



Residential property relocation support

Supporting residents (owners and occupiers) impacted by property acquisition for Suburban Rail Loop East.

Compulsory acquisition of properties to enable the safe construction of important infrastructure projects such as Suburban Rail Loop can be challenging and difficult for those residential owners and occupiers affected.

Suburban Rail Loop Authority (SRLA) is partnering with a range of specialists to provide a range of services to support you during the acquisition and relocation process.

These free, no obligation support services have been identified to match what residents may need at different stages of this process.

SRLA has a dedicated Landowner Support team which will work closely with you to provide tailored relocation support and keep you informed throughout the compulsory acquisition process. They will be available to guide you on which support services may best suit your circumstances.

These services are offered free-of-charge through SRLA and are separate to, and independent from, the formal compulsory acquisition process outlined in the Land Acquisition and Compensation Act (1986).

To speak with the SRLA Landowner Support team and discuss your individual requirements, please contact your Department of Transport and Planning (DTP) Case Manager for a referral.

Your Case Manager's details were included in the cover letter that accompanied your Notice of Intention to Acquire - if you are unsure of who your case manager is, please email SRL Property at property@srla.vic.gov.au.



Before making the move

SRLA has developed a set of checklists for you to consider before relocating to a new property as a resident, whether you are an owner-occupant or a tenant. This includes due diligence requirements and other useful information from real estate industry leaders and associations.

You can view it on our website at suburbanrailloop.vic.gov.au/relocation-support.

1

Relocation support planning

Specialised support to help you find a replacement property includes:

- Relocation specialists to meet with you to understand your relocation needs and your specific property requirements
- For vulnerable residents, development of a comprehensive individual Resident Relocation Plan, including mapping out key steps and a timeline for your move
- Assistance with the move – this may include removalists, project management services and other support services, based on your specific needs.

2

Professional real estate services

- Access to property searches and market analysis to identify potential properties
- For vulnerable residents, SRLA will also support them with contacting real estate agents or engaging a buyer's advocate to guide them through the property market as deemed appropriate.

3

Professional counselling

- SRLA has engaged New View Psychology to provide professional and confidential counselling support for residents affected by acquisition. Direct family members can also access this service.
- To book an appointment, please call **1300 830 687** and quote '**SRLA**'.

4

Translation and interpreter services

- We offer professional translation and interpreter services for residents and owners impacted by acquisition, to be used for assistance in relocation support advisory services.
- Interpreters can attend meetings in person, online or on the phone. Confidential translation of documents can also be arranged.
- For meetings with SRLA or with your DTP Case Manager, we can arrange for an interpreter directly.
- For more information or to make a booking please contact SRL Property at **property@srla.vic.gov.au**
- To contact a member of the SRLA team with an on-call interpreter, use our translation service on **(03) 9209 0417**.

How to access these services

Residential relocation support

For more information regarding residential relocation support services and how to access them, please speak with your DTP Case Manager for a referral to the SRLA Landowner Support team.

Your Case Manager's details were included in the cover letter that accompanied your Notice of Intention to Acquire - if you are unsure of who your case manager is, please email SRL Property at property@srla.vic.gov.au.

Compulsory acquisition and compensation

If you have questions about compensation and your individual acquisition case, please speak with your Case Manager directly.

Translation service

You can contact a member of the SRLA team using our on-call interpreter service on **(03) 9209 0417**.



More information

To find out more about Suburban Rail Loop:

- 🏠 suburbanrailloop.vic.gov.au
- ✉ 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

It should be noted that this information is current at the time of printing, however changes may occur. Please visit suburbanrailloop.vic.gov.au for the latest updates.

