



The Metro Tunnel Project will transform the way people move around Melbourne, with 'turn up and go' rail services and improved access to key landmarks. Prior to construction, property owners near the tunnels and stations will have the opportunity to have the existing condition of their property assessed via a property condition survey. Property condition surveys are routinely offered on major infrastructure projects to give property owners peace of mind before construction gets underway.

## What is a property condition report?

A property condition report records the condition of a property and documents any existing defects.

A report is completed either prior to construction commencing or at a subsequent point in time. The report comprises results from an inspection of your property, including photographs of the inside and outside of the building. The report can provide peace of mind to owners during construction works.

## When will property owners be offered a property condition report?

Invitations for a property condition report will be sent out to building owners or managers in advance of construction near the property. You will then need to contact the independent provider to arrange a time for them to survey your property.

## What if the property survey is performed after construction has commenced in my area?

If a property survey is performed after construction has commenced in your area, the report will document the condition of your property as at the date the survey is performed.

## What does the property condition survey involve?

An independent and fully qualified provider will conduct the property condition survey and prepare reports on behalf of the Project.

The survey involves an inspection and photographs of the inside and outside of the building, and recording any evidence of existing damage. Depending on the age, size and condition of your property, the time it takes to complete the survey will vary. No attempt will be made to move any personal possessions or furniture without your permission.

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### Do I need to pay for the property condition report?

No, the survey and report are provided at no cost to you.

### What if I am not satisfied with the property condition report?

A copy of the report will be provided to the property owner. If you believe it has not captured all the necessary information, please call the Metro Tunnel Project Information Line on **1800 105 105**.

### What do I do if my property is damaged?

If you believe your property has been damaged because of the Metro Tunnel Project, you can call the Metro Tunnel Project Information Line **1800 105 105** or visit the project website [metrotunnel.vic.gov.au](http://metrotunnel.vic.gov.au) to complete a property damage claim form.

An assessment will be made to establish if the cause was due to construction of the Metro Tunnel Project.

### Who will have access to the report?

You or your property agent will receive a copy of the report for your records. The project will also retain a copy of the report throughout the construction period. Reports are also reviewed by an Independent Reviewer. If you make a claim, the reports will be made available to assessors as a part of the claim process.

### Who determines whether I get a property condition survey?

The relevant contractor responsible for Metro Tunnel Project works near your property will determine which properties will be offered a property condition survey based on the tunnel alignment and modelling undertaken prior to construction commencing.

### What happens during construction if I see cracks appearing in my house?

Contact the Metro Tunnel Project Information Line on **1800 105 105** and the construction contractor will arrange a time to inspect your property.

### I have already accepted a property condition survey, so why am I being offered a further survey?

Several contractors have been appointed to deliver the Metro Tunnel Project, given the size of the project. Each contractor is required to offer property condition surveys to all landowners near their specific works. You are strongly encouraged to accept all offers of property condition surveys as this will provide a comprehensive overview of your property condition throughout the different stages of the project.

### What if I am not offered a property condition survey but believe I should have one undertaken?

You can request the relevant contractor undertake a property condition survey by contacting the Metro Tunnel Project Information Line (**1800 105 105**) and making a request. The decision to undertake the survey ultimately rests with the contractor and is based upon the tunnel alignment and modelling undertaken prior to construction commencing.

### More information

To find out more about the Metro Tunnel Project and register for future email updates:

-  [metrotunnel.vic.gov.au](http://metrotunnel.vic.gov.au)
-  **1800 105 105** (24 hours a day, 7 days a week)  
Press 2 and follow the prompts
-  [facebook.com/metrotunnel](https://facebook.com/metrotunnel)
-  Subscribe to eNews or construction notification emails: [metrotunnel.vic.gov.au/subscribe](mailto:metrotunnel.vic.gov.au/subscribe)



**Interpreter Service**

**(03) 9280 0700**

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