Investigation of claim
The M4 East Contractor may use a range of information to investigate and determine a damage claim such as Pre and Post Condition Surveys, vibration and settlement data. The M4 East Contractor will make a determination on the claim.

If Yes
If the M4 East Contractor determines the damage is directly caused by construction activities the M4 East Contractor will liaise with the property owner to agree on repairs or compensation.

If No
If the M4 East Contractor determines the damage is not caused by construction activities the M4 East Contractor will write to the property owner advising of the outcome of the investigation and the reasons for the determination.

Appealing the M4 East Contractor review
If the property owner is not satisfied with the determination by the M4 East Contractor, they can appeal in writing to the M4 East Contractor. The M4 East Contractor will address questions and/or new information the owner has provided. The M4 East Contractor will write to the property owner advising the outcome of the investigation and the reasons for the determination.

WestConnex Project Team review
If the property owner is not satisfied with the determination the M4 East Contractor has made, they can request the WestConnex project team review the process undertaken by the M4 East Contractor by emailing info@westconnex.com.au. WestConnex will write to the property owner advising of the outcome of the investigation and the reasons for the determination.

Roads and Maritime review
If the property owner is not satisfied with the determination the M4 East Contractor and WestConnex has made, they can request a review from Roads and Maritime Services in writing by emailing Roads and Maritime at info.westconnex@rms.nsw.gov.au. Roads and Maritime will investigate the claim and, if requested by the property owner, refer it to an independent property impact assessment panel to determine the claim. Roads and Maritime will write to the property owner advising of the outcome of the investigations and the reasons for the determination.