

leak at 205A/206 The Strand BHLC BHLC office

6 messages

BURLEIGH HEADS LANGUAGE COLLEGE <oscar@bhlc.com.au>

Mon, May 13, 2024 at 10:10 AM

To: "kathryn.mills@strandcoolangatta.com.au" <kathryn.mills@strandcoolangatta.com.au>

Hi Kathryn

I hope you are doing well

We had an issue in my office last weekend during the rain. A lot of rainwater comes through the window. Please see video attached to the email.

my phone number is 0415354956

Please Let me know if you need more information.

Kind Regards.



Oscar Codoceo
General Manager



CRICOS Provider Code: 02462j

www.bhlc.com.au [@bhlccomau](https://www.instagram.com/bhlccomau) [BHLanguageCollege](https://www.facebook.com/BHLanguageCollege)

PH: +61 7 56333907**Whatsapp: +61 4 13674442**




41 James Street , Burleigh Heads, 4220 QLD

4220 Gold Coast QLD – AUSTRALIA

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3 attachments

-  **06c04d21-ff94-4cda-a95a-241ef7c165ee.MP4**
1777K
-  **1ffd212c-4f9a-402b-bc3d-3ff45b046955.MP4**
3748K
-  **4b220bca-277a-4a56-87ed-ff83218698a3.MP4**
5052K

BURLEIGH HEADS LANGUAGE COLLEGE <oscar@bhlc.com.au>
To: "kathryn.mills@strandcoolangatta.com.au" <kathryn.mills@strandcoolangatta.com.au>

Tue, Nov 26, 2024 at 3:56 PM

Dear Kathryn,

Thank you for your visit yesterday.

I am writing to bring to your attention a persistent and severe leak at our premises that occurs every time it rains. Unfortunately, no action has been taken to resolve this issue since we moved in, approximately two years ago.

Currently, we are unable to use that section of the premises. Hosting meetings in that space has become impractical, as we constantly need to check the weather forecast beforehand. Despite multiple visits from management and the body corporate, no progress has been made to address the problem.

Furthermore, I am unable to operate effectively in Coolangatta and am therefore relying on the Burleigh Heads campus. Additionally, my administrative staff cannot work in that room due to the potential danger posed by the leak and the proximity to electrical components also a the kitchen area. This situation is unacceptable and poses a serious risk.

Given the severity and duration of this issue, we kindly request immediate attention to resolve it and a clear timeline for when the necessary repairs will be completed. As we have been very responsible with our lease payments, we also respectfully request compensation in the form of at least a three-month lease waiver.

This concession is particularly critical as we prepare for the arrival of international students at our premises, marking an important period of growth and recovery for us.

Thank you for your understanding and prompt attention to this matter.

Looking forward to hearing from You.

Kind regards,



Oscar Codoceo
DIRECTOR

CRICOS Provider Code: 02462J

www.bhlc.com.au

(+61) 7 56333907 (Burleigh Heads)

(+61) 7 56333636 (Coolangatta)

41 James Street, Burleigh Heads, 4220 QLD

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[Quoted text hidden]

Mail Delivery Subsystem <mailer-daemon@googlemail.com>
To: oscar@bhlc.com.au

Tue, Nov 26, 2024 at 3:56 PM



Message blocked

Your message to **kathryn.mills@strandcoolangatta.com.au** has been blocked. See technical details below for more information.

LEARN MORE

▲ *This link will take you to a third-party site*

The response from the remote server was:

550 SPF Sender Invalid – envelope rejected – <https://community.mimecast.com/docs/DOC-1369#550> [nolhj7v0P_278FynQZeILg.au87]

Final-Recipient: rfc822; kathryn.mills@strandcoolangatta.com.au

Action: failed

Status: 5.7.0

Remote-MTA: dns; [au-smtp-inbound-1.mimecast.com](https://community.mimecast.com/docs/DOC-1369#550). (103.96.20.26, the server for the domain [strandcoolangatta.com.au](https://community.mimecast.com/docs/DOC-1369#550).)

Diagnostic-Code: smtp; 550 SPF Sender Invalid - envelope rejected - <https://community.mimecast.com/docs/DOC-1369#550> [nolhj7v0P_278FynQZeILg.au87]

Last-Attempt-Date: Mon, 25 Nov 2024 21:56:42 -0800 (PST)

----- Forwarded message -----

From: BURLEIGH HEADS LANGUAGE COLLEGE <oscar@bhlc.com.au>

To: "kathryn.mills@strandcoolangatta.com.au" <kathryn.mills@strandcoolangatta.com.au>

Cc:

Bcc:

Date: Tue, 26 Nov 2024 15:56:25 +1000

Subject: Re: leak at 205A/206 The Strand BHLC BHLC office

----- Message truncated -----

BURLEIGH HEADS LANGUAGE COLLEGE <oscar@bhlc.com.au>

To: "kathryn.mills@strandcoolangatta.com.au" <Kathryn.Mills@strandcoolangatta.com.au>

Tue, Nov 26, 2024 at 4:11 PM

Dear Kathryn,

Thank you for your visit yesterday.

I am writing to bring to your attention a persistent and severe leak at our premises that occurs every time it rains. Unfortunately, no action has been taken to resolve this issue since we moved in, approximately two years ago.

Currently, we are unable to use that section of the premises. Hosting meetings in that space has become impractical, as we constantly need to check the weather forecast beforehand. Despite multiple visits from management and the body corporate, no progress has been made to address the problem.

Furthermore, I am unable to operate effectively in Coolangatta and am therefore relying on the Burleigh Heads campus. Additionally, my administrative staff cannot work in that room due to the potential danger posed by the leak and the proximity to electrical components also in the kitchen area. This situation is unacceptable and poses a serious risk.

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This concession is particularly critical as we prepare for the arrival of international students at our premises, marking an important period of growth and recovery for us.

Thank you for your understanding and prompt attention to this matter.

Looking forward to hearing from You.

Kind regards,

Kind Regards



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Thank you Leo for your visit.
I am attaching the video you asked for in this email.

Unfortunately, we closed the campus on July 16, except for one level. The rest of the students, including myself, were transferred to the Burleigh Heads Campus. We needed to comply with ASQA, the entity that supervises our school, as we are dealing with international students (Student Visa 500).

Please let me know if you need anything else regarding this matter. I will send you more evidence during the day.

- Dec 2 2024.MOV
- May 7 2024.mp4
- May 13 2024.MP4
- Nov 22 2024.MOV
- Oct 10 2024.mp4

Kind Regards



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BURLEIGH HEADS LANGUAGE COLLEGE <oscar@bhlc.com.au>
To: TMitchell@attwoodmarshall.com.au

Wed, Dec 18, 2024 at 11:28 AM

Hi Tobie

thank you for your time.
I hope you are well
Find the sequence of emails and videos with the strand management.

Please let me know if you have any questions.

Kind Regards



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