

Handover checklist

Building: [name and address] Client: [company] Outgoing agent: [name] Our start date: [date]

This is the list we send the outgoing agent on the day we are appointed, and report against to the board every fortnight until every line is closed. The first part is due within four weeks of our start date. The accounts and the money are due within three months. Each line carries the date it was asked for and the date it arrived. A blank in the last column is a chase.

Part one: due within four weeks

The building and its paperwork

Item	Asked	Received
Leases or transfers for every flat or home, and any deeds of variation		
Land Registry title and plan for the freehold or the estate		
Articles of association, register of members and register of directors		
Minutes of the last three annual general meetings and any board resolutions in force		
Buildings insurance schedule, policy wording, last three years' claims, and the broker's name		
Directors' and officers' insurance, engineering insurance and any other policies		
Last reinstatement cost assessment, with its date		
Contracts in force: cleaning, grounds, lifts, door entry, fire alarm, pumps, utilities, with end dates and notice periods		
Warranties and guarantees, including any new-build warranty		
Keys, fobs, codes, and the list of who holds what		
Plans, operation and maintenance manuals, and the asbestos register if the building predates 2000		

Safety and compliance, each with its date and the report itself

Item	Asked	Received
Fire risk assessment, and the action list with what has and has not been done		
Fire alarm, emergency lighting, smoke ventilation and dry riser service records		

Fire door inspection records

Electrical installation condition report for the common parts

Lift thorough examination reports and the maintenance contract

Water hygiene risk assessment and monitoring records

Asbestos survey and management plan

Lightning protection, fall arrest and any other plant records

For a higher-risk building: the Building Safety Regulator registration, key building information and safety case report

Health and safety risk assessment for the common parts

On an estate: play area inspections, tree survey, pumping station and drainage service records

The people

Item	Asked	Received
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Owner list: names, correspondence addresses, email addresses and telephone numbers, with the basis on which each is held

Subletting register and any registered notices

Live correspondence: open complaints, disputes, breaches of lease, and anything with a solicitor

Sales in progress and any solicitors' enquiries not yet answered

Works in progress, quotations obtained, and any section 20 consultation under way, with every notice served

Staff on site, if any, with their contracts, for the employment transfer rules

Part two: due within three months

Item	Asked	Received
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Service charge accounts for the last three years, and the budget for the current year

Closing accounts drawn to the handover date, reconciled to the bank

Owner-by-owner statement of account at the handover date, with the arrears and any payment plans

Reserve fund balance and its history

Bank statements for the client account for the current year

Transfer of the balance held, service charge and reserve, to the new client account

Unpaid supplier invoices and any credit notes due

Ground rent records, if collected

The Companies House authentication code and confirmation statement date

VAT, payroll and corporation tax records where the company has any

How we report it

Every fortnight the board gets this list with the dates filled in, and one paragraph on what is outstanding and what we have done about it. When the outgoing agent is a member of a professional body or a redress scheme and a deadline has passed, we say so in writing to them, and we tell the board before we take it further. The list is closed when every line has a received date, and we tell the board that it is closed.

Published at estateandblock.co.uk. This is the checklist we send an outgoing agent on the day we are appointed. Any board is welcome to use it, whoever they appoint.