



Transport for NSW

Massey to Amherst Street Noise Wall Property Condition Survey

Frequently asked questions | October 2021



Warringah Freeway, looking south

Transport for NSW is planning to build a new noise wall to help reduce the impact of traffic noise for residents on Massey, Armstrong and Jenkins Streets, Cammeray.

The Western Harbour Tunnel and Warringah Freeway Upgrade was approved by the Minister for Planning and Public Spaces in January 2021. The Massey to Amherst Street noise wall was identified in the project's Environmental Impact Statement (EIS) as one of a number of measures we will use to reduce the impact of noise on the community. As the noise wall was identified in the EIS, it has approval to be built in line with the Ministers Conditions of Approval for the project.

We understand there is concern about the potential for our work to cause damage to homes. Our objective is to ensure your safety and property is protected while we are carrying out construction work.

We are on track to start construction of the noise wall in late 2021. In preparation for this work we will be offering free property condition surveys to eligible properties.

Question	Response
<p>What is a Property Condition Survey?</p>	<p>A property condition survey (sometimes referred to as a dilapidation survey) is an internal and external visual inspection of an existing building or structure, undertaken to assess and report on its current condition.</p> <p>The survey involves photographing and/or videoing all areas of the building or structure that are accessible for observation. Items likely to be photographed/videoed include (but are not limited to):</p> <ul style="list-style-type: none"> • cracks in walls, cornices, ceilings, flooring surfaces, doors, window frames, concrete slabs, brickwork, tiling and garden edging • stresses such as warping, sagging or water damage to walls, cornices, ceilings, flooring surfaces, doors and window frames • loose, missing or damaged fittings/fixtures such as tiles, windowpanes, kitchen/ bathroom accessories, ceiling fans, door handles, downpipes, guttering and garden edging • pools, gardens and outdoor areas. <p>The photographs/video footage captured is then compiled into a report, which includes written commentary on the areas of observation, with regard to their condition at the time of the inspection.</p> <p>Property condition surveys are typically carried out in two stages: pre-construction and post-construction, in an effort to provide comparative written reports to both property owners and project teams.</p>
<p>Why are property condition surveys being carried out?</p>	<p>A property condition survey is a best-practice construction process offered on most major infrastructure, building and development projects.</p> <p>The survey is typically offered to eligible property owners based on technical assessments.</p> <p>The survey is carried out to provide a record of the condition of the existing building or structure at a particular moment in time.</p> <p>The survey is a precautionary measure which provides a basis for any future discussions which may be required between private property owners and Transport for NSW, regarding real or perceived changes in property condition observed while construction was taking place.</p> <p>Property owners should note major construction projects are governed by stringent environmental management processes which manage construction impacts, such as vibration, in accordance with industry best practice. This minimises the risk of any cosmetic or structural damage occurring to surrounding buildings or structures as a result of construction work.</p>
<p>How do we identify properties eligible for a property condition survey?</p>	<p>Properties eligibility for precondition property surveys are based on independent technical assessments. These assessments consider:</p> <ul style="list-style-type: none"> • the ground conditions • the type of work (e.g. digging, trenching, compacting) • the plant and equipment being used to complete the work • the potential vibration resulting from the work. <p>The technical assessment considers these factors and identifies the distance the property is from the construction activities which may be affected by vibration. This assessment is completed for all dwelling types, including multi-story buildings.</p> <p>We have completed the technical assessments for activities to build the Massey to Amherst Street noise wall.</p>

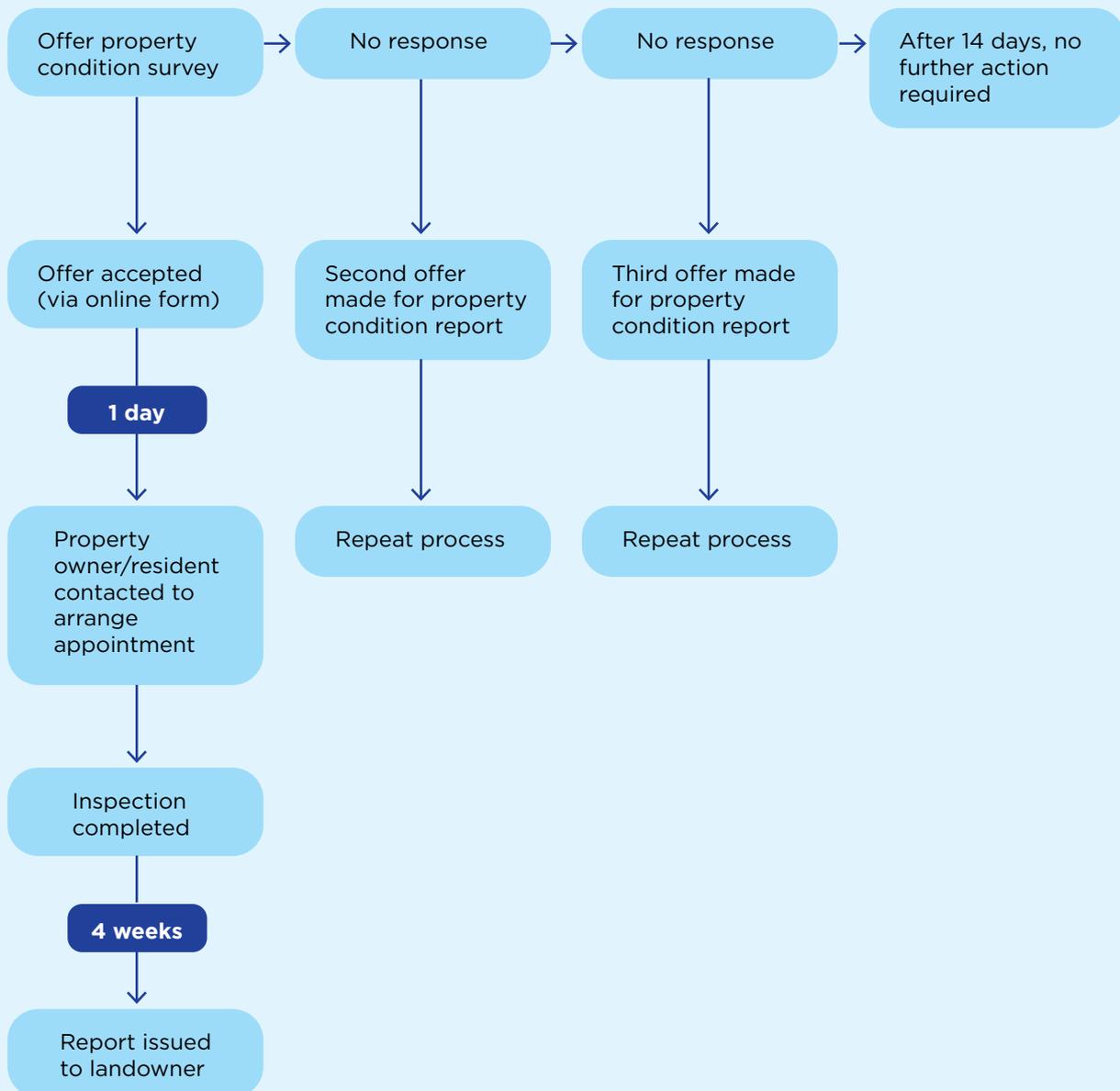
Question	Response
<p>Why has your property been identified?</p>	<p>An independent technical assessment has been carried out to determine the impact of our work to construct the Massey to Amherst Street noise wall and the likelihood of your property being susceptible to vibration as a result of this work.</p> <p>Due to the low construction impact of these activities, our assessments have concluded all properties within 25 metres of the limit of the work would be eligible to receive a free property condition survey. For multi-storey buildings the basement, ground and first floors are eligible for a property condition inspection.</p> <p>Based on findings from the independent technical assessment of the impacts of our work, properties outside of the 25 metre work zone and/or above the first storey are outside the minimum safe working distance of our work areas and therefore are not eligible for a property condition survey.</p>
<p>When will you get a property condition survey?</p>	<p>We are staging our work to reduce, minimise and effectively manage the impacts of some unavoidable disruptions on the community, including commuters.</p> <p>Property condition surveys will be carried out on eligible properties before work starts near them. At this time, property condition surveys are only being carried out for properties near Massey to Amherst Street noise wall. Properties which are eligible for a property condition survey near the main work for the Warringah Freeway Upgrade and the Western Harbour Tunnel will be contacted closer to the start of work date.</p> <p>As we will have different phases of work, activities and contractors, your property may be eligible for multiple property condition surveys. Property owners will be contacted directly as required on each and every occasion. We encourage you to support the facilitation of these surveys to provide you with the most insurance against any potential damages caused by the work.</p>
<p>Who will carry out the property condition survey at my property?</p>	<p>The property conditions surveys are being carried out by an independent assessor who is suitably qualified and experienced in the field of property condition surveys. As the assessor is independent, they hold no bias towards either the property owner or the project team.</p>
<p>What are the COVID-19 safety measures?</p>	<p>The safety and wellbeing of our workforce and the wider community is our highest priority. Our people and worksites are continuing to adhere the NSW Health Public Health Orders and restrictions, including but not limited to maintaining up-to-date COVID-19 Safety Plan, managing physical distancing, mask wearing and electronic check-ins.</p> <p>We thank you for working with us to ensure we can provide you a property condition inspection and report during this difficult time. Please note, we will need to reschedule your appointment with you should a member of your household become unwell (with cold/flu symptoms) or are self-isolating.</p> <p>We will work closely with households which might be self-isolating to reschedule inspections, as needed.</p>
<p>What will the property condition survey involve?</p>	<p>Upon agreement by the property owner, the independent assessor will enter the property at a pre-agreed date/time to carry out the property condition survey. The assessor will inspect the exterior and/or interior of the building or structure including sheds, driveways, pathways, swimming pools, fences and retaining walls. Photographs and/or video footage will be taken of all areas available for observation. Photographs give an accurate picture of the state of the buildings at the time of inspection.</p> <p>The property condition survey inspection typically takes 30 minutes to two hours to complete depending on the size of the property.</p>

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<p>What will the property condition survey involve?</p>	<p>Upon agreement by the property owner, the independent assessor will enter the property at a pre-agreed date/time to carry out the property condition survey. The assessor will inspect the exterior and/or interior of the building or structure including sheds, driveways, pathways, swimming pools, fences and retaining walls. Photographs and/or video footage will be taken of all areas available for observation. Photographs give an accurate picture of the state of the buildings at the time of inspection.</p> <p>The property condition survey inspection typically takes 30 minutes to two hours to complete depending on the size of the property.</p>
<p>Why is it important that I have a property condition survey?</p>	<p>The survey is optional, however, we encourage property owners to have a survey completed. Property condition surveys gather baseline data on the property before any work takes place.</p> <p>If you do not have a property condition survey prior to work starting, then the project team has no basis for comparison in the unlikely case that damage is incurred during construction.</p> <p>Any claims or concerns can be responded to more quickly if there is a record of your property condition prior to the start of work. We encourage you to have a property condition survey as it provides you with the best insurance against any potential damages caused by the work.</p>
<p>Will I need to be home during the property condition survey?</p>	<p>Our contractor will require access to the outside and inside of your property to carry out a full property condition survey. We require you or a delegate to be home to provide access to the property. The survey will take between 30 minutes to two hours to complete, depending on the size of your property.</p>
<p>How do I agree to provide access to my property?</p>	<p>To provide access to your property, please complete the online Property Access Agreement Form at:</p> <p>nswroads.work/wfupropertyaccessagreementform</p> <p>This is to give the Transport for NSW contractor permission to access your property. It will help us to minimise any disturbance to you and enable us to address any special considerations of entry onto your property.</p> <p>Once we receive the completed online form, we will be in contact to schedule an appointment at a time and date convenient to you.</p> <p>If you would prefer a hardcopy form, please contact the project team on 1800 931 189 or whtbl@transport.nsw.gov.au and we will arrange for it to be delivered to your property.</p>
<p>Will I receive a copy of the property condition survey report?</p>	<p>Yes. Once the property condition report has been compiled, a copy will be emailed to the property owner. Hard copies of the property condition report can be provided on request. Please contact the project team on 1800 931 189 or whtbl@transport.nsw.gov.au and we will arrange for it to be sent to you.</p> <p>The report usually takes around four weeks to be completed.</p> <p>If you are the property owner's representative (e.g. real estate agent, tenant), you will need to contact the property owners to request a copy of the property condition survey report.</p>

Question	Response
<p>Who else will receive a copy of the property condition survey report?</p>	<p>Copies of the property condition survey report of your property will be kept and stored in accordance with Australian privacy and security guidelines by Transport for NSW and project contractor.</p> <p>For multi-unit dwellings, reports for external and shared /common spaces will be provided to Body Corporate and Strata. These parties can distribute to individual owners at their discretion.</p> <p>In keeping with privacy regulations, Transport for NSW will not provide Body Corporate or Strata with reports of individual properties. Copies of reports for individual properties will need to be requested from property owners directly.</p>
<p>What should I do if I believe the contents of the property condition survey report are inaccurate?</p>	<p>If you believe any information contained in the property condition survey report is inaccurate, please contact the project team immediately to discuss.</p> <p>The project team will raise your concerns with the independent assessor and contact you regarding the next steps. Should the property condition survey report for your property need to be revised and reissued, the team may need to coordinate for your property to be re-surveyed.</p>
<p>Will my property be reinspected after the work has been completed?</p>	<p>Once the Massey to Amherst Street Noise Wall has been completed a post-construction property condition report will be carried out at the owner's request. This post-construction property condition report may also be used as the pre-construction property condition report for the next phase of work.</p> <p>Once the property condition report has been compiled, a copy will be emailed to the property owner. Hard copies of the property condition report can be provided on request. Please contact the project team on 1800 931 189 or whtbl@transport.nsw.gov.au and we will arrange for it to be sent to you.</p>
<p>What if my property is damaged?</p>	<p>Please contact the project's community team if you believe you have damage to your property as a result of our work. We will investigate your claim and work with you to address any concerns. If our contractor has damaged your property, we will fix the damage at no cost to you.</p>
<p>If I didn't accept the offer for a property condition survey and I notice damage, what do I do?</p>	<p>If you do not have a property condition survey prior to work starting, then the project team has no basis for comparison in the unlikely case that damage is incurred during construction.</p> <p>Any claims or concerns can be responded to more quickly if there is a record of your property condition prior to the start of work. We encourage you to have a property condition survey as it provides you with the best insurance against any potential damages caused by the work.</p>
<p>Why haven't I been offered a property condition survey?</p>	<p>An independent technical assessment has been carried out to determine the impact of our work to build the noise wall and the likelihood of damage to your property as a result of this work. Due to the low construction impact of our work, all properties within 25 metres of the noise wall project have been identified as eligible for a property condition survey.</p> <p>If you live in a multi-storey building, we will only be offering property condition surveys to residents on the ground and first floors. This is due to the type of work, equipment being used and ground conditions.</p> <p>More properties will be eligible for property condition surveys before the main work for the Western Harbour Tunnel and Warringah Freeway Upgrade projects start.</p>

Massey to Amherst Street noise wall project

Property condition survey process



Once the Massey to Amherst Street noise wall has been built, a post-construction property condition report will be carried out at the owner's request. This post-construction property condition report may also be used as the pre-construction property condition report for the next phase of work.



Warringah Freeway

Stay in touch with us



nswroads.work/m2a



1800 931 189



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Customer feedback
Transport for NSW, Locked Bag 928
North Sydney NSW 2059



131 450

If you need help understanding this information, please contact the Translating and Interpreting Service on 131 450 and ask them to call us on 1800 931 189.

Making a complaint about our work

To make an enquiry or a complaint about the project, you can call our community information line, which is available 24 hours a day and is attended during project operation hours. Enquiries and complaints may also be received by the project email and by post.

Privacy Statement: Transport for NSW ("we") are collecting your personal information in connection with public consultation on the Western Harbour Tunnel, Warringah Freeway Upgrade and Beaches Link projects ("the Program"). We will retain and use this information for consultation purposes, including communications and analysis in connection with the Program. We may share your submission or complaint with another NSW government agency where relevant having regard to the nature of the submission or complaint. Otherwise, except for anonymous information which does not identify you, we will not publish or disclose your personal information to any third parties without your consent unless authorised by law. Providing your personal information is voluntary but if you do not provide it we may not include you on our stakeholder database and you might miss further consultation opportunities. Your personal information will be held and managed by Transport for NSW in accordance with the Privacy and Personal Information Protection Act 1998 and you can contact us to access or correct it. Please email us at whtbl@transport.nsw.gov.au, write to us at Transport for NSW, Locked Bag 928, North Sydney NSW 2059, or call us on 1800 931 189.