



*Attribute Ratings on
Rode and Associates*



October 2018

PMR.africa

Comparative Tables and Graphs

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PMR.africa has completed its annual national survey on Property Valuers in South Africa.

The respondents rated the property valuers across a range of 20 attributes, namely:

- Accessibility to appropriate valuation personnel
- Adequacy/depth of valuation reports
- Admin/IT interface
- Black Economic Empowerment (BEE)
- Clarity of valuation reports
- Communication
- Depth of expertise
- Efficiency/effectiveness
- Ethical standards
- Flexibility
- Fulfilment of service level agreements
- Knowledge of staff
- Quality of valuation service
- Professionalism
- Reputation of company (i.e. company's brand, integrity, CSI)
- Timeousness of valuation
- Track record
- Valuation arbitration services
- Value added initiatives
- Value for money

The ratings are based on the perceptions of the respondents.

The results are published as per the following 7 categories:

1. Agricultural valuations
2. Commercial and Industrial valuations
3. Hospitality valuations
4. Municipal valuations
5. Residential valuations
6. Retail valuations
7. Specialized valuations (i.e. for land restitution, land claims, servitudes etc.)

❖ *For purposes of this report only sections in which Rode & Associates were rated will be reflected.*

How the Survey was conducted:

Universe: Property developers, financial institutions, government departments, state owned enterprises, property management companies and insurance companies.

Timing: Interviews were conducted during March and April 2018.

Sample: Random national sample of 120 respondents comprising senior managers dealing directly with outsourced Property Valuers.

Methodology: Interviews were carried out telephonically utilising semi-structured questionnaires. Back-checks were conducted at all stages of the fieldwork. 100% checked on input quality and completeness.

RATING

The following rating scale was used by the respondents for all questions:

1	=	poor
2	=	could be improved
3	=	good
4	=	very good
5	=	excellent

NOTES

DNR: Did Not Rate

NER: Not Enough Ratings

ATTRIBUTE RATINGS: Agricultural Valuations

Attribute Ratings 2018: Agricultural Valuations

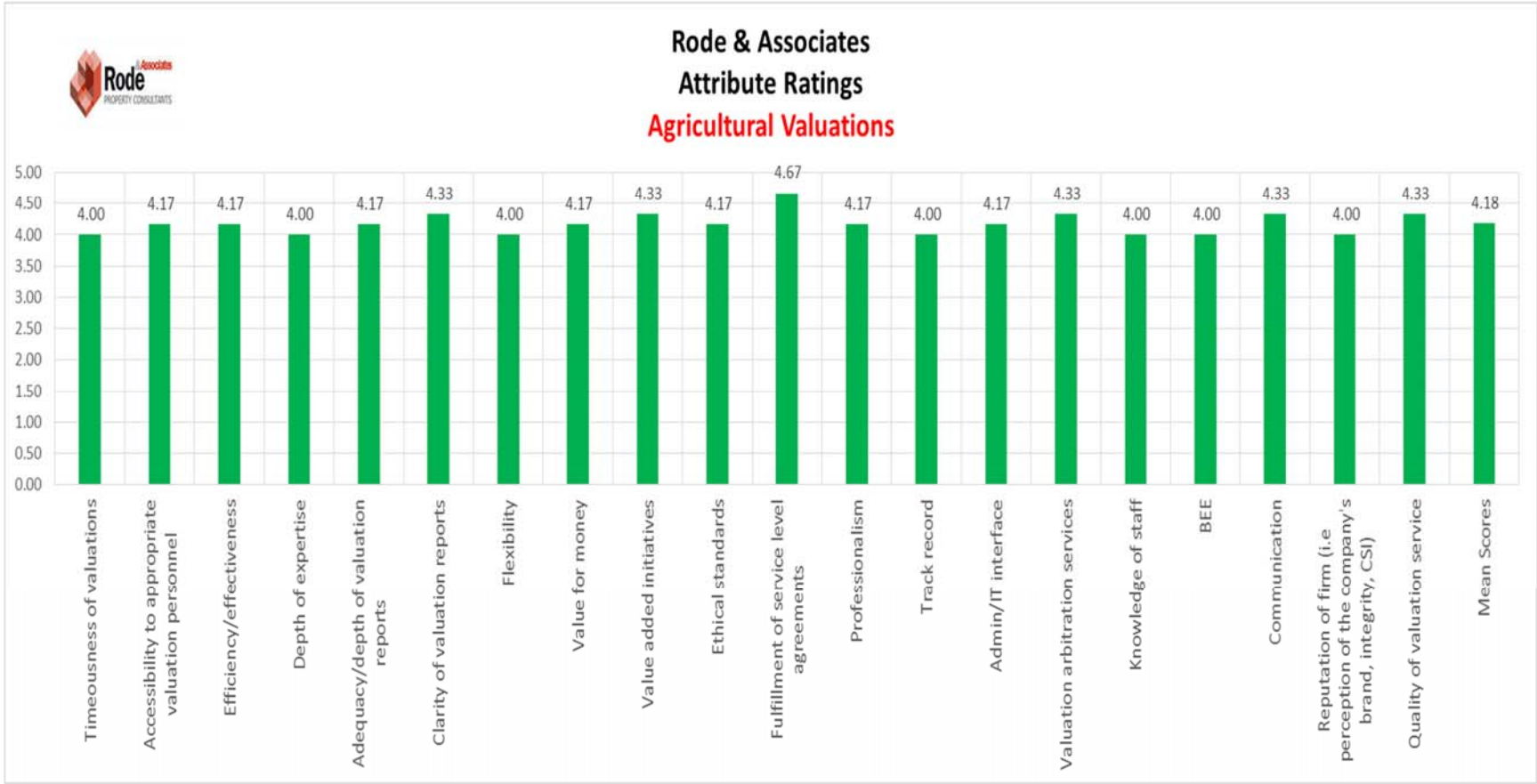
Attributes ↓	Rode and Associates: Attribute Ratings
Timeousness of valuation	4.00
Accessibility to appropriate valuation personnel	4.17
Efficiency/effectiveness	4.17
Depth of expertise	4.00
Adequacy/depth of valuation reports	4.17
Clarity of valuation reports	4.33
Flexibility	4.00
Value for money	4.17
Value added initiatives	4.33
Ethical standards	4.17
Fulfilment of service level agreements	4.67
Professionalism	4.17
Track record	4.00
Admin/IT interface	4.17

Attribute Ratings 2018: Agricultural Valuations..... continued

Attributes ↓	Rode and Associates: Attribute Ratings
Valuation arbitration services	4.33
Knowledge of staff	4.00
BEE	4.00
Communication	4.33
Reputation	4.00
Quality of valuation services	4.33
Mean Score: Agricultural Valuations	4.18

Agricultural Valuations

Attribute Ratings: Comparison Graphs 2018 – Property Valuers



ATTRIBUTE RATINGS: Commercial and Industrial Valuations

Attribute Ratings 2018: Commercial and Industrial Valuations

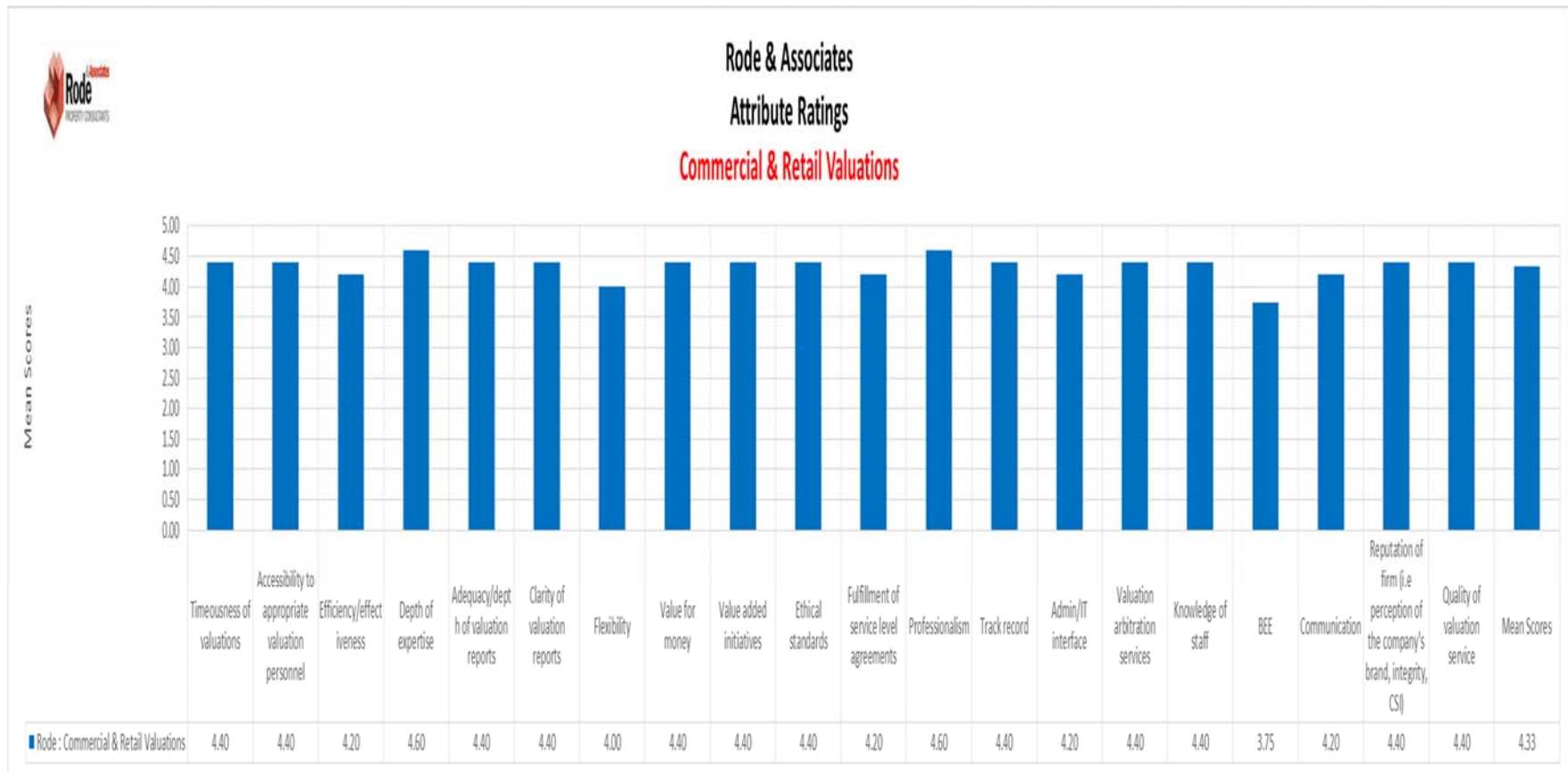
Attributes ↓	Rode and Associates: Attribute Ratings
Timeousness of valuation	4.40
Accessibility to appropriate valuation personnel	4.40
Efficiency/effectiveness	4.20
Depth of expertise	4.60
Adequacy/depth of valuation reports	4.40
Clarity of valuation reports	4.40
Flexibility	4.00
Value for money	4.40
Value added initiatives	4.40
Ethical standards	4.40
Fulfilment of service level agreements	4.20
Professionalism	4.60
Track record	4.40
Admin/IT interface	4.20

*Attribute Ratings 2018: Commercial and Industrial Valuations.....
continued*

Attributes ↓	Rode and Associates: Attribute Ratings
Valuation arbitration services	4.40
Knowledge of staff	4.40
BEE	3.75
Communication	4.20
Reputation	4.40
Quality of valuation services	4.40
Mean Score: Commercial and Retail Valuations	4.33

Commercial & Industrial Valuations

Attribute Ratings: Comparison Graphs 2018 – Property Valuers



ATTRIBUTE RATINGS: Hospitality Valuations

Attribute Ratings 2018: Hospitality Valuations

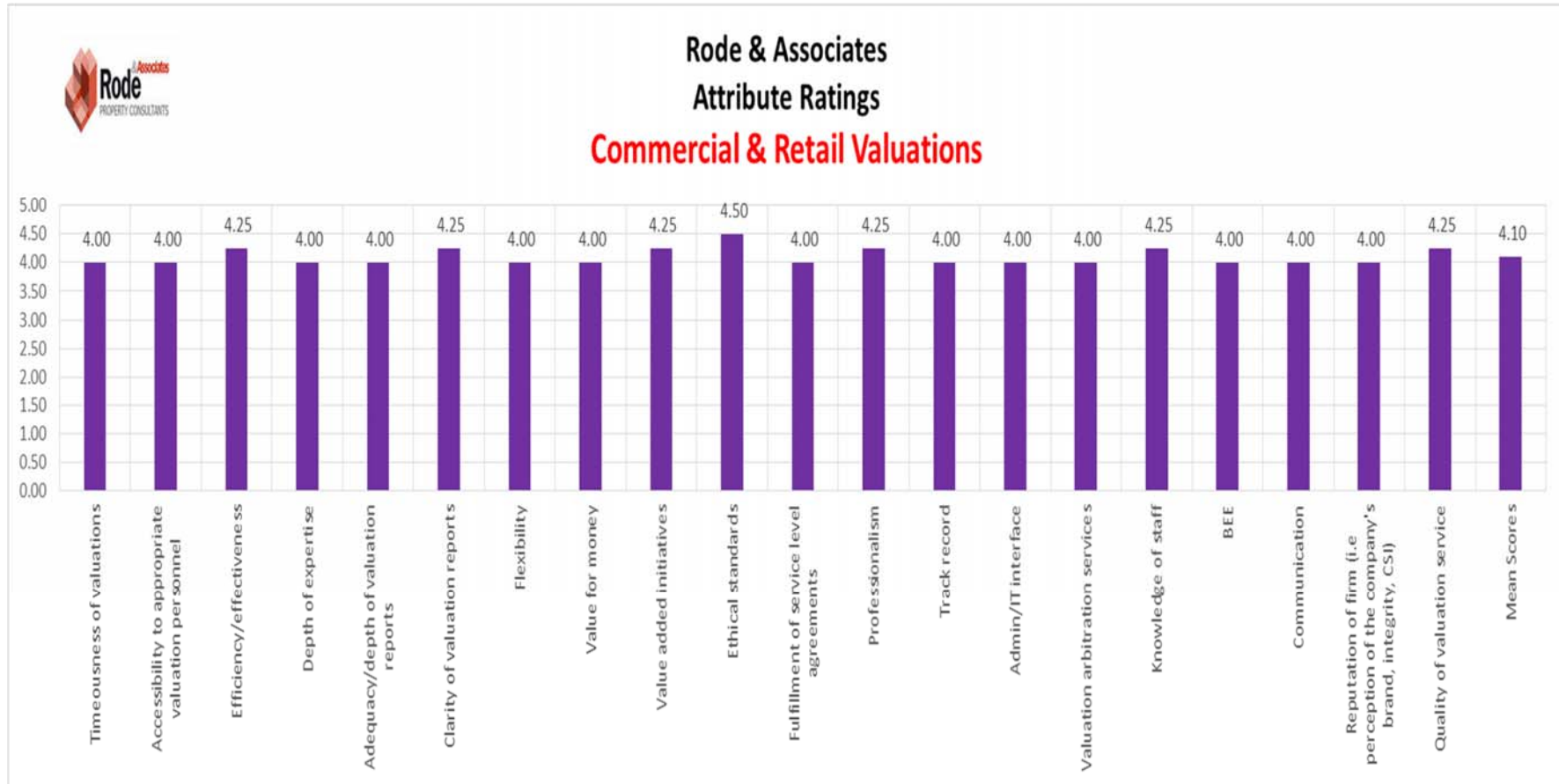
Attributes ↓	Rode and Associates: Attribute Ratings
Timeousness of valuation	4.00
Accessibility to appropriate valuation personnel	4.00
Efficiency/effectiveness	4.25
Depth of expertise	4.00
Adequacy/depth of valuation reports	4.00
Clarity of valuation reports	4.25
Flexibility	4.00
Value for money	4.00
Value added initiatives	4.25
Ethical standards	4.50
Fulfilment of service level agreements	4.00
Professionalism	4.25
Track record	4.00
Admin/IT interface	4.00

Attribute Ratings 2018: Hospitality Valuations..... continued

Attributes ↓	Rode and Associates: Attribute Ratings
Valuation arbitration services	4.00
Knowledge of staff	4.25
BEE	4.00
Communication	4.00
Reputation	4.00
Quality of valuation services	4.25
Mean Score: Hospitality Valuations	4.10

Hospitality Valuations

Attribute Ratings: Comparison Graphs 2018 – Property Valuers



ATTRIBUTE RATINGS: Municipal Valuations

Attribute Ratings 2018: Municipal Valuations

Attributes ↓	Rode and Associates: Attribute Ratings
Timeousness of valuation	4.00
Accessibility to appropriate valuation personnel	4.50
Efficiency/effectiveness	4.50
Depth of expertise	4.50
Adequacy/depth of valuation reports	4.00
Clarity of valuation reports	4.00
Flexibility	4.25
Value for money	4.50
Value added initiatives	4.00
Ethical standards	4.00
Fulfilment of service level agreements	4.25
Professionalism	4.50
Track record	4.00
Admin/IT interface	3.75

Attribute Ratings 2018: Municipal Valuations..... continued

Attributes ↓	Rode and Associates: Attribute Ratings
Valuation arbitration services	4.00
Knowledge of staff	4.75
BEE	4.00
Communication	4.00
Reputation	4.00
Quality of valuation services	4.50
Mean Score: Municipal Valuations	4.20

Municipal Valuations

Attribute Ratings: Comparison Graphs 2018 – Property Valuers



ATTRIBUTE RATINGS: Residential Valuations

Attribute Ratings 2018: Residential Valuations

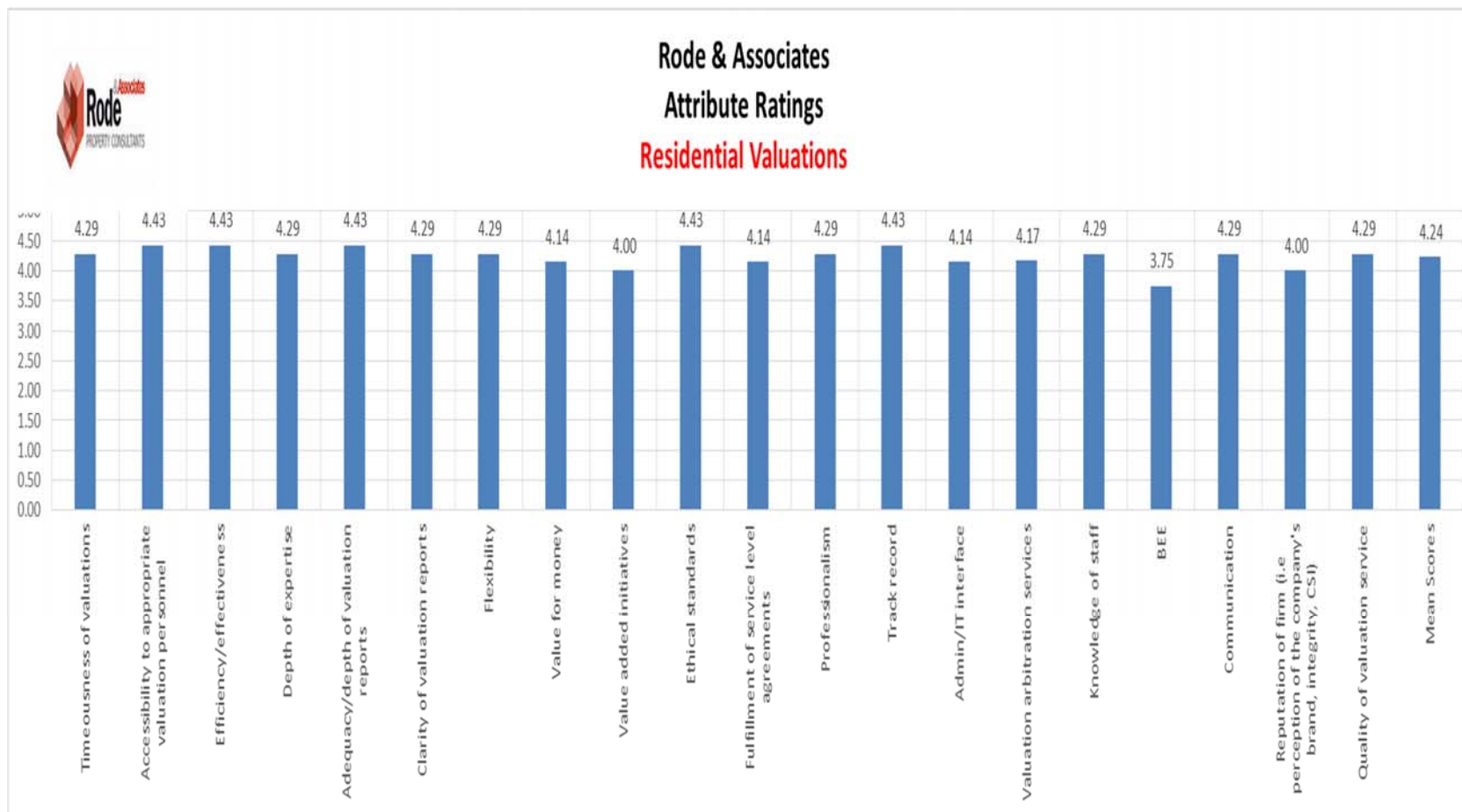
Attributes ↓	Rode and Associates: Attribute Ratings
Timeousness of valuation	4.29
Accessibility to appropriate valuation personnel	4.43
Efficiency/effectiveness	4.43
Depth of expertise	4.29
Adequacy/depth of valuation reports	4.43
Clarity of valuation reports	4.29
Flexibility	4.29
Value for money	4.14
Value added initiatives	4.00
Ethical standards	4.43
Fulfilment of service level agreements	4.14
Professionalism	4.29
Track record	4.43
Admin/IT interface	4.14

Attribute Ratings 2018: Residential Valuations..... continued

Attributes ↓	Rode and Associates: Attribute Ratings
Valuation arbitration services	4.17
Knowledge of staff	4.29
BEE	3.75
Communication	4.29
Reputation	4.00
Quality of valuation services	4.29
Mean Score: Residential Valuations	4.24

Residential Valuations

Attribute Ratings: Comparison Graphs 2018 – Property Valuers



ATTRIBUTE RATINGS: Retail Valuations

Attribute Ratings 2018: Retail Valuations

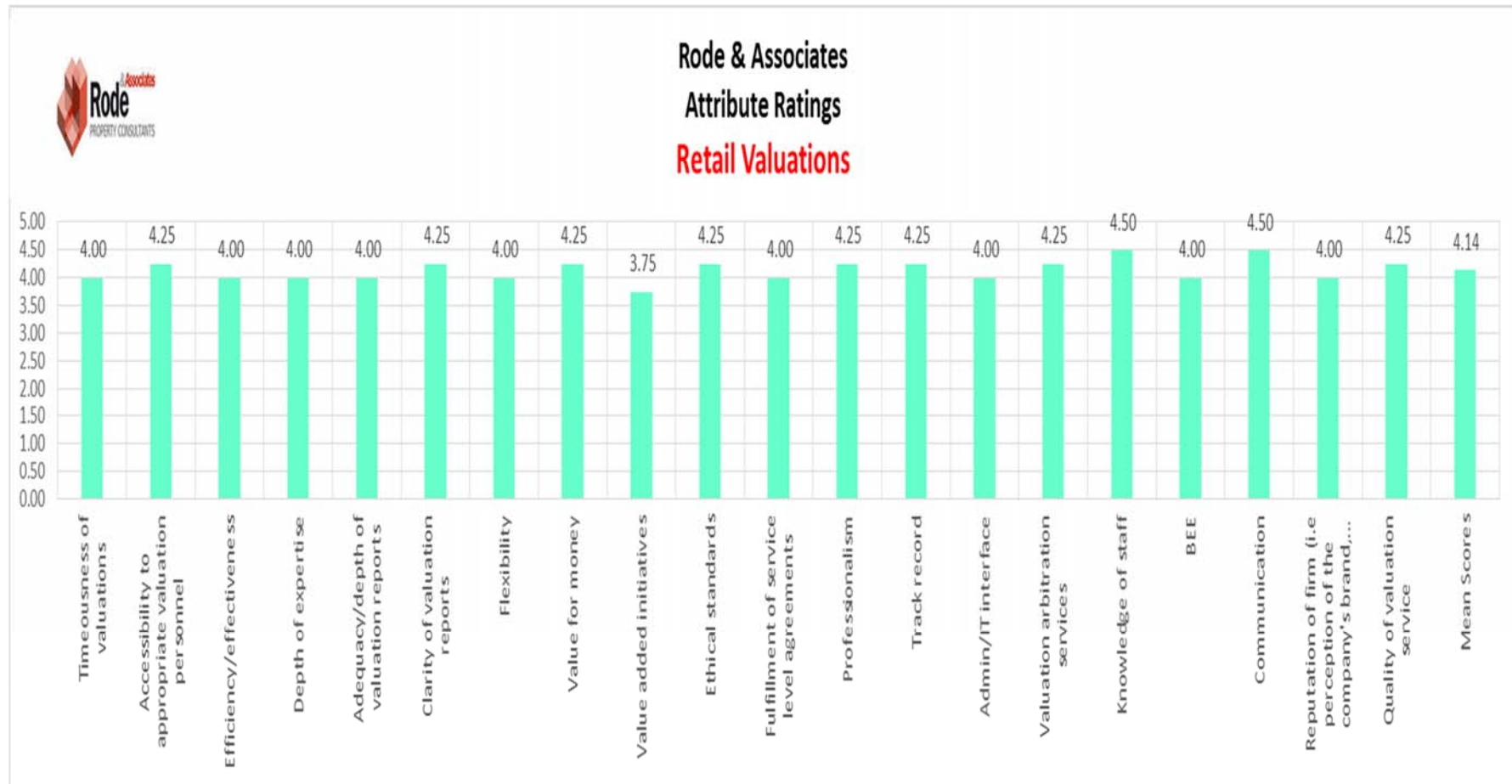
Attributes ↓	Rode and Associates: Attribute Ratings
Timeousness of valuation	4.00
Accessibility to appropriate valuation personnel	4.25
Efficiency/effectiveness	4.00
Depth of expertise	4.00
Adequacy/depth of valuation reports	4.00
Clarity of valuation reports	4.25
Flexibility	4.00
Value for money	4.25
Value added initiatives	3.75
Ethical standards	4.25
Fulfilment of service level agreements	4.00
Professionalism	4.25
Track record	4.25
Admin/IT interface	4.00

Attribute Ratings 2018: Retail Valuations..... continued

Attributes ↓	Rode and Associates: Attribute Ratings
Valuation arbitration services	4.25
Knowledge of staff	4.50
BEE	4.00
Communication	4.50
Reputation	4.00
Quality of valuation services	4.25
Mean Score: Retail Valuations	4.14

Retail Valuations

Attribute Ratings: Comparison Graphs 2018 – Property Valuers



ATTRIBUTE RATINGS: Specialised Valuations

Attribute Ratings 2018: Specialised Valuations

Attributes ↓	Rode and Associates: Attribute Ratings
Timeousness of valuation	4.20
Accessibility to appropriate valuation personnel	4.20
Efficiency/effectiveness	4.00
Depth of expertise	4.40
Adequacy/depth of valuation reports	3.75
Clarity of valuation reports	3.75
Flexibility	4.20
Value for money	4.00
Value added initiatives	3.80
Ethical standards	4.00
Fulfilment of service level agreements	4.00
Professionalism	4.00
Track record	4.20
Admin/IT interface	3.80

Attribute Ratings 2018: Specialised Valuations..... continued

Attributes ↓	Rode and Associates: Attribute Ratings
Valuation arbitration services	4.00
Knowledge of staff	4.00
BEE	3.75
Communication	4.00
Reputation	4.00
Quality of valuation services	4.00
Mean Score: Specialised Valuations	4.00

Specialised Valuations

Attribute Ratings: Comparison Graphs 2018 – Property Valuers

