

Property Damage Claim Process

If a property owner believes damage has been caused as a direct result of NorthConnex construction activities they should immediately contact the NorthConnex Community Relations Team on the Project information line: 1800 997 057 (free call). The property owner may then be asked to put their claim in writing; (emailed to enquiries@northconnex.com.au).

Property Surveys

Pre-Condition Surveys (at the start of the Project) and **Post Condition Surveys** (on completion of the Project) are offered to all property owners within the proximity of NorthConnex. This will assist in determining if any potential damage is considered to have resulted directly from the Project Works. All surveys are to be undertaken by independent and accredited Property Surveyors

Notification of damage received before and after Post Condition Survey is completed

If damage is notified by the property owner the NorthConnex Community Relations Team will enter the details of the damage into the Project database (Consultation Manager). An appointment will then be arranged at a mutually convenient time with the property owner to inspect the damage and assess whether any such damage has been caused directly by the NorthConnex works.

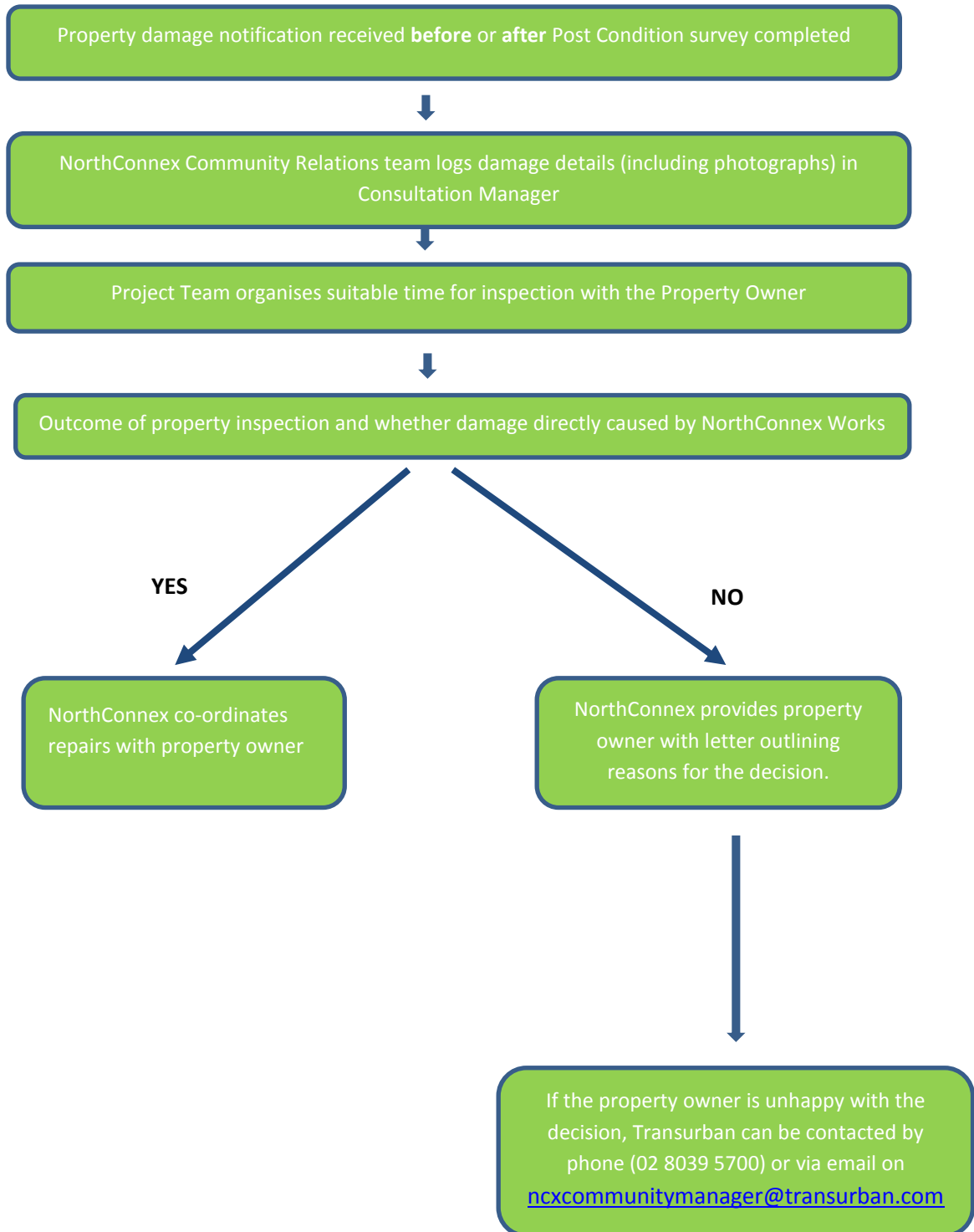
If the inspection assesses the damage **as being caused directly by the NorthConnex works**, the NorthConnex Project Team (which will include a Community Relations Team member) will liaise with the property owner on the arrangements and NorthConnex will appoint an approved contractor to undertake the required repairs.

Or,

If the inspection assesses the damage **as not being material or as not being caused directly by NorthConnex works**, the NorthConnex Project Team will write to the property owner advising of the outcome of the survey/assessment and the rationale for the decision. The letter will also outline the availability for the property owner to contact Transurban if they are unhappy with NorthConnex decision.

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.

Overview of Process;



NorthConnex

Building for the future