

# CAPABILITY STATEMENT

OPULENCE

CONSULTANCY

*Real Estate Agency Business Valuations, Due Diligence & Consultancy*

# ABOUT OPULENCE CONSULTANCY

**Opulence Consultancy is an industry leader providing detailed business valuations, rent roll due diligence and business consultancy to the Real Estate and Management Rights Industry.**

The Director, Tarsi Hynes, The Rent Roll Valuer, has managed and operated a Business Valuation Firm and Real Estate Agency during her successful career that spans over 20 years and established Opulence Consultancy in January 2018 and is a specialist in real estate and management rights industry business valuations and rent roll due diligence.

Opulence Consultancy provides high quality and detailed valuation and rent roll due diligence reports Australia Wide to assist Business Owners and third party professionals such as Financiers, Business Brokers, Insolvency Practitioners understand the Goodwill Value of the business and minimising risks associated with running a real estate or management rights business.

## OUR VISION

**To be recognised as the best professional real estate and management rights business valuer and consultant globally.**

## OUR MISSION

**To assist real estate and management rights business professionals understand the value of their business and run efficient and affluent businesses.**

# OUR PEOPLE



**TARSI HYNES**

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*DIRECTOR*

Tarsi began her career in the Real Estate Industry in 1999 with a school-based work experience at a business brokerage and valuation firm and in 2007 became a partner in that valuation firm as The Rent Roll Valuer. In 2015, Tarsi also became the partner and principal of a real estate agency in North Queensland.

In January 2018, Tarsi became the sole director of Opulence Consultancy, specialising in Real Estate and Management Rights Industry Business Valuations, Rent Roll Due Diligence and Consultancy.

Tarsi's passion for people has ensured that the professionalism of the Real Estate Industry is at the forefront of everything Opulence Consultancy does.

Tarsi is an REIQ Individual Member and continues to attend annual CPD training to ensure that her knowledge and understand of best practice is up to date. Tarsi has an online subscription to IVSOnline (International Valuations Standards).

By owning and operating her own real estate agency, Tarsi understands the concerns and trials that real estate professionals go through and can converse with principals and their employees and other professionals such as banks, solicitors, business brokers and insolvency practitioners.

Having experienced the front line and understanding the value of real estate and management rights businesses, Tarsi's knowledge, passion and dedication to these industries is unmatched.



# CORE SERVICES

# BUSINESS VALUATIONS

Offering business valuations to both the real estate industry and management rights industry to assist business owners and other professionals to understand the value of the asset in today's current marketplace.

At Opulence Consultancy our market valuations utilise the Industry Rule of Thumb Methodology together with an Accounting Methodology to ensure that our reports are informative and have detailed analysis of the financial and statistical information of the business to provide a clear and precise indication of the value of the asset for the purpose of:

1. Prepare the Rent Roll or Management Rights for sale.
2. Buying a Rent Roll or Management Rights.
3. Determining the Multiplier for the Contract of Sale.
4. Mortgage Security (Financing).
5. Business Restructuring.
6. Succession Planning/Retirement.
7. Business Mergers.
8. Partnership Buy-ins/Buyouts.
9. Purchasing Other Assets (Using Equity).
10. Gearing for Growth.
11. Simply Knowing the Value in Today's Current Market.

As part of the valuation service, Opulence Consultancy checks approximately 10% of the rent roll portfolio. This is not a due diligence on the rent roll, simply a check to confirm that the fees and rent advised in the property management software match the management agreement and tenancy agreement.

## **Our Strengths include:**

- Understanding the current real estate (rent roll) and management rights market.
- In depth analysis of financial and statistical information of the business.
- Knowledge of legislative requirements for completion of industry forms and procedures.
- Understanding of the Industry Rule of Thumb and Accounting Methodologies used to determine the Goodwill Value of the business.
- Tarsi Hynes has over 15 years of valuation experience and over 20 years' experience in the Real Estate Industry.

# CORE SERVICES

## RENT ROLL DUE DILIGENCE

Each State in Australia has Real Estate Legislation and Tenancies Legislation that a Real Estate Agency or Management Rights Business must abide by. This includes specific procedures to be followed and paperwork to be completed and held by the agency for the efficient and correct management of each property managed by the agency.

The Opulence Consultancy Rent Roll Due Diligence Service is a full audit of the property management files held by the agency and our firm leaves no stone unturned during the process to ensure that our clients are provided with a high quality report to assist them in minimising the risk associated with operating a rent roll.

The due diligence service is not a valuation service and does not provide the goodwill value of the rent roll. This service has been designed to find any discrepancies in the management of each property managed by the agency including landlord fees and charges by providing an overview of the income produced by the rent roll only.

The rent roll due diligence process can be undertaken at different stages of operating a rent roll:

1. Buying a Rent Roll.
2. Preparing a Rent Roll for Sale.
3. Assisting in finding discrepancies within your business to help create better business foundations and staff training.
4. After Purchase Due Diligence to ensure that you have everything required to maintain the ongoing management of the rent roll bought.

The rent roll due diligence service does not include a trust account audit. During this process we request the most recent annual trust account audit provided to the relevant authority and the most current interim audit report to confirm that the agency has maintained the trust account in accordance with the relevant acts.

### **Our Strengths include:**

- Attention to Detail.
- In depth analysis of the management agreement and fees charged to the landlord.
- Knowledge of legislative requirements for completion of industry forms and procedures.
- Thorough Reporting to the Client.
- Tarsi Hynes has over 15 years of rent roll due diligence experience.



# CORE SERVICES CONSULTANCY

Our Consultancy services are specialised and tailored for Business Owners and Insolvency Practitioners.

For Business Owners, our consultancy services assist in:

1. Discussion relating to preparing to buy or sell the business.
2. Preparing to buy or sell the business.
3. Contract support i.e. need to meet a certain number of managements to complete the sale transaction.
4. After sale support as required.

For Insolvency Practitioners, our consultancy services assist in:

1. Supporting the Insolvency Practitioner during their engagement with any queries they have.
2. Determining the value of the asset for sale through a Market Valuation Report.
3. Preparing the Asset for Sale, through Rent Roll Due Diligence.
4. Assisting with holding the asset together until a suitable buyer is found i.e. communicating with property management staff and landlords to provide peace of mind.
5. Assisting with Selling the Asset during the contract period to ensure that as many managements go across to the Buyer at settlement.
6. After Sale support as required.

We understand the confidential nature that surrounds business transactions and we support businesses to provide the best possible outcome during difficult and stressful periods to achieve the maximum sale price possible during a transaction.

## **Our Strengths include:**

- Compassion.
- Exceptional communication skills with our Client, Landlords and Employees.
- In depth knowledge of the real estate and management rights industry to assist the client in their requirements.
- Attention to Detail.
- Plus, all strengths outlined under Business Valuations and Rent Roll Due Diligence.

# WHAT OUR CLIENTS SAY

*“My association with Tarsi from Opulence Consultancy, has far exceeded all expectations. Her expertise, diligence and ability to go above and beyond, sets her valuation reports as the best that I have witnessed in my 20 years in the industry. She needs to be congratulated on her dynamic approach to the way she does business. I cannot recommend her highly enough.”*

**Karen Herbert, Director, Arrive.**

*“Have worked with Tarsi on a number of occasions since 2009 but was aware of her reputation prior to that. Provides extensive industry experience, invaluable guidance and a second set of eyes for due diligence.”*

**Mark Parry, Senior Relationship Manager, Westpac.**

*“Tarsi was fast, efficient, professional and clearly knows her stuff! I highly recommend her.”*

**Cam Hogan, Director, Dollars Making Sense Accounting.**

*“Tarsi Hynes has been instrumental in delivering excellent comprehensive valuation advice for our business requirements over recent times. The comprehensive and detailed reports provide in depth information and dialogue that is held in high regard by all consultants including accountants, solicitors and financial institutions. We highly recommend Tarsi to any Agency requiring a professional and detailed valuation of their business.”*

**Pat O’Driscoll, Director, Pat O’Driscoll Real Estate**

*“As an Insolvency Practitioner I regularly engage professionals for all types of industries and am happy to say that Tarsi is one of the leading professionals I have worked with in the real estate industry.”*

**Bill Karageozis, Partner, McLeod & Partners**

*“Tarsi from Opulence Consultancy conducted my due diligence and I am extremely happy with the due diligence report prepared. Her documents exceeded what I expected of a due diligence report and Tarsi exhibited amazing attention to detail, picking up the most minute of information. I am extremely happy with the value for money that I received. I highly recommend Tarsi and would definitely use her again for my future purchases.”*

**Lee Lee Goh, Principal, Gold Coast Property Expo & Holiday Holiday.**

*“I’ve being a client of Tarsi’s since 2000 and have used her valuation services in a number of rent roll purchases over that time. Tarsi knows real estate agency financials better than anyone and her valuation work is incredibly thorough, accurate and reliable. She is always very accommodating of our deadlines, often working long hours and days to get her reports done in time for bank submissions. The banks know her work and trust her, and with good reason. Tarsi understands what makes real estate businesses profitable - and not profitable! She’s had the rare opportunity to delve deep into literally hundreds of agencies over the years and is one of the few consultants to our profession who can immediately recognise the ingredients it takes to succeed financially. I can wholeheartedly recommend Tarsi to real estate agents and bankers looking for a high quality service from a dedicated consultant.”*

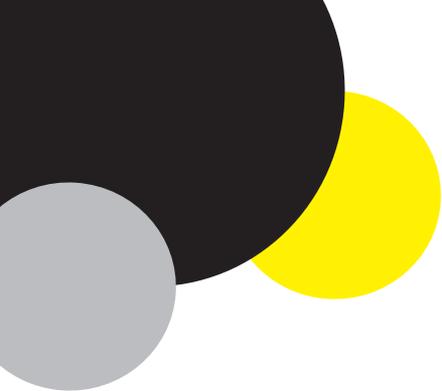
**Rob Honeycomb, Principal, Bees Nees City Realty.**

**More testimonials can be viewed on the following Social Media Platforms:**

**Facebook:** *Opulence Consultancy Business Valuations*

**LinkedIn:** *Tarsi (Sohos) Hynes*

**Google Reviews:** *Opulence Consultancy*



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OPULENCECONSULTANCY.COM

0420 909 940

TARSI@OPULENCECONSULTANCY.COM

