

Australian Capital Territory Capability Statement

VALUE MADE VISIBLE

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Our History

Opteon Property Group (OPG) in the Australian Capital Territory (ACT) has a history extending back to over twenty years. The business expanded its geographic footprint into regional NSW after acquiring Rural & Regional Valuers Yass. OPG in ACT provides valuations for residential and commercial purposes across the ACT, City of Queanbeyan, Goulburn and Palerang Shire including Bungedore.

OPG's Valuers, advisors and quantity surveyors are experienced in providing valuations and advisory advice on a full range of property types including Residential, Commercial, Industrial, Plant and Equipment and specialised asset types.

Our clients have access to the combined human resources, industry knowledge, advanced technology, business infrastructures and geographic coverage provided by the OPG national network – the largest group of property valuers and advisors in Australia.

Opteon Property Group National Network

Being part of the OPG national network means our ACT operations have access to:

- › Collective business and market intelligence of all OPG businesses Australia-wide
- › Collective buying power for business services and supplies
- › Advanced Valuation Management System and mobile valuer capability
- › Leading edge quality assurance and risk management programs.

More information about the OPG national network is available on our website at www.opg.net

Directors and Management

The OPG business in ACT is owned and operated by experienced Directors who have invested time in understanding their local regions and clients. All of the Directors and staff are across all aspects of the business including:

- › Promotion and development of the business
- › Management and mentoring of Valuers and administrative personnel
- › Day-to-day business operations
- › Provision of exceptional service performance
- › Dissemination of high quality advice
- › Maintaining client service and building strong relationships.

Key contact details for the OPG firm in the ACT can be found on page 7.

Client Benefits

The strength of OPG in ACT is demonstrated through the service attributes listed below, which result in fast, accurate, reliable and independent valuation advice and property market intelligence. Our clients benefit from OPG's unique position:

- › OPG in ACT has comprehensive postcode coverage throughout ACT and surrounding NSW
- › Central access points for the receipt and distribution of valuation instructions
- › A proven record in the successful delivery of high volume residential and non-residential valuations throughout ACT and surrounding NSW
- › Highly developed and sophisticated IT infrastructure supported by dedicated in-house IT managers
- › Substantial commercial valuation acumen
- › Competitive fee structure
- › Highly developed quality control and risk management practises
- › Proven "market-tested" valuation expertise.

Staff in ACT

OPG in the ACT has a total of 15 staff (comprising 9 valuers, 2 trainee valuers and 4 administration staff). Resourcing is constantly monitored by management and can be rapidly supplemented or reconfigured to ensure sufficient capacity to meet varying client demands. Valuers can be seconded from other States at short notice when required.

The Valuers undertaking valuations for OPG are all Certified Practising Valuers (CPV), Associates of the Australian Property Institute (AAPI) and have direct experience valuing properties in the ACT and surrounding areas. The Valuers are supported by an experienced and cohesive team of administration staff.

In addition, OPG has adopted a formal mentoring program through which graduate Valuers receive ongoing tuition and professional development from more experienced licensed Valuers and Managing Directors. Further, OPG has adopted a culture of training its own licensed valuers through the recruitment and development of high-calibre graduates.





Information Technology

Our national valuation network's reach and our significant investment in information technology systems have made us an employer and a provider of choice.

OPG has embraced the pivotal role technology plays in valuation services today by developing Australia's most advanced and innovative in-house Valuation Management System.

OPG's Market-Leading Valuation Management System

Using up-to-date market data and empowering our national network through a centralised Valuation Management System, our technologies have put us at the forefront of valuation risk management and compliance services.

Developed and managed exclusively in-house, OPG's Valuation Management System is stable, scalable and highly agile. We can customise valuation data and reporting across our business to satisfy the needs of any client.

Technology is an integral aspect of our business operations, from receipt and acceptance of instructions, to providing real-time communication to clients throughout the valuation life cycle.

Out in the field our experts use the centralised Valuation Management System for:

- › Mobile field note collection
- › Quality assurance
- › Industry valuation compliance
- › Valuation report generation
- › Document storage
- › Sales analysis and mapping
- › Performance and management reporting
- › Invoicing

OPG's technology platform can access external data sources via a fully automated web service. This means our people have instant access to an array of property-specific market data anywhere in Australia.

Through enhancing our customer service and valuation efficiency we can provide customers with ongoing access to an in-house client portal. By using a secure password, clients can see the real-time status of active valuations (incorporating updates and inspection dates) and oversee performance reporting. They can also access valuation certificates upon completion of a project.

We are extremely proud of our technological infrastructure, which clearly distinguishes OPG as the market leader for valuation and property advice.

We will continue to invest in the development and improvement of our information management systems and valuation technologies. The result is an empowered workforce that can instantly access quality information and useful data and is equipped to deliver consistently accurate, timely and transparent valuation reports.

Services

OPG has unmatched geographical reach and provides the full range of valuation services, advice and consultancy for every property type across all market sectors.

We also provide broader valuation services including:

- › Market value assessments
- › Banking and finance valuations
- › Acquisition and disposal advice
- › Matrimonial and family court valuations
- › Dispute resolution (determinations and arbitrations)

- › Resumption and compensation assessments
- › Litigation
- › Strata unit entitlement certification
- › Taxation (stamp duty, capital gains and GST)
- › Rating and taxation valuations
- › Balance sheet and financial reports
- › Asset valuations
- › Rental reviews and lease consultancy
- › Replacement insurance value assessments
- › Project feasibility analysis
- › Depreciation Schedules

Residential Coverage

No matter where our clients' properties are located in the ACT and surrounding NSW, OPG provides expertise in residential valuation services.

Our close proximity to the market place enables us to expertly assess every detail of each property and its market segment, producing accurate and independent reports.

The volume of work undertaken by OPG means that our team have considerable depth of market intelligence and experience available to our clients. Each year in the ACT, OPG completes many thousands of residential valuations for a range of banks and financial institutions, including but not limited to:

- › Westpac
- › Bendigo Bank
- › BankWest
- › Commonwealth Bank
- › National Australia Bank
- › Valex
- › St George Bank
- › Beyond Bank
- › Bank Mecu
- › ING Direct
- › Members Equity Bank
- › AMP Bank
- › Major Building Societies
- › National Credit Unions.

Valuation assessments include full written reports, abbreviated PropertyPro style reports, progress payment inspections, kerbside assessments and desktop assessments.

A postcode schedule showing those regions where a travel fee surcharge will apply can be provided on request.





Residential Service Standards

OPG's service standards for residential valuations are internally measured to ensure client requirements are consistently met and, wherever possible, exceeded. OPG's client requirements differ between clients and location depending upon a number of factors including:

- › Report format required
- › Travel distance required
- › Property access.

For standard residential valuations within our primary areas of operation, OPG targets a 48-hour turnaround time, subject to reasonable access being available.

A longer service turnaround is required for residential valuations in remote areas and for specialised residential valuations.

Commercial and Advisory Coverage

OPG has professional staff providing valuation and consultancy advice for all types of commercial property and development projects. Our team can collate and deliver up-to-the-minute property market data from across the ACT and surrounding NSW, ensuring highly accurate and reliable information. Having a territory-wide valuation team also results in specialised knowledge in specific property markets

in both commercial and advisory sectors. Often, the people who work for OPG also live in the region in which they work which means they have an intimate understanding of the region's economics.

Our commercial and advisory valuation operations cover properties of any value and type including offices, industrial properties, shops, showrooms, residential development projects, rural properties and specialised properties such as accommodation hotels, service stations, trading properties, licensed premises, retirement villages, vineyards and more.

OPG has been appointed to the valuer panels of a number of banks, financial institutions and government authorities for commercial valuations and property development projects.

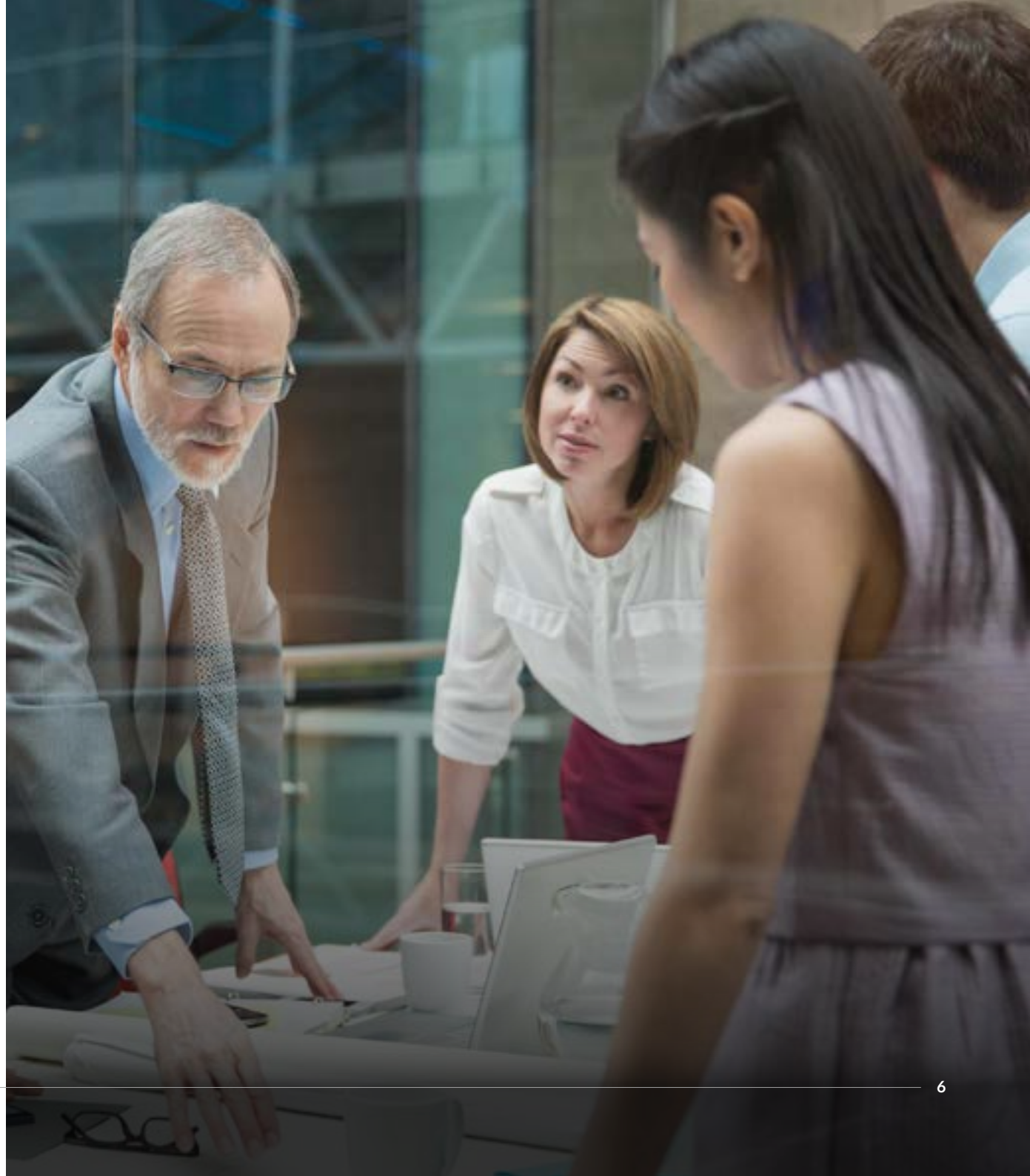
Risk & Compliance Management

We provide superior risk management and valuation compliance services.

OPG continually invests in the development and improvement of our risk management and compliance systems, to ensure our national team has access to quality information and data.

OPG's experienced valuation and property advisory teams adhere to strict risk management policies and procedures across all reporting and project management activities.

Our Valuation Management System's quality assurance modules are comprehensive and intuitive, ensuring OPG's ability to adapt to client-specific requirements that will not compromise industry standards or legislative compliance.





Opteon ACT Office Contact Details

Canberra

2/113 Canberra Avenue,
Griffith ACT 2603
Telephone: (02) 6248 7837
Facsimile: (02) 6232 6233
Trading Entity:
Opteon (ACT) Pty Ltd
ABN: 87 990 224 282
Email: act.info@opg.net

Managing Director | James Brennan
Telephone: (02) 6248 7837
Mobile: 0412 289 208
Email: james.brennan@opg.net

Managing Director | Col Pink
Telephone: (02) 6248 7837
Mobile: 0409 203 487
Email: colin.pink@opg.net

Business Manager | Ilvana Damjanovic
Telephone: (02) 6248 7837
Mobile: 0434 526 384
Email: ilvana@opg.net

Office Manager | Angela Ryan
Telephone: (02) 6248 7837
Mobile: 0437 662 969
Email: angela.ryan@opg.net

Manager Commercial Valuations | Narelle Byrne
Telephone: (02) 6248 7837
Mobile: 0419 140 542
Email: narelle.byrne@opg.net



Visit our website
for further information

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