



DELIVERING VALUE

NATIONWIDE



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Over many years, TelferYoung has been a significant and respected nationwide supplier of valuation advice to my company, The Property Group Limited (TPG). Over that period, TelferYoung has literally provided TPG with thousands of formal valuation assessments, all of which were delivered to the highest professional standards. TPG have utilised TelferYoung for a range of valuation services including sale, purchase, compensation and financial reporting. I have absolutely no hesitation whatsoever in recommending TelferYoung's services. I regard them to be New Zealand's preeminent valuation service provider, with high calibre and very experienced practitioners, and a well-deserved and highly respected reputation in our valuation profession.

Greg Ball, Executive Director, The Property Group



EXPERT VALUATIONS & MUCH MORE

Welcome to TelferYoung, New Zealand's largest independent property valuation and advisory group.

Established over 20 years ago, TelferYoung has built a powerful organisation of 14 leading practices that work with skill and precision across the length and breadth of New Zealand.

THE FULL RANGE OF SERVICES

Today, across the TelferYoung Group we apply a wide range of specialist skills and expertise for any valuation or property-related solution that is required nationwide.

We offer the full suite of professional valuation solutions across all property types and sectors, including:

- Market valuations
- Rental assessments
- Insurance valuations
- Compulsory acquisition
- Arbitration
- Expert evidence
- General property advice
- Pre-purchase / sale advice
- Lease structure advice to optimise your position
- Building inspectors
- Feasibility

HIGHLY PROFESSIONAL ADVICE

Led by our CEO, Ross Hancox, and governed by a Board of Directors comprising four Executive Directors and one Independent Director, we take pride in providing the highest standards of professional and confidential advice across all categories of property.

These categories include:

- Rural
- Residential
- Industrial
- Commercial
- Retail
- Specialised and infrastructure property

COMPLETE NATIONWIDE COVERAGE

Strategically placed throughout New Zealand, we provide complete national coverage, with our team of over 200 professionals committed to providing the highest level of service to you.

Each office has an established history within their region, and in-depth knowledge of the market and localities in which they operate.

TRUSTED TO DELIVER VALUE

As registered valuers, nationally TelferYoung completes around 26,000 professional instructions every year.

TelferYoung also features prominently on all major New Zealand Bank panels, and is actively promoted by the banking sector for residential, commercial, and rural valuation and advisory.

LOCAL KNOWLEDGE NATIONAL COVERAGE

We are New Zealand's largest valuation provider, with a nationwide network of offices providing valuation expertise. TelferYoung is where you need us, with outstanding people working and living in your communities, delivering expert insight and coverage.

INFORMED PROPERTY ADVICE LOCALLY FOR CONSULTANCY OR VALUATION

Each of our practices has a strong established history in their respective region, are active in your area and specialists in their markets.

Our professional teams' specialist skills and knowledge, coupled with our analytical expertise, experience and in-depth local knowledge, give us the ability to provide more precise property advice and to more accurately assess property values – whatever the property type or location.

BACKED BY NEW ZEALAND'S LARGEST NETWORK OF VALUATION EXPERTS

We know more, we understand more: because we operate nationwide, we apply our specialist market intel from around the country into your market.

Our national clients benefit hugely from the provision of more knowledge from more places, based on more assets and more data points. This culminates in our delivery of bespoke advice, high quality reporting and insights that underpins our one-stop solution for all your property valuation and consultancy requirements.



Mainland Capital has worked closely with TelferYoung since Mainland's inception in 2010. Over this time, TelferYoung has provided valuation and advisory services to Mainland across a wide range of commercial property transactions. This extends to both Mainland's managed funds and private client businesses, where transactions are typically fast-moving, complex, and require a high level of commercial judgement. Mainland has been consistently impressed with the level of TelferYoung's expert and timely advice. Moreover, it is refreshing to engage with a valuation firm that challenges one's thinking with impartial and creative feedback. Mainland would not hesitate in recommending TelferYoung's commercial valuation and advisory services.

Tim Jones, Director, Mainland Capital



Whangarei
North Shore
Auckland
Hamilton
Cambridge
Tauranga
Rotorua
Gisborne
Napier
New Plymouth
Palmerston North
Kapiti
Wellington

Nelson
Blenheim
Rangiora
Christchurch
Timaru
Dunedin
Queenstown
Invercargill

- 200+ professionals
- 21 locations
- Tuned into your precise needs and environment
- Applying specialist market intel from around the country into your market
- We know more, we understand more



WHY WORK WITH TELFERYOUNG?

By providing you with a one-stop solution accessed through one point of contact, not only does TelferYoung take away the hassle of having to deal with a multitude of individual valuation firms, but we ensure your valuations are more precise and more relevant.

Valuation is ultimately expressed in financial terms, and at the heart of any financial system is trust. By having a large and diverse group of valuation professionals, we have the resources to provide confidence that the number derived and the path used to get there is robust and can be relied upon.

Ross Hancox, CEO

100% NEW ZEALAND OWNED AND OPERATED

Our profits stay onshore, benefiting the local communities we serve.

INDEPENDENCE

By not having competing business lines, TelferYoung are truly independent, providing you the best objective advice.

COVERAGE

We are New Zealand's only true national valuation and consultancy brand and have the best coverage offering in New Zealand.

PEOPLE

We have some of the most senior industry practitioners in New Zealand, including serving Board members on both the Valuers Registration Board and International Valuation Standards Committee.

SCALE

With a team of 200+ nationally, we have the ability to provide continuity of service.

WE ACT FASTER FOR YOU

As a responsive, agile supplier who listens to, understands and responds to your needs, we provide customised solutions for multi-faceted needs.

TO PROVIDE YOU WITH

Confidence

The job will be done on time, on budget and with no issues – so your property runs more smoothly.

Certainty

An independent opinion of value from an experienced, informed and qualified base.

Value

Removing unnecessary cost created by additional transactional overlay.

Transparency

How value is derived, and what value might be for a given asset or assets.

PERFORMANCE ASSURED

INSURANCE

In terms of relevant insurance cover, the TelferYoung Group currently has:

- Professional Indemnity cover for any one claim or aggregate of claims up to NZD\$10m.
- Public Liability cover for any one claim or aggregate of claims for product liability up to NZD\$10m.

Cover is via Lloyds of London and Berkshire Hathaway Specialty Insurance respectively.

HEALTH & SAFETY

TelferYoung takes health and safety seriously. Significant investment has been made in this field to ensure the wellbeing of staff, contractors and customers.

We have been successful in gaining health and safety accreditation with Site Safe and Land Information New Zealand.

SYSTEMS

TelferYoung has a market-leading national reporting system, backed by a single national database. All our valuers are equipped in the field with tablets to enable real time reporting and source the latest property information from anywhere.

QUALITY ASSURANCE

The TelferYoung Group is an accredited member of the Property Institute of New Zealand's Quality Assurance and Accreditation Scheme, which means that TelferYoung must pass independent audits annually. In addition, at an operational level TelferYoung has strict automated peer review protocols through the ValuePRO™ system, which provides vital oversight prior to our clients receiving any TelferYoung reporting.

CUSTOMER SATISFACTION

Our systems enable us to provide an automated customer satisfaction email upon completion of a request. All feedback is reviewed, summarised and system improvements are identified and elevated for implementation.



Raukawa Iwi Development has used TelferYoung for the best part of a decade to assist with valuation of a wide range of properties: rural, leasehold, development, residential, commercial. They provide pragmatic, efficient, responsive and importantly, realistic advice. They are great to work with in negotiations too and know the whole region well. We look forward to many more years working together.

Alexander McKinnon, Investment Manager, Raukawa Iwi Development



ENGAGED LOCALLY THINKING LONG-TERM

At TelferYoung we want to be known for the value that we bring our clients, our communities, and our country.

Our Value Legacy is an evolving strategy within TelferYoung, led from the top of our business and championed in each of our offices.

The TY Pledge – as a company, we have committed to these five principles:

- 1. Saying no to use of certain single-use plastic products
- 2. Ensuring recycling is in place in every office
- 3. Setting default printing to double-sided black and white
- 4. Choosing environmentally friendly cleaning products
- 5. Starting sustainability conversations

ACTIVELY INVOLVED IN LOCAL COMMUNITIES

Community Sponsorships:

Canterbury
Canterbury Country Cricket, Westpac Helicopter / Air Rescue Trust, Cancer Society, Heart Kids

Nelson
Cancer Society, Nelson Port & Transport Charity, Hospice Marlborough, pro bono annual valuation services for charities

Otago
Autism NZ, Otago Going Bananas Show, NZ Family Foster Care, Lions, Heart Kids Day Out, Kids Foundation

Rotorua
RATS – team volunteers for marshalling

Southland
Coaching and sponsoring local sporting groups, pro bono work for charities and non-profit organisations

Tauranga
Otumoetai FC, Rotary, Food bank drives, Director scholarships

Taranaki
Habitat for Humanity, Special Children’s Extravaganza, children’s sports teams

LIFTING CAPABILITIES & SKILLS

Auckland
University mentoring, guest lecturing, leadership of graduates through to registration

Canterbury
Graduate training, MYOB training, computer training, guest lectures at University

Nelson
Education for Enterprise (E4E), Maths in valuation

Rotorua
\$2000 university study grants for our staff

Southland
Graduate training

Wellington
Assessor and Mentor for RICS qualifications

LIFTING DIVERSITY

Diverse range of gender and age amongst our staff

Otago
Network/Mentor Women in Property

ALIGNING WITH MĀORI VALUES & BUSINESSES

Māori Focus Group

Development of a Te Tiriti o Waitangi policy, with help guides for learning protocols, values and engagement

Development of a bi-lingual (English/te reo Māori) website

Formalised bi-lingual greeting resources for staff to use

Strong relationship with iwi, hāpu, whanau and Māori entities

SOCIAL

ENVIRONMENTAL

CULTURAL

ECONOMIC

APPLYING THE TY PLEDGE IN ALL WE DO

Nelson/Taranaki
Composting initiative, using energy efficient printers, recycling rubbish

Auckland/Rotorua
No hard files created – all digitised

Southland/Taranaki
Fleet of modern fuel efficient vehicles

Auckland/Southland/Tauranga
Recycling bins, largely paperless

Southland/Wellington
Energy-efficient LED lighting, reduce plastics through limiting bin liner use, reduce paper use through better IT

SUPPORTING REGIONAL GROWTH

100% New Zealand owned

Our revenues and profits stay in our communities, helping New Zealand grow

Auckland
Longtime member of Chamber of Commerce

Nelson/ Southland/Taranaki/Tauranga
Member of Chamber of Commerce

Rotorua
Rotorua CBD revitalisation committee

Taranaki
Taranaki Property Investors Association supporter, Young Professionals Association supporter

Tauranga
Member of Institute of Directors

PROMOTING SUSTAINABLE OUTCOMES

Sustainable Coastlines:
Sustainability Ambassadors in most offices

Annual Adopt a Street day (company-wide clean up event)

Mt Maunganui beach and Puketutu Island clean up events (all staff)

Local participation in Sustainable Coastlines events, including team building and client events

Supply reusable water bottles, containers and keep cups for staff

Support the Plastic Free July and #HydrateLike campaigns

Donate to Sustainable Coastlines in lieu of client gifts

Encourage the RE:MOBILE phone recycling initiative

OUR VALUE LEGACY

We are actively involved in our communities, aligned with and delivering on the Government’s wellbeing and social outcomes agenda. We lead with our actions, because we believe that in doing good, we are honouring our social contract with our local communities. At our very core, our roots are regional and made up of people in the community. We hire locally, we do good in our communities, and play our part to make our environment a better place.

WALKING THE PATHWAY WITHIN TE AO MĀORI

“Nahau te rourou naku te rourou ka ora ai te manuhiri”

With your basket of knowledge and my basket of knowledge, the people will prosper.

At TelferYoung we embrace the growing need to exhibit knowledge and respect for the cultures that make up our nation. We support all efforts to develop stronger relationships with Māori, and we know that true progress in this sphere can only come from within the hearts of our people.

We also understand the significance of all land in New Zealand to our tangata whenua. In order to provide expert advice, we must be capable of projecting knowledge and respect for the history and influences of Māori in our field. It is vitally important that we recognise and understand the significant ownership of land by Māori and how this can directly affect our industry.

To shine a light on the importance of Māori to our industry and our stakeholders, TelferYoung is taking intentional and active steps to align with the spirit of Te Tiriti o Waitangi through the formation of a Māori Focus Group. This rōpū’s purpose is to influence our team to be cognisant of Māori history, culture, and reality, recognising the cultures making up the fabric of our nation and setting them into the context of property.

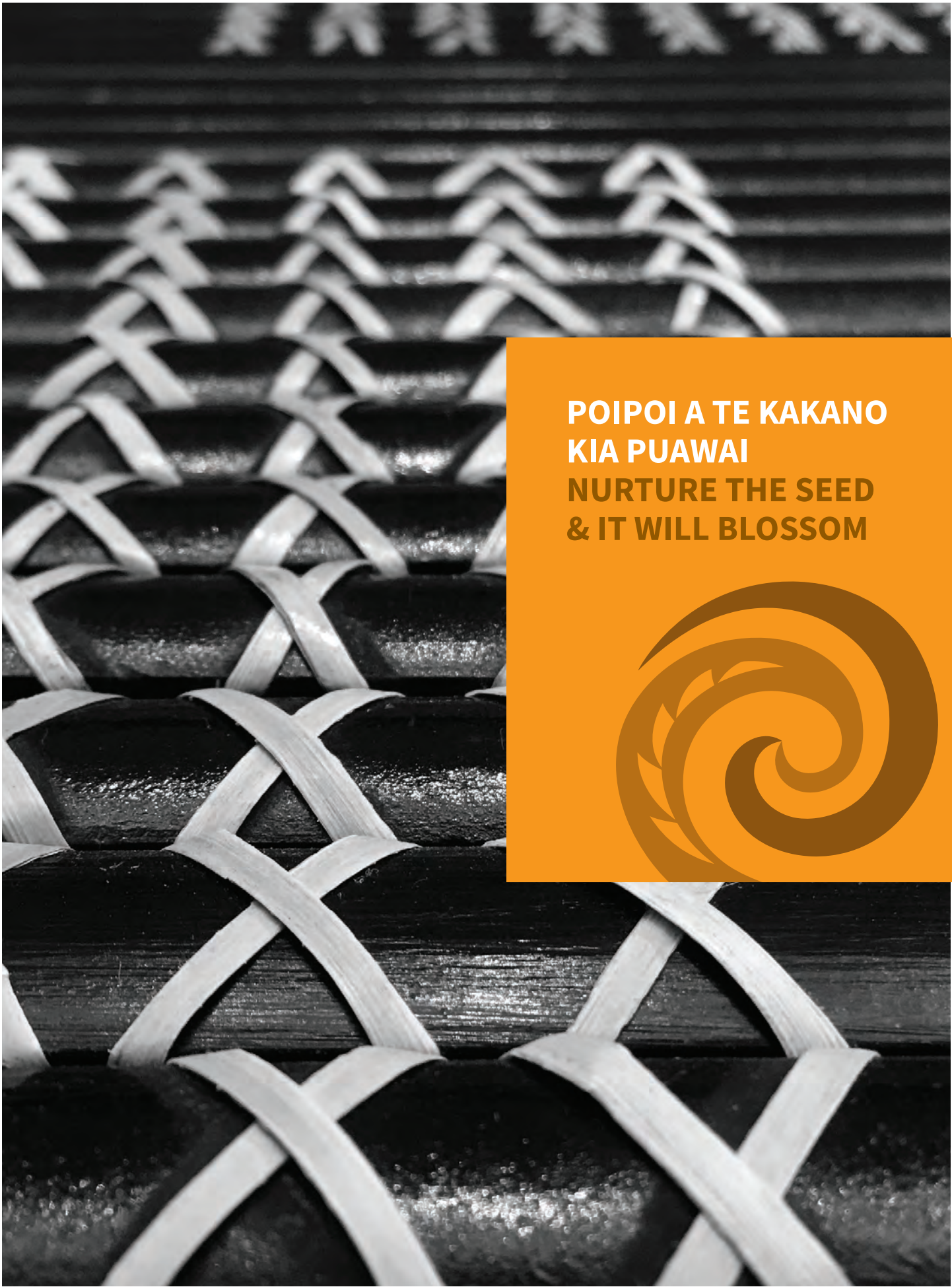
Our goal is a radical approach for our industry, with objectives of the rōpū being to:

- Incorporate Māori kaupapa throughout our organisation, underpinned by Tiriti o Waitangi
- Promote and enhance interaction with Māori
- Improve awareness and participation within the TelferYoung group, the wider industry and beyond
- Increase the use and normalisation of Te Reo Māori in our communications.

Acting on this approach, policy is being formed to include help guides for learning protocols, processes, values, and engagement. A bi-lingual (Te Reo and English) version of our website is under design, and we have formalised bi-lingual greeting resources for staff use.

We look forward to continuing and expanding our mahi with Māori and Māori organisations while strengthening our understanding of Māori kaupapa, providing appropriate expertise and ultimately leading to improved outcomes for Māori.

**POIPOI A TE KAKANO
KIA PUAWAI
NURTURE THE SEED
& IT WILL BLOSSOM**



SUSTAINABLE COASTLINES

CASE STUDY

In 2018 TelferYoung became a sponsor of Sustainable Coastlines, an award-winning New Zealand charity with a mission to enable people to look after the coastlines and waterways they love.



Sponsoring a charity is more to us than just contributing financially – we chose a charity where our staff can ‘get their hands dirty’ and really make a difference to the environment. Sustainable Coastlines deliver coastal clean-up events, educational programmes, public awareness campaigns, and riparian planting projects. They also work with volunteers and local community groups to enable them to deliver these activities in their own communities.

TelferYoung has Sustainability Ambassadors in most offices throughout New Zealand who are passionate about the work that Sustainable Coastlines do and are motivated to effect change in their regions. The Ambassadors are responsible for:

- Promoting sustainability in their office.
- Coming up with sustainable initiatives.
- Driving local events in their region.

Each year at the TelferYoung national conference, our wider team participate in a clean-up event as part of our partnership with Sustainable Coastlines. To date, events have been held at Mt Maunganui beach in Tauranga, and last year at Puketutu Island in Auckland, where 3,400 litres of litter was collected by 150 TelferYoung volunteers.

The tangible difference our partnership with Sustainable Coastlines makes to our environment and our future legacy is something that the team at TelferYoung is very proud of.

In 2019 alone, Sustainable Coastlines removed 89,800 litres of litter, planted 70,044 trees alongside waterways, removed 359,000 litres of weeds, and 13,807 people attended their education seminars.



“TelferYoung has been a standout sponsor of Sustainable Coastlines. They have really embraced our mission of enabling other people to protect the coastlines and waterways of Aotearoa. They promote sustainability initiatives across all their offices and engage their staff and local communities in beach, river and community clean-ups. Their sponsorship has enabled us to reach a whole new range of New Zealanders and educate them on the issues that our coastlines and waterways face due to pollution and littering but more importantly how they can be part of a solution.

Stephanie Vercoe, Strategic Partnership Director, Sustainable Coastlines

ADOPT A STREET CLEAN-UP INITIATIVE

March 2020



**2,100
LITRES OF
LITTER REMOVED**



**110
VOLUNTEERS
ACROSS NEW ZEALAND**



**19 LITRES
PER VOLUNTEER**





telferyoung.com