





Not understanding the role of the valuer and the services they provide

As a professional valuer, I know that for most people, the need for a valuation happens infrequently throughout their lives. Many of our customers have never used the services of a professional valuer before they engage us.

Lets face it the valuation profession is a little boring and not well publicised to anyone outside the industry itself.

Most commonly consumers may only encounter a valuer when they purchase a property and the bank they are seeking a loan through use the services of a bank appointed valuer to assess their property for mortgage purposes.

As a consumer and potential customer, you maybe surprised to know that professional valuers are busily working behind the scenes supporting many property transactions and decisions on a daily basis.

At Mason's Valuation Office we are providing valuations, information and advice to our customers who are;

- Wanting to purchase a home, business premises and / or investment property at a fair price
- Selling their property and want to know what is happening in their local market area and what they should be asking for their property
- Thinking of undertaking a renovation or update of their property and want to know if they are over capitalising or getting value for money
- Individuals and other professionals that need a valuation to resolve a family law / relationship dispute
- Individuals and businesses looking to transfer the ownership of a property / properties between related parties/entities and want to find out there real value aswell as account for stamp duty
- Tenants and Landlords who want to set a market rent
- Individuals and businesses who have to work out their Capital Gains Tax liability form a recent or retrospective property transaction
- Self Managed Super Funds that need to annually record the value of their real estate assets under management
- Companies and organisations that need to update their asset values for reporting purposes; and
- Individuals, companies and owners corporation managers who need to update the insurance values for properties they own / manage.



Not asking about the experience and credentials of the professional valuer they are looking to engage

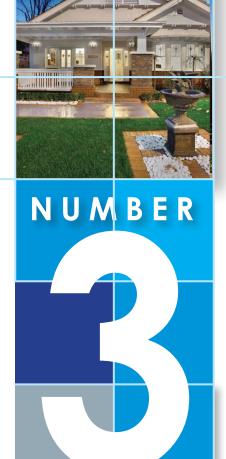
As in most industries, there are some good valuers, there are some great valuers and there are some downright bad valuers out there.

As a consumer there are a myriad of choices being offered today, while lots of individuals and companies claim they can provide a valuation, that does not necessarily mean they should be or that they are providing good quality advice.

At Mason's Valuation Office we are degree qualified property valuers with many years experience from which to draw upon in providing our advice and of course we are independent and therefore offer our advice without a vested interest.

So as a consumer how do I find the best person or company to help me?

Well its simple really, you need to ask a few basic questions. The answers to those questions of course will be what separates the right person / company for the job and those who are not suited or do not have enough experience to provide the right services for you.



Choosing the cheapest quote

As stated previously many of our customers have never used the services of a professional valuer before they engage them.

Of course if you are not really sure of what it is you are buying or more importantly what it can do for you when you receive it, then there is a big emphasis on its purchase price in the decision making process.

It's a dilemma we all face from time to time, however as the old saying goes, you get what you pay for. The only problem of course is that if you purchase something at the cheapest price then invariably its quality is not as good.

So when you are buying a service, in this case revolving around property which you will then rely upon the outcome, getting bad advice is going to cost you more than just the purchase price of the cheapest service, you will almost certainly lose time and in some cases you may lose money and most importantly you may lose opportunity.



O'kay, how can we avoid these common mistakes;

How can I select the best professional valuer to suit my needs?

As a consumer looking to engage the services of a professional valuer in order to obtain a valuation or some property advice it is important to be clear when working with a professional about the following issues;

- What is the property question that most needs to be answered: and
- Who needs to rely on the valuation or advice that I am looking to have prepared.

Having worked with many clients over the years I would suggest that as a consumer looking to engage the services of a property valuer, covering the following areas will make it easier to find the advice or valuation that is right for you and provide a more complete view about what it is that you are buying and its value.

- What services are available
- What is involved
- How long will it take
- Which one would you recommend and why
- What is the cost

What specific questions should I be asking about the experience of a professional valuer that I want to engage?

Having worked with many clients over the years I would suggest that as a consumer looking to engage the services of a property valuer that you ask these four questions about their experience, to see if they are the right professional for you;

- Do they have experience of that property type and have they valued similar properties recently
- Do they know the area that the property is within and what is happening in that market
- How will they value the property
- Who will be doing the job, an experienced valuer or one of the firms assistant valuers?

How can I get the best advice at a fair cost?

So with the benefit of understanding the three biggest mistakes in mind as well as the suggestions we have made about how to find the right individual or company to assist you then perhaps the cost of the services may not be the sole determining factor in your purchasing decision.

However we would suggest that you ask for a written quote outlining the proposed service, price and terms that are being offered.

