydney NSW 2000

You're receiving this email because you are our valued client. If you are not interested in receiving this survey then you can unsubscribe using the above link.

Copyright (c) 2012 PICA Group

This email was sent by:
PICA Group
Level 27, 66-68 Gouldburn Street
Sydney, NSW, 2000, Australia

We respect your right to privacy - visit the following URL to view our policy.
(<http://email.exacttarget.com/Company/Policies/PrivacyPolicy.html?linkid=View+Privacy+Policy>)

Exchange of emails to confirm that survey was completed for an owner...

From: Madeline Plumb [mailto:madeline@lonerganresearch.com.au]
Sent: Friday, 19 July 2013 12:33 PM
To: SP52948 owner
Subject: RE: QUERY : FW: Don't forget to complete Raine & Horne Strata Sydney Customer Satisfaction Survey

Thank you for your email.

I can see on our system that you've completed the survey.

If you received a reminder email, please disregard. We apologise for the inconvenience.

Warm regards,
Madeline

P: 1300 123 453 / +61 (0)2 9046 5600
D: +61 (0)2 9046 5603

From: SP52948 owner
Sent: Friday, 19 July 2013 12:03 PM
To: madeline@lonerganresearch.com.au
Subject: QUERY: FW: Don't forget to complete Raine & Horne Strata Sydney Customer Satisfaction Survey

Madeline,

Actually I responded to this already, some time last week. Is there any way of downloading a printout of the responses please.

Survey 2014

Subject: Have you telephoned us recently?
Date: Fri, 2 May 2014 13:01:37 +1000
From: Raine and Horne Strata Sydney <customersurvey@peoplepulse.com.au>
To: SP52948 owner

Have you telephoned us recently?

Take a short, 1- minute survey to let us know of your experience.

Dear Valued Customer,

Raine and Horne Strata Sydney is continuously looking to provide better guidance, support and delivery of services to our customers.

Over the last few months we have been implementing a number of changes in the business to ensure we meet your expectations in the delivery of our service to you. One of these is to ensure that we respond and/or acknowledge all requests (via phone or email) within 24 hours.

We would like to invite you to participate in our Autumn Service Survey where we ask that you rate your last phone call to Raine and Horne Strata Sydney.

The Survey will take only 1-2 minutes to complete.

Whilst participation is voluntary, your feedback will help us understand if the changes we have implemented recently across Raine and Horne Strata Sydney have improved your experience with us.

The survey will be open for two weeks, closing on Friday 16th May, so please take advantage of this opportunity to help enhance your experience with us.

Thank you in advance for taking the time to complete the mini survey.

To complete the survey please click link below or copy and paste the URL into your web browser:

<https://secure.peoplepulse.com.au/48487216cd9283232597>

We have commissioned PeoplePulse, an independent market research company, to conduct this survey on our behalf. Your individual responses will be strictly confidential and combined with those of other customers for reporting purposes only. No responses will be directly attributable to you unless you give us permission.

www.peoplepulse.com.au

You're receiving this email because you are our valued Raine and Horne Strata Sydney client. clicking here.

Copyright © 2012 PICA Group

This email was sent by: Raine & Horne Strata Sydney, Level 2, 51 Rawson Street, Epping NSW 2121

Ph: (02) 9868 2999

Survey 2015

Subject: Customer Satisfaction Survey 2015
Date: Thu, 27 Aug 2015 16:02:32 +1000
From: BCS Strata Management <customersurvey@peoplepulse.com.au>
To: SP52948 owner

Tell us about your experience with our services...

Dear Valued Customer

At BCS Strata Management, your feedback is very important to us. We therefore invite you to participate in our 2015 Customer Satisfaction Survey.

We are committed to providing you with the highest levels of service. To help us achieve this and to keep improving, we'd like to know about your experience with us. Whilst participation is voluntary, your valuable feedback will improve the quality of our service to you.

The three people who respond with the best answer to the last question in the survey will be chosen to receive an iPad Mini.*

The survey closes on Sunday 13th September. A reminder email will be sent to you in one weeks' time if you have not yet completed the survey by this time.

The survey will take approximately 15 minutes to complete.

To complete the survey please click link below or copy and paste the URL into your web browser:

<https://secure.peoplepulse.com.au/Z3v2bj0r3wenst4l6xivlvqy8wlm9>

We understand that your time is valuable and thank you for taking the time to help us better serve you!

Yours Sincerely,

BCS Strata Management

PeoplePulse is an independent market research company, commissioned by BCS Strata Management to conduct this survey on our behalf. Individual responses will be strictly confidential and combined with those of other customers for reporting purposes only. No responses will be directly attributable to you and if you provide your contact details as part of the delivery process for the iPad Mini they WILL NOT be viewed in conjunction with survey responses and only used to contact the recipients.

www.peoplepulse.com.au

*Submissions will be judged based on the best answer to the last question. The three (3) best answers will each receive an iPad Mini. We will determine the best answers in our sole discretion within 14 days of the survey closing. Our decisions will be final. The recipients will be contacted for delivery of their iPad Mini.

Item: Apple Ipad Mini, 16GB Wifi

You're receiving this email because you are our valued BCS Strata Management client.

Copyright © 2012 PICA Group

This email was sent by PeoplePulse on behalf of: BCS Strata Management, Level 27, 66 - 68 Goulburn Street, Sydney NSW 2000

Ph: 1300 883 227

Evidence what customers think about BCS


Reputable website which verifies a claims before posts are allowed:

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

Or, with easier formatting:

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

A few examples of how BCS Strata Management staff pretend to communicate with customers showing many years of appalling services:




webwrx
★ 10 reviews
💡 6 answers
👍 6 helpful votes

Terrible
★☆☆☆☆ 1 out of 5, reviewed on Mar 21, 2009

Thank God someone in our committee actually shopped around for a better deal. BCS was by far the most expensive, their service the worst we ever experienced and we caught them playing tricks with our budget to hide their massive fee increases. We gave these people the flick at the end of 2008.

⊖ **Pathetic service. Ripoff prices. Sneaky budgeting.**




orsoe
★ 1 review
[Send a message](#)

Terrible
★☆☆☆☆ 1 out of 5, reviewed on Sep 03, 2009

Don't go near them, it will only result in another layer of problems and the senior management will not respond to any concerns you may raise.

⊕ **That we got rid of them.**

⊖ **Absolutely appalling. Their conduct verges on dishonest. High staff turnover meaning you are constantly retraining new staff. Scant knowledge of the Act and related legal requirements. Fudged accounts, failure to disclose material issues. Clear instructions/requests are ignored. Complete lack of responsibility for anything e.g. they made a mistake in minutes and made us pay for a meeting to correct them. Very high charges.**



elfinstone
★ 1 review
[Send a message](#)

Terrible
★☆☆☆☆ 1 out of 5, reviewed on Apr 08, 2010

DISGUSTING.... overcharge for everything - do not save adequate in sinking fund which is not in line with the Act requirements. Leave them well alone.....

⊕ **ABSOLUTELY NOTHING**

⊖ **unprofessional, unethical, pathetic service, do not respond to calls or emails, cannot issue paperwork on time, dither around, unorganised, rude, huge fees and they almost got away with hiding extra costs until some owners went through with a fine tooth comb. Dont go near them with a barge pole. Check your body corp manager out very carefully as they are not regulated, have no special skills and apparently indemnify themselves from errors, would you like someone looking after your investment with the above lack of skills - like us, I would think not. We sacked BCS and other properties I have who also have them managing will not be voted back for another stint at the next AGM. Steer Clear of BCS is all I can say.**



DDD
★ 1 review
[Send a message](#)

Terrible
★☆☆☆☆ 1 out of 5, reviewed on Jan 24, 2011

There has been nothing good to say about BCS. At a minimum, we have experienced the following:

- Minimum to no response from staff, often ignoring questions where you ask them to do work.
- They don't action any of the tasks agreed in meetings. It took atleast 3months of chasing BCS to action what they said they will do in 2 weeks at the meeting.
- They don't follow their own processes.
- Have had staff lie to us, even though it is quite obvious.
- Expensive fees repairs.

Don't waste your time with BCS.



clareadel

★ 6 reviews
💬 3 comments
👍 18 helpful votes

✉ Send a message

Terrible

★☆☆☆☆ 1 out of 5, reviewed on Feb 08, 2011

Bad, bad, bad, & expensive, they are in for the \$\$\$ only! Switch to a smaller cheaper co. As easy as pleasey, remember these guys are 'forced' upon us...

⊕ There was nothing positive about the mismanagement of BCS in Gosford, NSW.

⊖ A nightmare, expensive, in bed with builders, experts who themselves were incompetent and corrupted (yes, i know, 'they' won't like it it be known...), shop around we have now halved the cost of managing our small block...



walking

★ 1 review

✉ Send a message

Terrible

★☆☆☆☆ 1 out of 5, reviewed on Apr 01, 2011

I believe BCS is very dirty.

The plumber who built our lots did not put silk between water pipes joints and this caused leaking. What BCS did? BCS called the rubbish plumber to repair it at our costs over thousands dollars!

⊖ dirty



Stay_away_from_BCS

★ 1 review

✉ Send a message

Avoid BCS at all costs!

★☆☆☆☆ 1 out of 5, reviewed on Oct 19, 2011

BCS believe they own my property. I would endorse all other comments on this site as absolutely true and correct. We don't have a page large enough for the many complaints I have made to them, about their lack of service and portfolio manager's condescending attitude towards owners. They are the worst managing agents I have ever come across, and it starts with the receptionist right through to branch manager.

Try to get rid of them, oh yeah...BCS will try anything and go to extreme lengths to avoid losing their contract.

Beware of this company, they are shocking!



elcaito

SYDNEY

★ 1 review
💬 2 comments

✉ Send a message

Worst communications and monies not accounted for

★☆☆☆☆ 1 out of 5, reviewed on Mar 28, 2012

I won't repeat what most everyone else here have said. They are simply terrible.

However, I am interested to get in touch with some of you in terms of [1] how to get rid of them and [2] what examples did you find that they did dodgy figures / balance sheets.


We should form a class action against them really.

⊕ err... a friendly cute sales pitchy type of voice.


Similar opinion? Write a review!

5 people found this helpful, do you?

Comments

 **BCS Strata Management Official**
Thank you for alerting us to this. We work hard to offer professional management and great customer service, and we apologise that we did not meet your expectations. We would appreciate the chance...
[read more »](#)

BCS Strata Management posted on Feb 06, 2013

 One year on and only now we are about to get rid of these loons! They have been reported to the ombudsman and accc. They will not last.

elcaito posted on Apr 10, 2013



Natasha

Sydney

★ 1 review

[Send a message](#)

STOP before you sign any contract with BCS

★☆☆☆☆ 1 out of 5, reviewed on Jul 10, 2015

Having had experience with numerous strata managers over the years, BCS without competition would be the worst. Given that many strata managers seem to have little or poor knowledge on basic strata laws, our manager takes this to another level. In our block BCS has contravened the terms of the contract, refused to respond to enquiries (at various levels of management), sent inappropriate emails, has not attended to maintenance, provide incorrect information to owners due to lack of knowledge, made incorrect statements to the tribunal to cover up mistakes, incorrectly used legislation at meetings, refused to amend minutes, spent owners funds without authority and refused to discuss any issues that pertain to good governance. In attempting to rectify the problems I have been met with threats from BCS management.

There are many good reasons that BCS have such an abominable reputation. Reading these reviews confirms what seems to be knowledge amongst many property owners. There is a common trend amongst all these reviews- Unprofessionalism and incompetency.



andrew.clarkson.94

Sydney, Australia

★ 1 review

👍 1 helpful vote

[Send a message](#)

One star is too much

★☆☆☆☆ 1 out of 5, reviewed on Mar 11, 2015

I had the unfortunate experience of dealing with BCS in an apartment block in Western Sydney as an owner.

It became apparent that BCS had simply no interest in the committee, the block, or any idea what basic levels of customer service are. Key features include:

1. Failure to return calls or emails
2. Excessive delays in getting quotes for repairs
3. Despatching tradesmen with inadequate instructions or scopes of work
4. Never visiting the site.
5. Errors in calculating levies
6. Mistakes in minutes of meetings
7. Claims of not receiving communications from committee members despite email trails clearly shoeing the communication had been received.

I vowed not to waste another moment of my life on this mob, so please let this brief review be a warning to you. Avoid avoid avoid.



Distressed Owner

Wollongong

★ 1 review

👍 1 helpful vote

[Send a message](#)

Hopeless

★☆☆☆☆ 1 out of 5, reviewed on Jul 01, 2015

I honestly don't know how this company is still operating. Rude, disrespectful, incompetent staff who are unorganised and are forever needing to be prompted to complete tasks, over and over again.

When contacting this company you are made to feel like you are harassing them, when simply trying to seek help or find out what is going on.

I was told that for a matter to be resolved in our strata scheme, 'there is a very lengthy process'... how about starting that process when the matter is first raised and we would be 6 months into it, instead of putting it in the 'too hard basket' and hoping the problem will go away.

I will never consider buying another property managed by these morons.



Consumer_po...

Victoria

★ 11 reviews

💬 3 comments

💡 2 answers

➡ Send a message

Useless

★☆☆☆☆ 1 out of 5, reviewed on Jun 03, 2013

We've sent numerous complaints to BCS because they've continuously failed to deliver a service for which we get regularly charged. The property manager is never onsite to inspect the building and the building issues are only brought to his attention by concerned residents. Moreover he can only be sporadically reached via email. They always have an excuse what they're not doing their job (e.g., short of staff, manager was on holiday, sent a request for maintenance but never heard back, etc.) but in the end only 10% of the issues we've brought to their attention have been addressed (and only the seriously urgent ones like burst pipes and floods).

On top of this, they increase their fees by a couple of hundred dollars every so often because of "rising maintenance costs", but we never see the end result. BCS is the worst choice you can make when choosing a body corporate.

⊖ Not responsive, don't care about our building, keep increasing their fees.

Similar opinion? Write a review!

1 person found this helpful, do you?



Comments



BCS Strata Management Official

Thank you for alerting us to this. We work hard to offer professional management and great customer service, and we apologise that we did not meet your expectations. We would appreciate the chance ... [read more](#) »

BCS Strata Management posted on Jun 04, 2013



I have since written an email to info@bcssm.com.au and received no response. I believe they only write these comments to seem like they're addressing their issues in the eyes of people who read these reviews, but they never actually follow them up.

Consumer_power posted on Jun 08, 2013



m

★ 1 review

👍 6 helpful votes

Truly terrible

★☆☆☆☆ 1 out of 5, reviewed on Jul 23, 2013

I have never once rung BCS and been put through to the managing agent or the person I wanted to speak to. They are eternally 'in meetings' or 'at lunch' and rarely bother returning phone calls or emails unless it's an easy fix. They have provided poor advice to the EC and Owners Corp. One cannot exaggerate how bad these clowns are. And what's more they make you pay a premium for their incredibly [censored word removed] service.



Candii123

★ 3 reviews

➡ Send a message

Worst Company I've had to deal with!!!

★☆☆☆☆ 1 out of 5, reviewed on Jan 30, 2014

I'm an owner of a strata managed building and this company are USELESS. Their strata managers ask us how to do their job constantly, don't know what the laws are or what they should be doing. I thought we were paying them for expert advice etc, turns out we pay them for no reason!!! The strata managers often made mistakes causing issues with the owners, including giving us false information (they apologised for it later but the damage was done), not passing information onto owners, ignoring requests completely (like when we requested a change of strata company be put on the AGM agenda!) and not following up on issues. Sent 3 e-mails and 2 phone calls without a response, was told the portfolio manager was at lunch and then had left for the day without returning my call! Finally complained and got a snarky email back to say we need to be patient, and did not answer the initial query at all!!! It is the STRATA company's job to deal with all the owners and bring them together, and to follow things up. BCS have actually a hindrance rather than a help!

⊕ They have an online site that you can log into

⊖ ignorant, useless, dont care. False information, no expertise, don't follow up, expensive, rude, unprofessional, dont actually do their job



SPgong

★ 1 review

💬 1 comment

👍 1 helpful vote

[Send a message](#)

Rip off, charges galore, self managing easier

★☆☆☆☆ 1 out of 5, reviewed on Feb 05, 2014

Never seen such ridiculous charges for anything including a \$110.00 fee for postponing AGMs.

Did not include election of committee so they just did whatever they wanted, used whoever they wanted and insured us for things we didn't need insuring. Thankfully we woke up to their sneaky ways. We ended up self managing, much easier!!

⊖ Everything, unhelpful arrogant strata manager and even more unhelpful branch manager (didn't want to hear what we had to say)