

Property Damage Claim Process

NorthConnex takes all property damage claims very seriously and is committed to working with residents and businesses along the alignment in resolving these matters.

If a property owner believes damage has been caused as a direct result of NorthConnex construction activities they should immediately contact the project via the information line: 1800 997 057 (free call) or email enquiries@northconnex.com.au. Property owners will be provided with a form to assist them with their claim, which must be returned to the project so the damage can be investigated.

Mitigation measures

The project actively manages its impact on the environment through:

- Implementing best practice construction guidelines and Australian Standards
- Regular environmental monitoring and inspections
- Offering pre- and post- condition surveys to residents within the proximity of NorthConnex

Property Surveys

Pre-Condition Surveys were offered to all property owners within the proximity of NorthConnex at the start of the project. The survey records the condition of a property prior to construction work starting and assists in determining if any potential damage is considered to have resulted directly from the project work. A further Post-Condition Survey is completed at the end of the project. All surveys are carried out by independent and accredited Property Surveyors.

Property claim

If a property owner believes damage has been caused as a direct result of construction activities, they should immediately contact the project. A member of the NorthConnex Community Relations Team will request the owner fill out a short form to ensure all the relevant details are provided to assist the project in investigating the claim.

The team will acknowledge receipt of your claim and record the details for future reference. An inspection to assess the alleged damage will be offered to all property owners who qualified for a Pre-Condition Survey. The appointment will be held at a mutually convenient time. Inspections may involve multiple disciplines including builders, structural engineers and surveyors. Inspections may be offered to property owners who did not qualify for a Pre-Condition Survey on a case by case basis.

How we assess your claim

Factors which change the conditions of a property include general ageing and wear and tear, property maintenance, levels of occupier use, foundation construction and climate conditions.

NorthConnex takes into consideration these factors when investigating a claim as well as the type of work carried out in the area, proximity and depth of the tunnel to the property and extreme weather events.



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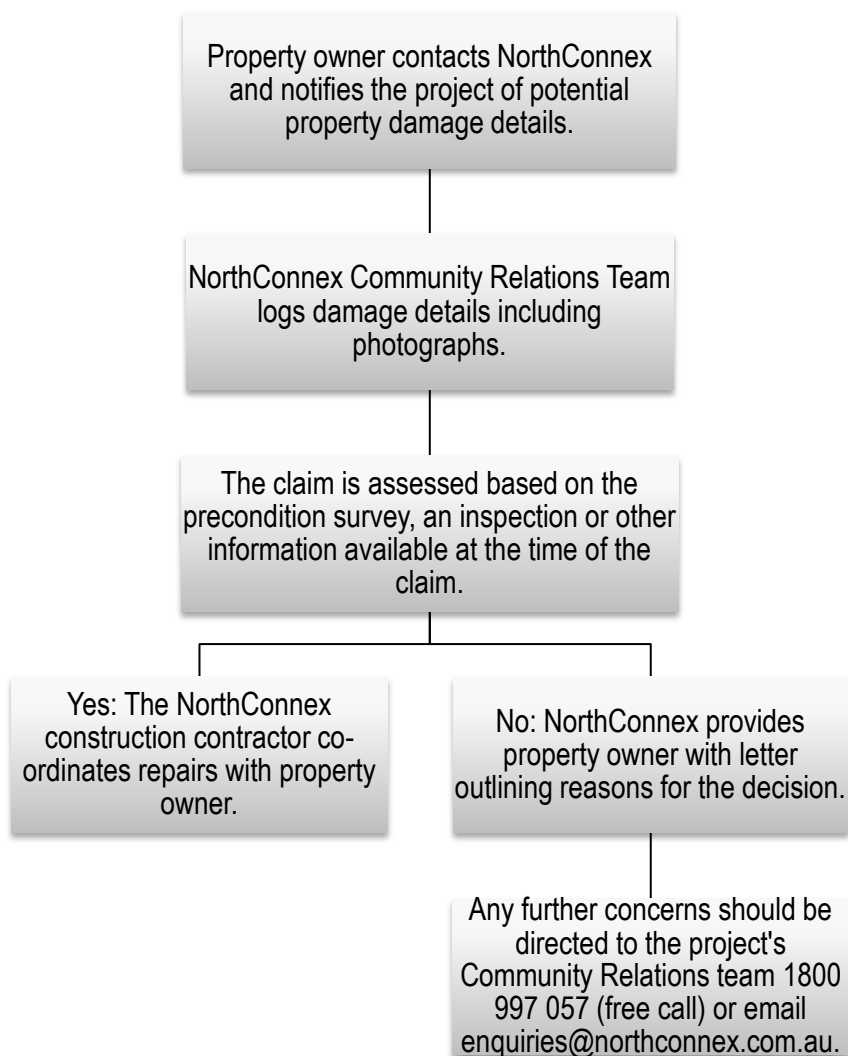
 Transurban

Resolving your claim

If the damage is assessed as being caused directly by the project's construction activities, it is the responsibility of the NorthConnex construction contractor to rectify. The NorthConnex construction contractor will liaise with the property owner on the arrangements for the required repairs. The contractor's Community Relations Team member will coordinate with the property owner.

If it is determined the damage is not the direct result of construction works, the project will write to the property owner advising of the outcome and reasons for the decision.

In the event the property owner disagrees with the decision, they are encouraged to contact the construction contractor's project team to discuss their concerns. In order to protect the interests of both parties, any communications between NorthConnex and the property owner must be kept confidential. The communications must not be disclosed without first obtaining the other party's written consent.



Review of Process

If the property owner believes the below process has not been correctly followed, the NorthConnex Project Company (Transurban) can be contacted by phone (02 8039 5700) or via email on ncxcommunitymanager@transurban.com.