

The logo for Impact Group, featuring the word "IMPACT" in a large, bold, white sans-serif font, with the word "GROUP" in a smaller, white sans-serif font directly below it. The text is set against a solid red rectangular background.

IMPACT
GROUP

CAPABILITY
STATEMENT

Lenders Agent Services

A dark, semi-transparent background image showing a group of business professionals in a meeting. They are gathered around a table, looking at documents and pointing at them. The image is dimly lit, with the focus on the people's hands and the papers they are reviewing.

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Giving lenders greater peace of mind ▶

Risk management, cost control and program-delay mitigation are the keys to ensuring financiers aren't left out of pocket. And with the introduction of the 2020 Residential Apartment Buildings (Compliance and Enforcement Powers) Bill which transfers greater commercial risk to developers and builders, financiers are understandably more determined than ever to ensure every construction project stays on track. An independent lenders agent is a critical player when it comes to ensuring this happens.

We're here to look after your construction funding at every stage – from ensuring initial building contracts are sound, to managing progress claims, and identifying progress risks (including scheduling strata and stratum registration), compliance issues and potential cost blow-outs.

After successfully managing more than 1000 sites to completion, Impact Group knows what it takes to ensure your investment is in safe hands.

Comprehensive range of services



Having access to a diverse and in-depth source of expertise means you can more effectively harness opportunities and respond to challenges. With us as your dedicated partner, you can look forward to a raft of best-in-class services, including:

Development Management

- Site acquisition
- Due diligence
- Feasibility studies
- DA design management
- Financial modelling (Estate Master)
- Review of planning controls
- Authority approvals
- Stakeholder management
- Funding assistance

Superintendency

- Contract administration
- Construction supervision
- Quality management
- Programme management
- Risk mitigation
- On-site issue resolution
- Environmental and WHS checking

Project Management

- Time, cost and quality management
- Stakeholder management
- Project reporting
- Project planning
- Design management
- Tender management
- Contractor procurement
- Preparation of building contract

Advisory and Consulting Services

- Highest and best-use analysis
- Site remediation methodology
- Independent certification
- State-significant developments
- Business case preparation
- Master-planning
- Fire safety/Building compliance
- Strata planning and registration
- Insurance matters

Expert guidance, every step of the way ▶

We add value at every stage.

From the outset, a successful project requires sound financial navigation in order to mobilise value and maximise returns. It also requires exceptional development management and project management to identify opportunities and mitigate risk. We have a deep understanding of your need for risk mitigation, with particular regard for scope, time, budget, quality and compliance. As specialists in property development advice and delivery, our team of professionals provides support across all stages of the project lifecycle. What sets us apart is our in-depth understanding of your needs, attention to detail and ability to engage with all stakeholders.

We understand all stages of the project lifecycle.

We are a unique, mid-tier consultancy that understands all stages of the project lifecycle – from development management and project management through to superintendency and general consultancy. This gives us the ability to intelligently advise on the strategic, financial and operational implications of any project decision.

We know how to mobilise value.

Our advanced planning, advisory and risk mitigation capabilities maximise value and minimise loss, optimising the result for financiers, developers and contractors.

Comprehensive perspective.

Our team of Associate Directors, Project Directors and Project Managers offers a diversity of technical qualifications in addition to construction management. Previously attained skills in structural engineering, quantity surveying, civil engineering and architecture feature among the team, adding pragmatic depth to analysis and advice.

Superior risk mitigation.

We offer a superior knowledge set in relation to risk mitigation. This is a result of our unique ability to work across the project lifecycle, a long track record in the property sector and a proactive attitude to relationship management. Problems will be encountered on all projects. We are expert at identifying those problems early and reducing their impact.



We listen closely to your needs



No two projects are identical. Circumstances, budgets, political pressures, working environments and desired outcomes always vary; sometimes quite significantly. We listen closely, offer proactive advice wherever possible, and tailor our internal systems to your requirements – delivering the service you need, when you need it.

This dedication to communication and true partnership allows us to give you maximum return on investment through opportunity identification and adherence to best practice in managing time, cost, quality and risk.

Our senior team



Wayne Colledge
MANAGING DIRECTOR

As Managing Director of Impact Group, Wayne Colledge utilises his consummate leadership and strategic skills to spearhead the business to ever greater success. With Wayne at the helm, the company has grown exponentially over recent years. In large part, this growth is a result of his professionalism and commitment to nurturing a cohesive team that delivers on its promises.

Wayne offers 30+ years' experience in the industry – a career he began as a labourer whilst still in high school and, ultimately, as Managing Director of Impact Group since its inception in 1999.

He cares about his clients' businesses as much as they do, manages their budgets like they were his own, and consistently strives to align their business with the best-fit project manager.

He believes that great communication – both in-house and external – is the key to ensuring every project runs smoothly.

Wayne brings to his role a deep sense of empathy for client needs and priorities as well as exceptional commercial, operational and financial awareness.

He also understands that great people are the backbone of an organisation. With them at his side, successful projects are delivered time and time again.



Gerard Sleiman
ASSOCIATE DIRECTOR

For projects that need to be taken from insurmountable challenge to success story, no one achieves better results than Gerard Sleiman. This is demonstrated clearly in a recent, large project on which he managed to achieve approval of an extra floor beyond the height restrictions. He was able to justify the additional floor to Council and exceed a delighted client's expectations.

Gerard works extremely well across all sectors. His most compelling strengths are his technical ability, patience, communication skills, capacity to understand stakeholder requirements, and determination to ensure projects blend seamlessly into the wider community.

He understands you are not just building projects that people can afford to buy or lease. You, your tenant or your buyer also need to be able to cover ongoing services and maintenance costs. For this reason, Gerard ensures that all projects are exceptionally well-designed.

Gerard offers you an unwavering focus on Time, Cost and Quality. His other strengths are risk mitigation, planning, forecasting and budgeting. No matter how big or small the job, Gerard consistently employs a positive, motivated attitude, and a determination to deliver successful outcomes for his clients.

Our senior team



Steven Bird
ASSOCIATE DIRECTOR

Strong business relationships are built on integrity, honesty and, just as importantly, the ability to have difficult conversations. Steven Bird was recently engaged to work on a project where he had to do just that. When he was first approached, Steven discovered the client had been told the design documentation was only weeks away from being ready for submission to Council. A review showed this was not the case and that a complete redesign was needed. Unfortunately, the client had also been led to believe the project would cost half what it really required. It was Steven's task to break the bad news and offer a way forward. To the client's great delight, he was able to successfully guide them towards their vision despite the early setbacks.

Steven is unquestionably one of the most experienced people in our industry. He understands what his clients are trying to achieve, their operational requirements, and the specific needs of users and residents.

Steven strives to ensure that, right from the very beginning of a project, a business case is supportable by property outcomes, including functionality and any specialised features.



Greg Hastie
PROJECT DIRECTOR

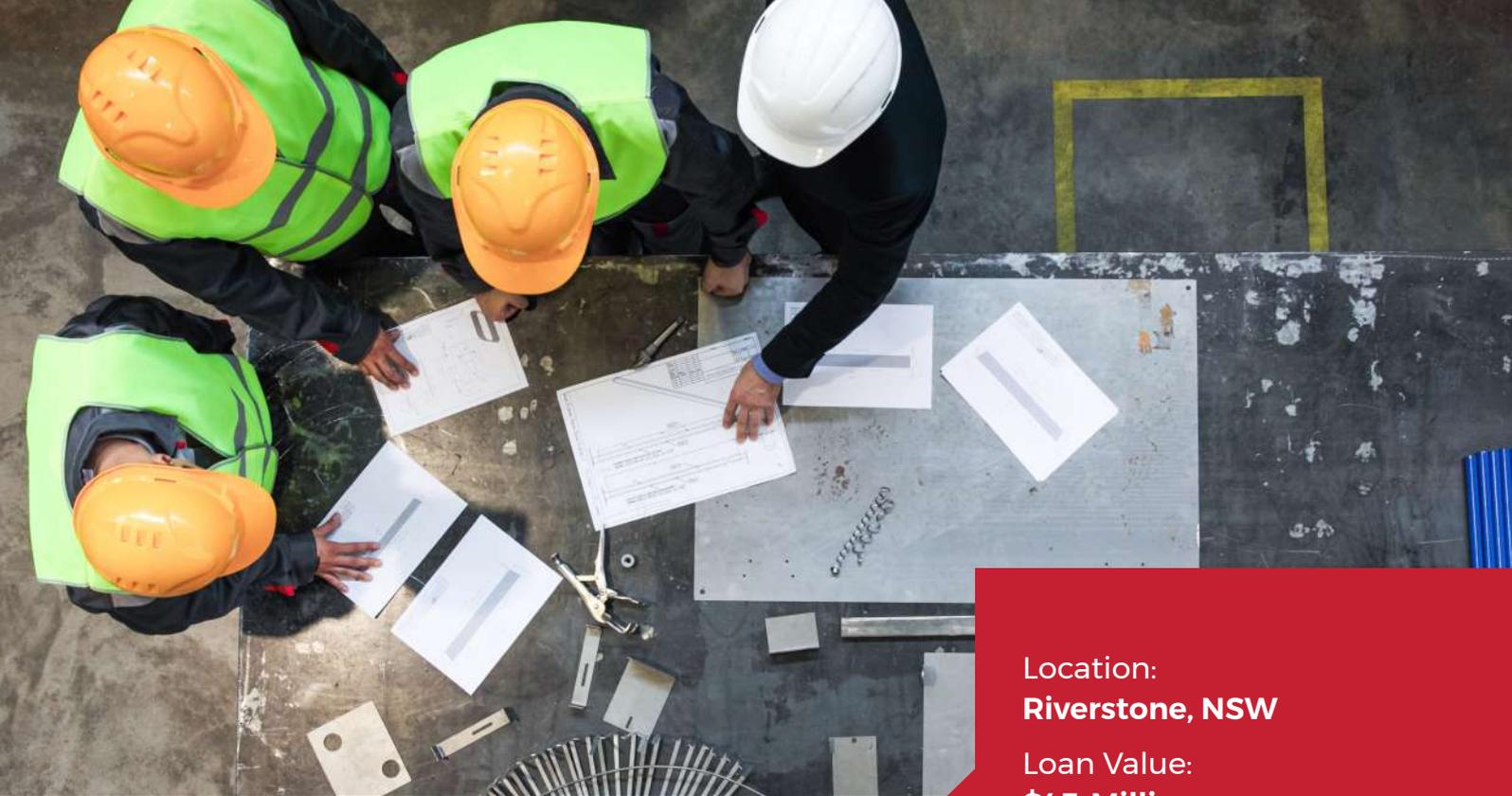
Greg Hastie does what is required to make a project work. One of his proudest recent achievements includes being handed a high-profile Education project with a limited budget and a 10-month completion deadline. As it was an adaptive re-use of a heritage building, no one knew what was even behind the walls. In addition, there was no guarantee the Development Application (DA) could be achieved in time. Greg's solution was to establish a strong relationship with Council and put in three different DAs so the works could be completed in stages. As a result of his exceptional leadership, the project was a huge success.

Boasting more than 30 years in the construction industry he is an experienced project manager who also has qualifications as a quantity surveyor. This has given him a deep understanding of the different perspectives and drivers of all people involved in a project, from the building site to the boardroom. He also has a very strong commercial sense and offers exceptional value management and cost saving advice.

Central to Greg's success is great communication, complete transparency, accountability, and the ability to engage all stakeholders. His attitude inspires everyone around him and he always finds a way to overcome any roadblocks.



Project examples ▶



On-the-ground knowledge eliminates project delays

Location:
Riverstone, NSW

Loan Value:
\$45-Million

Lender:
Private Equity

This 115-townhouse project in Sydney's North-West corridor required significant communication with an already busy Council to keep all approvals on track. Impact Group has extensive experience in the region and was able to bring invaluable on-the-ground knowledge to the table in its capacity as Lenders Agent.

Making sure everything is good to go, right from the get-go

Given the amount of construction in the area, contingency discussions were had between Impact Group and the financier to ensure the project schedule was realistic and no cost blow-outs would be incurred as a result of unexpected delays to approvals.

All approvals, design documentation and costs were reviewed on the funder's behalf prior to commencing the project. We also undertook a validation of all the developer's documentation, so the financier could be confident that everything was above board and there would be no unexpected changes to program or materials over time.

Finally, to ensure projected sales targets were met, we kept a keen eye on quality, the final certification process, and legislative and Council compliance.

Strong communications for financial security

There is an art to successful communications between all stakeholders, particularly with regard to developers who have multiple balls in the air at any one time. Just the right amount of pressure needs to be applied while still ensuring a productive working relationship.

Impact Group conducted monthly site inspections and regular communication with the financier, developer, quantity surveyor and Council. The financier was also provided with monthly projections and assessments against the initial program of work.



Exercising vigilance, every step of the way

Location:

Bondi, NSW

Loan Value:

\$10.5-Million

Lender:

**The Commonwealth
Bank of Australia**

The financier of this mixed-use project – which included 29 apartments and three retail premises – on Sydney’s famous Bondi Road wanted to ensure their loan and the viability of the assets were in good hands. The financier requested that the developer bring Impact Group on board as Lenders Agent to assist them in managing risk.

An unwavering focus on reporting and timing

Impact Group played a key role in risk reporting, particularly with regard to service applications, cashflow, and progression of design throughout the construction-certification phase. All boxes needed to be ticked so the developer/builder did not have to stop work at any time.

The project included a chamber substation on site. Although common in some parts of Sydney, a chamber substation is not typical of residential developments in Bondi. To consistently hit progress targets, it was imperative that all approval applications were submitted on time.

People skills are at the heart of our success

Good communication is essential to the role of Lenders Agent. To ensure this happened, Impact conducted regular meetings with the developer and other relevant stakeholders, and a monthly meeting with the financier and developer. Detailed monthly reports were then submitted to the financier.

Going above and beyond to add value

Outside of advising on risk, we guided the developer to implement a more robust and regimented framework for Quality, WHS and Environmental Management.

We also leveraged off our considerable experience with NSW Land Registry Services to help the developer with its strata and stratum arrangements. This took the form of assisting with the timing of strata approvals, and advising the developer to modify certain conditions that would allow the stratum management to be administered more effectively.



Get in touch

For more information, please contact our team of industry professionals.

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