

Property owner submits property damage claim to **M4 East Contractor** by emailing info@m4east.com.au

The **M4 East Contractor** registers the property damage claim in the WestConnex contact database



During construction or if an owner has not accepted Post Condition Survey
If construction activities are still underway in the vicinity or a Post Condition Survey has not been completed the **M4 East Contractor** may arrange an inspection of the property to inspect its condition.

After construction and Post Condition Survey completed
M4 East Contractor will use the Post Condition Survey to determine if there is any potential damage. An additional inspection may be organised with the owner.

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 No

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 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.