



# Protecting you and your property during construction

Suburban Rail Loop Authority (SRLA) would like to offer you a complimentary property condition survey to provide you with a reference document in the unlikely event of any accidental property damage during SRL East works.

## What is a property condition survey?

A property condition survey documents the condition of a property either prior to construction commencing or at a subsequent point in time. It provides a reference should you believe your property has experienced any adverse effects from construction works.

A property condition survey involves an inspection and photographs of the inside and outside of the building and will take up to an hour depending on the age and condition of your property.

You will need to ensure that you or someone you nominate is present at the property at the time of the inspection.

## Why should I get a property condition survey done?

While our construction methods are designed to minimise impacts on properties located close to our works, we offer property condition surveys to provide property owners with reassurance and a reference document in the unlikely event of any accidental property damage.

The property condition survey is completely voluntary, however if you believe your property has experienced any adverse effects due to construction works, the property condition report will provide an agreed record of the condition of your property prior to the commencement of construction, or on the date the inspection was undertaken.

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

No. All costs for the survey will be the responsibility of the Suburban Rail Loop project.

## Who can I contact to arrange a property condition survey?

If your property is eligible for a property condition survey, details of how you can arrange a survey are included in the letter we send you.

If you have not received a letter and would like to discuss the need for a property condition survey, please contact us on **1800 105 105** or email us at **contact@srla.vic.gov.au**

## What happens to the information once the inspection is complete?

An independent contractor with extensive experience in the assessment of property and structural conditions will inspect your property and produce a report that contains colour photos and a summary of the property's existing condition on the date of the inspection. We'll aim to provide you with a copy of the report within two weeks of the inspection.

We encourage you to review the report thoroughly and let us know if you have any questions or concerns. Once you are satisfied that the report is an accurate record of your property on the date of the inspection, you'll need to sign a receipt confirming that you've received a copy of the report and that you understand and accept the information within the report as true and accurate.



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## I am renting the property. Do I still need the property condition survey?

The property condition survey is completely voluntary, however as a tenant you will need to contact your landlord/ real estate agent or the owner of the property and inform them of the offer from SRLA of a property condition survey on their property. They can then decide whether they would like to proceed with the survey.

A copy of the completed report will be provided to you and the landlord/real estate agent.

SRLA and its construction partner will also retain a copy of the report throughout the construction period.

## Who will have access to this report?

We'll provide copies of the report to the property owner, tenant and landlord/real estate agent.

We'll also keep a copy of the report. None of the information in the report will be shared with third parties unless you provide your consent.

### Making a damage claim

In the unlikely event that you believe damage has occurred to your property as a result of our works, please contact us on **1800 105 105** or email us at **contact@srla.vic.gov.au**

### More information

To find out more about Suburban Rail Loop:

- 📍 [suburbanrailloop.vic.gov.au](http://suburbanrailloop.vic.gov.au)
- ✉ [contact@srla.vic.gov.au](mailto:contact@srla.vic.gov.au)
- ☎ 1800 105 105 (24 hours a day, 7 days a week)

Suburban Rail Loop Authority  
PO Box 24214, Melbourne VIC 3001



Interpreter Service (03) 9209 0147

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