



Scheme Number SCM7671 – Land and Asset Valuation

Land Value Objection Review Services Scheme Specifications

1. Scheme Specifications

- 1.1. These scheme specifications apply to all agreements unless specifically amended in a request for quote/tender or contract document.

2. Statutory, Policy and Professional Requirements

- 2.1. All land value services for the Valuer General must comply with the *Valuation of Land Act 1916* (the Act), the current Valuation of Land Regulation and other statutes for the provision of land values for rating and taxing purposes.
- 2.2. All land value services must comply with the current Valuer General Policies - <http://www.valuergeneral.nsw.gov.au/publications/policies>.
- 2.3. Contractors must meet the professional standards expected of a member of a professional body (Australian Property Institute (API) or comparable) and the Principal's Code of Ethics and Conduct at <https://www.dpie.nsw.gov.au/about-us/our-policies>.
- 2.4. Contractors must comply with the International Valuation Standards adopted by the API (or comparable professional body).

3. Objection Review Report Quality Assurance and Feedback

- 3.1. Any objection review may be quality assured, reviewed, audited and/or scored by the Principal with feedback provided to the Contractor, for the following reasons:
- a) as part of a planned performance monitoring system,
 - b) due to concerns raised by the Customer,
 - c) due to concerns raised by the Principal, or
 - d) at random as seen fit by the Principal.
- 3.2. An issues register will be maintained by the Principal to keep track of and investigate concerns, report on and store resolutions to such investigations.
- 3.3. The Contractor must respond to any enquiries and/or provide a revised report, as required, within 2 Business Days of a request being made.
- 3.4. The Principal reserves the right to withhold payment for the service should the quality of the service not meet its requirements. The Principal has sole discretion in this regard.
- 3.5. The Principal reserves the right to restrict access to further work should an average quality score become below 85% for either Desktop or Full Review reports until mitigation measures have been put in place.

4. Objection Review Services

4.1. Services

- 4.1.1. Services include:
- a) receipt of information from the Principal, clause [4.2](#)
 - b) contact with Customer to arrange inspection, if required, clause [4.3](#)
 - c) undertaking valuation of land, either a Desktop Review or a Full Review, clause [4.4](#)
 - d) provision of report to Principal, clause [4.10](#)
 - e) amendment to report as required by Principal, clause [4.11](#)

- f) informal conferences, if required, clause 4.12
- g) closing the objection review process, clause 4.13
- h) appeal services, if required, clause 4.14
- i) other services as may be required by the Principal from time to time.

4.2. Information Provided by the Principal

- 4.2.1. The Principal will provide objection documentation to the Contractor.
- 4.2.2. The Principal's valuation staff are available to provide technical guidance to Contractors on the application of Valuer General Policies and applicable statutory interpretation. The Principal's staff cannot provide legal advice.
- 4.2.3. Contractors will be allowed reasonable online access to information including but not limited to:
 - a) Salesforce
 - b) Valnet 2i, Objection Management
 - c) Property Search
 - d) Sales Search
 - e) Detailed Sales Analysis Search
 - f) Valmap
- 4.2.4. Titling, plan and lease information shall be provided to the Contractor, upon request, where required to determine the objection.
- 4.2.5. Added value of improvements (AVOI) tables will be maintained by the rating and taxing contractor for each local government area (LGA) and are updated annually. AVOI tables can be found at: https://www.valuergeneral.nsw.gov.au/land_value_summaries/lga.php.
- 4.2.6. A Desktop or Full Review report template will be provided for each objection in the format of:
 - a) An online form via Salesforce, or other platform as advised from time to time (preferred), or
 - b) A word document for upload to Valnet 2i as a PDF, when instructed.
 - naming protocol;
[property number_workflow number_valuing year].pdf in the form,
NNNNNNNNN_NNNNNNNNN_20YY.pdf (for example 12345_54321_2006.pdf)

4.3. Arrangement of Inspection

- 4.3.1. Where a Full Review is required, the Contractor will contact the Customer to arrange an inspection.
- 4.3.2. Where an inspection is required, a minimum of 3 attempts, on a best endeavours basis, must be made to contact the Customer and arrange a suitable time and date. These include leaving phone messages, text messages and email. The report should detail the time and date of each attempt to contact the Customer.
 - a) In any such case, an inspection can still be carried out under Section 74 of the Act.
 - b) Where an inspection cannot take place, the review may be undertaken as a Desktop Review. The fee paid will be re-negotiated on a case-by-case basis.
- 4.3.3. Where the Customer joins the Contractor on inspection, discussion should be limited to the issues and sales evidence provided by the Customer when lodging the objection. However, the Contractor may ask the Customer questions specific to their observations on inspection.
- 4.3.4. The Contractor is not aware of the individual path that any objection workflow will take when a completed report is electronically delivered to the Principal. Therefore, the Contractor shall not discuss with the Customer either the objection workflow timeline or specifically when the Principal might issue the preliminary objection review report.

4.4. Undertaking Valuation of Land

- 4.4.1. The Contractor is submitting a de novo valuation being a recommendation not a decision on the objection nor a recommendation on the objection outcome.
- 4.4.2. Value changes of less than 5% should only occur where required due to the sale of the subject property as vacant land or the sale of vacant land within the immediate area. The Contractor will provide a review report, either Desktop or Full in accordance with clauses [4.7](#) and [4.8](#), specifying that the value be unchanged or changed by greater than 5% including detailed evidence to support the land value and a specific response to each issue raised by the Customer in their objection.
- 4.4.3. All Objection Review Reports must be signed by an Accredited Valuer to be accepted.
- a) A valuer is deemed to be accredited if it can prove to the Principal that:
- they are a qualified valuer, and
 - they have completed the API Rating Valuation Practice module and a Customer Service training module as required by the Principal from time to time, or
 - they have had at least 5 years (cumulative) experience working on a Rating and Taxing Contract in New South Wales and/or the State Valuation Office and/or the Principal Valuation Services and has completed a Customer Service training module as required by the Principal from time to time, or
 - they have completed all modules of an Accreditation Course focused on customer service and on the Act as required by the Principal from time to time.
- 4.4.4. All objection reviews will be undertaken as Desktop Reviews unless the Principal determines otherwise.
- 4.4.5. The Principal will advise if a physical inspection is required by assigning the objection with a review type of Full Review.

4.5. Re-analysing Analysed Land Values Published by VGNSW

- 4.5.1. Re-analysis of sales data provided by VGNSW should only occur when a Full Review is being undertaken. The contractor may request, in writing to the principle, that the method of review be changed to a Full Review.
- 4.5.2. An alternative analysed land value to that supplied may be provided and in any such case the analysis must be provided in the objection review report.
- 4.5.3. Sales analysis must comply with the relevant AVOI table pursuant to clause [4.2.5](#).
- 4.5.4. Sales are only to be re-analysed where an analysed land value change exceeds 10%.

4.6. Analysis of Land Values Not Previously Analysed

- 4.6.1. Additional analysed land values should only be provided when a Full Review is being undertaken. The contractor may request, in writing to the principle, that the method of review be changed to a Full Review.
- 4.6.2. Analysed land values not previously analysed may be provided and in any such case it is required that the analysis be provided in the objection review report.
- 4.6.3. Sales analysis must comply with the relevant AVOI table pursuant to clause [4.2.5](#).

4.7. Desktop Review

- 4.7.1. The Contractor will undertake a Desktop Review utilising online technology including spatial applications, street views etc. Desktop reviews do not require an inspection.
- 4.7.2. The purpose of the review is to undertake a de novo valuation of the land for comparison to the issued land value, concession or allowance.
- 4.7.3. The Contractor will discuss with the Customer by phone or similar method the issues raised in the objection, the property attributes and the comparable available sales evidence.

- 4.7.4. The Contractor should investigate the subject property and relevant sales evidence within the available online systems.
- 4.7.5. The market evidence relied upon must be the most comparable and may be provided by the Principal, additional sales information analysed by the Contractor or a combination of both. Additional sales analysis must comply with the relevant AVOI table pursuant to clause 4.2.5.
- 4.7.6. It may also be appropriate to consult local agents familiar with the area and recent sales transactions. Details (including dates) of investigation and information sourced on sales other than as supplied by the Principal should be noted in the review report.
- 4.7.7. The Contractor will provide a Desktop Review report itemising the issues raised in the objection and responding to each separately.
- 4.7.8. Where the recommendation is for a land value basis change, the rationale should include the reasoning for the basis change.
- 4.7.9. If the market evidence provided by the Principal and the additional sales evidence indicates that the land value or allowance is incorrect by more than 5%, an alternative land value, concession or allowance is to be recommended, having regard to surrounding land values and appropriate relativities.
- 4.7.10. The Contractor may identify to the Principal in writing that the method of review should be amended to a Full Review to determine the objection valuation. This is subject to approval by the Principal and shall only occur where the Desktop Review cannot fully consider the attributes of the property or address the issues raised in the objection.

4.8. Full Review

- 4.8.1. A Full Review comprises the requirements of a Desktop Review pursuant to clause 4.7 plus a site inspection.
- 4.8.2. The Contractor must make reasonable attempts to contact the Customer prior to inspecting the property as set out in clause 4.3.
- 4.8.3. The Customer must be offered the opportunity to be present during the site inspection.
- 4.8.4. The Contractor shall use the inspection to verify issues that have been raised in the objection as submitted.
- 4.8.5. The date of inspection is to be recorded in the objection review report.
- 4.8.6. Photographs are to be taken for inclusion in the review report showing significant features of the property and including issues raised by the Customer in the objection and those issues that necessitated the need for an inspection to be undertaken.
- 4.8.7. The market evidence relied upon must be the most comparable and may be provided by the Principal, additional sales information analysed by the Contractor or a combination of both. Additional sales analysis must comply with clauses 4.5 and 4.6 and the relevant AVOI table pursuant to clause 4.2.5.
- 4.8.8. Special considerations include:
 - a) Where a property land value is to reflect a **heritage restriction**, the Contractor is to view the listing in either the local environmental plan and/or the State Heritage Register and quote the description of the land affected in those documents.
 - b) Where a property land value is determined under section **6A2** of the Act, the rationale will show a comparison between the land value based on the current use and that reflecting the highest and best use under the applicable planning controls.
 - c) Where the recommendation is for a land value **basis change**, the rationale should include the reasoning for the basis change.

- 4.8.9. When a site inspection is not possible and/or there is a clear agreement with the Customer that an inspection is not required, the review may be changed to a Desktop Review but:
- a) This will be subject to approval by the Principal;
 - b) The Contractor is to be certain that the Customer's concerns will still be adequately addressed; and
 - c) The change of the review to Desktop must be noted in the objection review report, together with the name of the person with whom the agreement was made and the time at which it was made.
 - d) The fee paid will be an agreed price for the Desktop Review.
- 4.8.10. The level of inspection should fully identify attributes that affect the land value, focusing on those issues that necessitated the need for an inspection to be undertaken. A roadside inspection is sufficient where access to the property is denied or impractical. Drone inspection may be applicable for large property holdings in regional locations by agreement with the Customer.
- 4.8.11. The Contractor will detail in the objection review report the inspection method, reasons for adopting the method, the time of the inspection and the name of the person with whom the agreement was made.
- 4.8.12. The Contractor must not give any indication of the likely outcome of the objection to the Customer, however, advice that a report will be issued after due consideration of the issues and evidence is permitted.

4.9. Delivery Timeframes

- 4.9.1. Deliverables are to be provided in accordance with the Key Performance Indicators specified in this table.

Deliverable	Days to complete
Provision of review report from date of award	28 calendar
Amendment to report as required by Principal and respond to enquiries	2 business
Informal conference file note from date of instruction	5 business

- 4.9.2. Notwithstanding the requirements of clause 4.9.1, the Contractor may seek additional time, due to unexpected complexity in the property or bases type, delays caused by policy direction, uncontrollable delays of necessary inspections or delays in provision of necessary information. This is subject to approval by the Principal.
- 4.9.3. Additional time requests must detail the reason and be made in writing to the Principal.
- 4.9.4. The Principal reserves the right to restrict access to further work should any deliverable become overdue, until the overdue service is delivered. The Principal has sole discretion in this regard.
- 4.9.5. The Principal reserves the right to restrict access to further work until mitigation measures have been put in place should:
- a) The initial reports returned by the due date become less than 98% of the time.
 - b) The percentage of objection review reports that are returned for reconsideration become greater than 15% of the time.

4.10. Provision of Report to Principal

- 4.10.1. A copy of the report will be provided, by the Principal, to the Customer with the notification of the objection review outcome.

4.10.2. The Contractor shall complete an objection review report for each property. Where one Customer is requesting a review to multiple properties, it may be more effective to provide one report with schedules. The use and format of this report style shall be agreed to in advance and in writing by the Principal.

4.10.3. The objection review report will be either a Desktop or Full Report.

4.10.4. A **Desktop Review report** must contain the following (in a pro-forma objection review report):

a) The Contractor's company logo.

b) Identify the property (using information provided by the Principal) by stating:

Address	Local Government Area	Area of subject property
Issued Land Value	Legal Description	Land Value Basis
Valuing Year (1 st July 20XX)	Date Valuation Made	Concessions/Allowances (if applicable)

c) The date(s) that contact was made with the Customer, including the name(s) of the contact(s);

d) The Customer's contended land value;

e) Detailed planning controls and other information relevant to determining highest and best use, with an explanation of how that information reflects the highest and best use adopted. A brief description of land attributes observable from online tools should be included if necessary.

f) A list of matters raised by the Customer on the objection form;

g) The Contractor's comment/response on all matters raised by the Customer on the objection form. The response should include if and how the Customer's concerns have been reflected by the issued land valuation and objection review outcome;

h) The most relevant sales, their analysed land values adjusted to 1 July of the valuing year and their comparison to the subject property. The land value for the subject property supported by the sales is to be included;

i) Valuation rationale with reference to sales information used and further calculations required to provide a recommended land value;

j) An image and/or photo of the subject property obtained from spatial applications, street views etc.

k) A de novo valuation being a recommendation not a decision on the objection, nor a recommendation on the objection outcome;

l) The name, professional organisation membership number, qualifications and signature of the Accredited Valuer undertaking objection review;

m) The name, professional organisation membership number, qualifications and signature of the approver of the issue of the objection review report following peer review by an Accredited Valuer; and

n) A disclaimer approved by the Principal.

4.10.5. All **Full Review reports** shall contain the same detail as in clause 4.10.4 above and in addition include the following (in a pro-forma objection review report):

a) A detailed description of the land;

b) A description of improvements (only when used as a basis of land value such as 6A2, 26A, 14G etc);

c) When necessary, additional comments about the sale properties and their comparability to the subject property based on your inspection(s);

- d) Photographs are to be taken for inclusion in the review report showing significant features of the property and including issues raised by the Customer in the objection and those issues that necessitated the need for an inspection to be undertaken.

4.10.6. The Principal shall provide access and instruction for completion of an online objection review report via Salesforce.

4.10.7. The objection review report may only be issued to the Customer by the Principal.

4.11. Amendments to Report as Required by the Principal

4.11.1. The Principal may review the report submitted by the Contractor and notify the Contractor within 2 Business Days of any required changes to be made to the report by the Contractor.

4.11.2. The Contractor will make such changes within 2 Business Days and resubmit the report as required in clause 4.10.6 or as otherwise instructed by the Principal.

4.12. Informal Conference Services

4.12.1. An Informal Conference (IC) is a conversation following the issue of a preliminary report, by request of the Customer to the Principal, to provide clarification of information provided in the review report or to raise errors of fact only.

4.12.2. The Contractor must provide the IC service when requested by the Principal with regards to its review report.

4.12.3. A Contractor will only provide the IC service for review reports it has submitted.

4.12.4. The valuer who reviewed the objection and completed the review report should conduct the IC.

4.12.5. The IC should be conducted, concluded and any documentation returned to the Principal within 5 Business Days of the IC notification being issued.

4.12.6. The IC process will be completed on the date when the Contractor returns to the Principal the documentation used to record the IC in the form specified by the Principal.

4.12.7. The Contractor will be assigned a Contractor Contact with the landholder's concerns in response to its objection review report.

4.12.8. A prepopulated IC file note template will be provided which outlines the landholder's concerns.

4.12.9. Before the Customer is contacted, the Contractor must;

- a) refresh its knowledge of the original objection and its review report including the sales evidence, and
- b) review the issues raised by the Customer and have a clear understanding of its concerns, where possible.

4.12.10. The Customer's concerns to be addressed by the Contractor must be specific and limited to clarification of information provided in the review report or to raise errors of fact only. This is not an opportunity for the Customer to introduce new information or concerns. An argument or debate over the application of evidence or other issues that may be considered a "matter of opinion" must not occur.

4.12.11. The Contractor should avoid being drawn into heated or circular arguments. If necessary, the Principal encourages the parties to take a short break until they can recommence the IC in a professional manner.

4.12.12. If the Customer has identified valuation or factual errors in the report, these should be verified prior to the IC, discussed and reported in a file note.

4.12.13. If a report is to be amended, the Principal will return the review report for reconsideration through the issues process and an amended report will be uploaded upon approval.

- 4.12.14. It is the preference of the Principal that all phone calls with the Customer are recorded, if existing technology permits. The Customer is to be advised that the call is being recorded to assist in providing an accurate record of the IC in the written response. Where a conversation is not recorded, the reason should be noted in the IC file note.
- 4.12.15. The conversation should be limited to one concern at a time to avoid confusion.
- 4.12.16. The Contractor should respond objectively. In most cases, the Customer will be seeking clarification of the evidence, the outcome, and how its concerns have been considered in arriving at the outcome.
- 4.12.17. Additional information may be provided to the Customer to assist in its understanding. This should be recorded as additional information provided and may include things such as reference to Valuer General Policies or applicable statutes.
- 4.12.18. At the conclusion of the IC, the Contractor will make a file note for the Principal. The Customer is to be advised that they will be informed of the objection outcome in a letter issued by the Principal.
- 4.12.19. The completed IC file note must reflect the conversation, recommended outcome and further action required, if any.
- 4.12.20. The completed IC file note is to be attached to the Contractor Contact and reassigned to the Principal.
- 4.12.21. Recommendations to change the outcome will be reviewed by the Principal.
- 4.12.22. A template sample of the IC File Note is at Appendix 1. The requirements of each section are provided in blue.
- 4.12.23. Where possible, the Customer's concerns will be prepopulated. Where this is not possible, the Contractor should use the Appendix 1.
- 4.12.24. On occasion, during an IC, it will become evident that there may be issues with the values of adjacent or similar properties that may need the attention of the Principal. Such details should not be dealt with in the IC, but should be included in the IC file note, clearly separate and recommended for additional action.

4.13. Closing the Objection Review

- 4.13.1. At the completion of the report amendment period, as defined in clause [4.11](#), the Contractor may submit the invoice for the delivered desktop or full objection review report.
- 4.13.2. Where an Informal Conference is notified to the Contractor, and following the delivery of the Informal Conferencing file note, the Contractor may submit the invoice for the completed Informal Conference Services.
- 4.13.3. The Contractor is to do whatever the Principal may require to close the job workflow in the system after the Informal Conference.

4.14. Appeal Services

- 4.14.1. After the objection determination has been issued to the Customer, the Customer may choose to appeal it in the Land and Environment Court. The Contractor may be required as part of this agreement to attend a Court hearing (Court Attendance) as an expert witness on behalf of the Principal.
- 4.14.2. Fees for Court Attendance by a Contractor will be separately negotiated.

APPENDIX 1 Informal Conference File Note Template Sample

Informal conference file note

Date informal conference assigned:	
Date conversation held with customer/agent	
Start time/Finish time of conference	
Contact time and date (list details of unsuccessful attempts)	
Date informal conference concluded (file note sent to VGNSW).	
Property number:	
Property address:	
Customer/agent:	
Contact Phone Number:	
Contractor/valuer:	

1. Matters raised by the Landholder

The following matters were raised by the Customer.

<p>Concern 1. (Please delete the blue instruction text from your response) <i>Restrict matters raised to errors of fact or valuation identified in the report. You can also clarify how the customer's original concerns were dealt with in the valuation process. Do not debate a difference of opinion. The time for submissions has ended, so do not address new information as part of this discussion.</i></p>
<p>Valuers Review/Outcome of discussions:</p> <p><i>The valuer should provide a brief outline of the outcome of the discussion being the explanation supplied, the point of disagreement not resolved or, if errors have been acknowledged, the change of outcome resulting or the reason why the outcome was not altered.</i></p>
<p>Concern 2. <i>Deal with each concern separately and show our response directly after the concern. This will allow the Customer Service Officers to accurately detail the outcome of each discussion point.</i></p>
<p>Valuers Review/Outcome of discussions:</p>
<p>Concern 3.</p>
<p>Valuers Review/Outcome of discussions:</p>

Concern 4.
Valuers Review/Outcome of discussions:

**Additional rows to be added as required.*

2. Valuers recommendation concluding informal conference

Outcome of Conference:	<input type="checkbox"/> Original recommendation is not changed. <input type="checkbox"/> Original recommendation is amended.
Recommendation of Valuer (select appropriate box):	<input type="checkbox"/> Finalise the objection as per original recommendation <input type="checkbox"/> Finalise the objection with an amended recommendation
Evidence supporting recommendation:	<i>Only required where the recommendation has been altered.</i>
Contributory information:	<i>Only required where additional information not contained in the objection report has been relied upon to bring the conference to a conclusion.</i>