

# New Build Handover Procedure

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<b>Owner:</b>	David Gray	<b>Job Title:</b>	Head of Asset Management
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## Version Control

Date	Owner	Version	Reason for Change
March 2023	David Gray	V1.0	New Procedure

## Summary of Changes

Section	Change
	New Procedure

# Procedure New Build Handover

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## 1.0 Introduction

This document sets out the procedure for the practical completion of a new or refurbished property, where the works have been carried out as part of the development programme, including the handover of the property from Ark Housing to the first tenant/ owner. It aims to provide a clear list of tasks to be completed as part of this process and identifies the role or department responsible for carrying out each task.

It is important that the handover process starts as early as possible in the construction phase to ensure a smooth handover of properties to our customers. This will be co-ordinated by the Development Manager (DM).

Please note that the Defect Procedure (XX number to be advised) covers the reporting and management of defects. All defect calls will be processed, in the first instance by the Asset Team, specifically the by Arks' Repair Line/property administrator (PA).

## 2.0 Key Dates

Throughout the document, the following terms are used to describe key dates in the lifecycle of a new or refurbished property.

**Practical Completion** - The day Ark takes possession of the Development from the contractor.

**Handover** – The day DM hands over the development to Housing and the properties are ready for occupation. This will usually be 1–2 weeks after practical completion of the last property on the site. Properties will not be handed over to customers whilst construction works are still taking place on site unless with the exception of a large phased development and where appropriate and approved traffic management measures are in place to enable safe ingress and egress.

**End of Defects** – The date on which responsibility for repairs transfers to Ark from the Contractor. This is usually 12 months from the date of practical completion.

These dates will be confirmed for each development by the DM to all stakeholders.

## 3.0 Project Stages

### 3.1 Planning consultation and submission

#### Development Team

- Provide the initial **Development information schedule** to the Housing, Property, Finance and Care & Support teams including indicative information to set rent and service charges. If any sites include home for sale this would be discussed with the relevant stakeholders;
- Arrange resident consultation events prior to the submission of a Planning Application
- Confirm to internal colleagues when the Local Authority approves the Planning Application.

## Housing Services

- Attend consultation event to provide support on the application process for the new properties;
- Provide the Development Team with an indication of the likely rent and service charge amount.

## Care and Support

- Liaise with local authority to confirm requirement for care services and model types
- Advise on suitability of local job market for provision care staff at proposed new development
- Keep development Team updated of anything that may impact on the proposed development.

## 3.2 Start on Site

### Development Team

- Confirm to all internal stakeholders that the Development has started on site;
- Update the **Development information schedule** and send to Housing, Asset, and Finance. Include any detailed information required to allow Housing to set rent and service charges;
- Provide out of hours contact information for the Contractor to the Asset Team for emergencies.

## 3.3 Construction Phase

### Development Team

- Liaise with the Asset, Housing Services and Care and Support to arrange site visits at appropriate times during key stages of construction;
- Liaise with Housing and Asset teams to provide any additional information required to set rent and service charges;
- If required appoint an external consultant surveyor/ clerk of works to carry out pre completion snagging checks and follow up snagging inspections. Please note Ark has no permanent Clerk of Works, so this is likely to be an external consultant who will carry out this function.
- Invite Maintenance Officer to the benchmark snagging phase;
- Arrange regular update meetings to keep the Housing and Asset Teams informed of site progress;
- Provide information required to internal stakeholders at the appropriate times as scheduled in the appendixes attached;
- Contact Council Tax assessors 8 weeks prior to Practical Completion to request site visit and subsequent setting of council tax bands. Information to then be forwarded to Housing Services Team;

- Contact local authority's Planning & Transport Department 8 weeks prior to Practical Completion to commence process to activate Royal Mail postcodes.
- If houses are for sale then some of the functions above may be taken over by another stakeholder.

### **Asset Services**

- Attend site visits with a member of the Development Team, including the Benchmark Snagging Phase where possible;
- Attend regular update meetings with Development Team.

### **Housing Services**

- Attend organised site visits with a member of the Development Team;
- Set rent and service charges for the Development;
- Arrange the advertising of properties and carry out pre allocation assessment process;
- Set up the asset on the Housing Management System (currently Capita). This will be the property reference number. The unique property reference number (UPRN) will be provided by Development when it is available.

### **Clerk of Works**

- Agree quality benchmarks with Project Development Manager and Contractor Site Manager;
- Co-ordinate snagging works and ensure all completed to a satisfactory standard;

### **Finance**

- Ensure that all finance software codes/alerts are in place so that the property can be let on completion.

### **Property Administrator**

- Input data to Housing Management System from **Stock Condition Template** and **Asset Register** provided by Development Team.

### **Care and Support**

- Liaise with local authority regarding any provision of care services to determine who will be future care provider.
- Identify any staff who require training so that induction training can be arranged.

## **4.0 Connection of Utilities**

### **Development Team**

- Confirm that all utilities have been connected to the properties and that they are ready to be advertised;

- Update and complete the **Development information schedule** and forward to the Housing, Asset and Finance teams. For shared ownership or sales, this would be the nominated Team in Ark.

## 5.0 Timetable of actions in final weeks before Handover

### 5.1 Three Weeks before practical completion

#### **Development Manager**

- Confirm the expected handover date to the Senior Housing Services Officer.

#### **Housing Services**

- Confirm expected tenancy start date to new customers.

### 5.2 Two weeks before practical completion

#### **Development Team**

- Obtain updated cost information from the cost consultant (Employers Agent or QS);
- Confirm that all planning and building control conditions are discharged, together with ensuring adoption agreements and all charging information is in place;
- Complete all required **database forms** for Housing Management System;
- Liaise with Housing, Property and Finance to ensure the properties are set up on property management software.

### 5.3 In the week before practical completion

#### **Independent Building Survey (Employers Agent)**

- Carry out an independent pre handover inspection and provide a list for each property itemising outstanding snagging, defects and incomplete work.

#### **Development Team**

- Collect the necessary contract information for the contractor during the defect process;
- Update the Housing Association Grant (**HAG**) **completion form**;
- Update the **Developments in defects sheet**;
- Organise security for the properties post practical completion;
- Liaise with the Compliance Team to add the new properties onto Ark's block insurance from the date of practical completion;
- Prepare all forms and paperwork in preparation for practical completion day;

- Read and check the home user guide and request a plain English version where required;

## 5.4 Practical Completion Day – On Site

### Development Manager

Practical completion can only be accepted if a building control completion certificate and electrical and gas compliance certificates are provided by the contractor either before or on the day of practical completion.

- Check the **key schedule** and formally accept the keys from the contractor;
- Check the building manual and formally accept the building manual from the contractor;
- Check that all the required information is in place and sign the completed **development handover checklist**;
- Confirm in writing to the Employers Agent that the information is provided is acceptable;
- Arrange for a copy of the list of any remaining snagging items to be left in the property together with any additional guides provided by Ark Housing/ Care.

### Clerk of Works

- Take current meter readings for all properties, including details of the meter serial numbers;
- To include any meter readings for PV panels registers (or similar) & landlord supplies.

### Property Administrator

- Check that all gas and electric certificate are correctly completed;

### Asset Team

- Attend demonstrations of mechanical and electrical installations;
- Attend the practical completion meeting with the DM and Contractor;

### Housing Services

- Attend demonstrations of mechanical and electrical installations;
- Attend the practical completion meeting with the Development Manager and Contractor.

### Care and Support

- Attend demonstrations of mechanical and electrical installations;

## 5.5 Practical Completion – Office Based

### Employers Agent

- Issue practical completion certificate to the contractor, provided that everything is in place for Ark to take possession of the properties.

### Development Team

- Confirm practical completion to the Property Administrator and authorise the submission of the HAG practical completion form;
- Notify internal stakeholders that practical completion has been achieved and confirm handover date;
- Provide a list of any remaining snagging items to the repairs Team;
- Complete and issue New Development Forms to out of hour's service.

## 5.6 In between Practical Completion and Handover

### Development Team

- Confirm to any relevant external parties that practical completion has taken place;
- Confirm dates for new customers viewing with Housing Services;
- Support new customer's viewings as required;
- Provide an electronic copy of the building manual, together with hard copy if appropriate to Housing Services, handover manual should be signed by both parties and an electronic version retained in the development drive project file;
- Complete and sign the **handover checklists** for Asset , Housing, Out of Hours and Finance Teams;
- Handover the keys for the properties to Housing Services, together with a copy of the home user guide. Key schedule to be signed between both parties;
- Update the Prime Document File;
- Provide a copy of the home user guide to Property Administrator;
- Write to the utility companies to notify them that Ark have taken possession of the properties from the contract and provide a copy of the meter readings.

### Asset Services Team

- Receive a copy of the building manual;
- Complete and sign the handover checklist (Appendix 1);
- Carry out survey of the property for the Housing Management System;
- Update the Housing Management System with specific Development information;
- Initiate any necessary service contracts prior to the first customer moving in.



## Housing Services

- Make arrangements to sign up the new customers, including any viewings and pre appointments;
- Complete and sign the handover checklist (Appendix 2);

## Finance Team

- Finance Business Partner to liaise with Development Manager to determine the estimated final project cost, and confirm retention amount and likely payment date.

## 5.7 Handover Day

### Housing Services

- Attend pre-arranged sign up meetings with the new customers;
- Handover the key for the properties to the customers and complete the **customer handover form**;
- Provide a demonstration of the heating system and any other specialist equipment in the property to the new customer. Identify where the customer can find copies of any user guides/manuals left in the property;
- Complete tenancy agreements for each property handed over;
- Add new tenants on to Housing Management System, if this is delayed, provide a list of new customers and their contact details to out of hours service (in the event of an out of office call).

### Asset Services

- Take utility meter readings on tenancy start date;
- Provide a demonstration of the heating system and any other specialist equipment in the property to the new customer. Identify where the customer can find copies of any user guides/manuals left in the property;

## 5.8 Week of handover

### Housing Services

- Complete a copy of the meter reading schedule, with customer details, for the utility companies and send to the Development Manager;
- Return copies of **completed customer handover forms** to the customer.

## 6.0 Implementation and Review

### 6.1 Implementation

The DM will ensure that all staff involved in New Build handovers follow this procedure.

## 6.2 Review of Procedure

The DM will ensure that this procedure is reviewed at least every three years. However, it is likely that changes in software, legislation and technology that this will be reviewed after each project to ensure it is still relevant and to capture any issue that arise or are project specific.

As part of any project, the DM will carry out a 360-degree review of the design team & contractor performance, which will be completed within 12 weeks of handover. This review will include appropriate internal representatives and any lessons from this, and shortcomings will be incorporated into the procedure.

It is recognised that Ark has not carried out any substantive new build programme for many years. Although this procedure provides a firm basis for this process it is highly likely that some adjustments will be required as a result of first new build handover. Any new housing management software change may also have an impact on this procedure and information required. Provision has been made for new build property for sale, but as Ark has no immediate plans to carry this out this would need reviewed if this were to be progressed at a future date.

## Appendix 1 - Asset Services & Property database Handover

Asset Services & Property database Handover Checklist					
To be provided by Development Team following Planning Approval					
<b>Basic Building Information</b>	Y/N				
No. of 1 bedroom Units					
No. of 2 bedroom Units					
No. of 3 bedroom Units					
Wheelchair units					
No. Of Blocks					
Communal Lounge(s)?					
Communal Kitchen					
General Purpose Room					
Public Toilets					
Office					
Laundry					
Stores					
Plant Room					
Switch room					
Parking Provision					
Scooter Storage					
Addresses & postcodes					
Construction Type					
Window Type					
Phone Numbers					
Key Lists					
Drawing Lists					
Site Plan					
Floor Layouts					
Electrical Installation					
Heating Installation					
<b>Developer's Contractors List for Defects Period</b>	Name	Address	Named Contact	Telephone No(s)	
				OOH No.	
<b>Commissioning Certificates</b>					
<b>Snagging List and Procedures</b>					
<b>Utility Information</b>					
Landlord's Water Meter (s)	MPAN	Meter Number	Read at Handover	Developer's Utility Supplier	

Landlord's Gas Meter (s)	MPAN	Meter Number	Read at Handover	Developer's Utility Supplier	
Landlord's Electricity Meter (s)	MPAN	Meter Number	Read at Handover	Developer's Utility Supplier	
<b>Service Contract Requirements</b>					
<b>To be provided by Development Department 6 months from completion</b>					
Automatic Doors					
Blending Valves					
CCTV					
Emergency Lighting					
Fire Alarm					
Fire Extinguishers					
Gas Boilers					
Grounds Maintenance					
Lifting Equipment					
Passenger Lifts					
Pest Control					
Portable Appliance Test					
Pressure Vessel					
Smoke Vents					
Warden Call/Door Entry					
Water Hygiene					
Tank Inspection/Temps					
Water Samples					
Shower Cleaning					
Water Hygiene Risk Assessment					
Window Cleaning					
Appropriate Insurance Lift Inspection					
Appropriate Insurance 5 Year Fixed Wiring					
Electric car charging point					
<b>To Be Provided by Development Department at Practical Completion</b>					
<b>Details of equipment, manufacturer, model, serial number etc.</b>	<b>No. of units/systems</b>	<b>Manufacturer</b>	<b>Model</b>	<b>Serial Number</b>	<b>Install Date</b>
Automatic Doors					
Blending Valves					
CCTV					
Emergency Lighting					
Fire Alarm System					
Smoke Vents					

Dry Risers					
Fire Extinguishers					
Gas Heating System					
Controls System					
Pressure Vessels					
Electric Heating System					
Grounds Maintenance					
Specialist Lifting Equipment					
Passenger Lifts					
Kitchen Equipment					
Warden Call					
Door Entry System					
Water Storage Tanks					
Showers					

**Comments:**

All required information handed over:

\_\_\_\_\_  
**Development Manager**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signed on behalf of the Asset Team**

\_\_\_\_\_  
**Date**

## Appendix 2- Housing Services & Asset Handover Checklist

### Responsible Officer abbreviations:

- Senior Property Officer – SPO
- Maintenance Officer – MO
- Property Administrator – PA
- Senior Housing Services Officer – SHSO
- Housing Services Officer - HSO
- Housing Services Assistant – HAS
- Human Resources – HR
- Development Manager – DM
- PA to Executive Team – PAET

In this draft form there is sometimes more than one responsible person, in the final copy it would be intended that only one person holds responsibility unless this is unavoidable.

<b>Housing Services Handover Checklist</b>				
<b>10 Months From Completion</b>				
		Responsible Officer	Action by	
1.	Obtain Development details from Development Section.	HSO		
2.	Obtain plans of property	HSO		
3.	Obtain UPRN from Development – if available	HSO		
4.	Agree Staffing Model/Services available	HSO		
5.	Meeting to be arranged within Housing Services to agree timetable and input within teams	HSO		
<b>8 Months From Completion</b>				
1.	Set up Mailing List	HSA		
2.	Inform appropriate contacts within LA Housing and SW, and other local agencies, of the development build.	HSA		
<b>7 Months From Completion</b>				
1.	Liaise with appropriate departments to ensure service budget completed	HSO		
2.	Set rent levels for properties based on current rent setting policy	HoHS		
3.	Prepare Development brochure (sales).	TBA		
4.	Agree numbering of development with Asset Management	SHSO		
<b>6 Months From Completion</b>				
1.	Add Development to letting software	HoHS		
2.	Confirm if any special letting arrangements to be included	SHSO		
3.	Liaise with Development in respect of furnishings and equipment.	Assets		
4.	If possible arrange site visit to development for appropriate Housing/Allocations Employees	SHSO		

5.	Meeting arranged to agree process relating to applications and assessments	SHSO/HSO		
<b>4 -5 Months From Completion</b>				
1.	Finalise any employee requirements and commence recruitment process	SHSO HR - TBA		
2.	Monitor the mailing list and receipt of applications for development	HSA		
3.	Identify if further work required to increase interest in properties.	HSO		
4.	Undertake work to identify cleaning contractors, if required.	Assets		
5.	Provide details to out of hours call centre of the development.	SPO		
6.	Liaise with LA Nominations sections, where appropriate for nominees	HSO		
7.	File Structure to be created on main Asset Portfolio directory & appropriate housing directory	PA, HSA		
<b>2 - 3 Months From Completion</b>				
1.	Finalise Service Budgets	SPO/SHSO		
2.	Establish if any requirement for bank account/petty cash required, dependent on development type.	HSO		
3.	Confirm if official opening planned for the development	DM, SHSO, PAET		
4.	Monitor progress of housing list and any assessments required	HSA		
5.	Site visit arranged for Housing/Allocations employees to view property and accommodation layout	DM		
6.	Finalised Rent and Service Charges	HoHS		
7.	Contact LA HB with final rent and service charge figures	SHSO		
8.	Arrange for units to be input into Housing Management System	HoHS		
<b>1 Month From Completion</b>				
1.	Induction training identified and arranged for any employees within development	DM		
2.	Meeting to confirm first offers	HSO		
3.	Viewing dates and sign up dates to be agreed	HSO, DM		
4.	Prepare pre-offer letters and information re flat	HSA		
5.	Rent points and charges to be input onto Housing Management System	SHSO		
6.	Agree handover of keys to properties with development staff	HSO		
7.	Agree arrangements for access to the development for viewings and sign-ups	HSO		
8.	Confirm security arrangements on handover with Development	HSO		
9.	Confirm that LA environmental services have been contacted regarding uplifts	HSO		
10.	Confirm that Assessors have been contacted to complete property information relating to Council Tax	HSO		

11.	Ensure, with liaison with Development Manager, that any telephone and community alarm systems are operational and appropriate staff informed.	HSO		
12.	Confirm that Community Alarms system have received a test call on the emergency call system, and that the system is operational – where appropriate	HSO, MO		
13.	Obtain supply of electricity and gas meter reading cards, or establish procedure relevant to the area.	HSO		
<b>On Completion</b>				
1.	Arrange visit to development for out of hours team – only if required	MO		
2.	Ensure appropriate numbers of keys and common door access keys/fobs have been provided	MO		
3.	Ensure notices required providing information relating to fire and safety are in place	MO		
4.	Ensure meter reading information is collated for each tenancy at sign up	HSO		
5.	Advise LA HB Departments of tenancies.	HSA		
6.	Advise Council Tax Office of tenancies	HSA		
7.	Apply for TV licence where appropriate	HSA		
8.	Provide information on out of hours contact for tenants at sign up and ensure this is passed on	HSA		
9.	Ensure any landlords keys that require to be on site are held in keys safes and are clearly labelled.	MO		
10.	Ensure any tenants keys that require to be on site are held in keys safes and are clearly labelled.	HSO		
11.	Monitor situation regarding allocation of tenancies and refusals	HSO		
12.	Check that all furniture, curtains and equipment ordered has been delivered and is in place	MO		
<b>3 Months After Completion</b>				
1.	Arrange liaison meeting with Senior Housing Manager, Housing Service Officer/s and Maintenance Officers to review handover	HOM		
2.	Arrange Liaison Meeting with all relevant Service Managers including Development Manager to discuss handover allocation process both positive and negative	HOM		
3.	Arrange Open Day for local people/agencies/ Councillors 3-6 months after completion, if no official opening planned.	TBA		
<b>Comments:</b>				



All required information handed over:

\_\_\_\_\_  
**Project Development Manager**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signed on behalf of the Housing Services Team**

\_\_\_\_\_  
**Date**

## Appendix 3 - Finance Department Handover Checklist

Finance Department Handover Checklist	
<b>6 Months From Completion</b>	
1.	Ensure that all Housing Management and Finance codes are in place so that the property can be let on completion. Stuart/Tom to advise if any more specific references to be made.
<b>3 Months From Completion</b>	
2.	Confirm housing type – amenity, shared ownership etc.
3.	No. of properties/rooms
4.	Go live/opening date
5.	Staffing levels
6.	Budgeted contract costs as per Development Appraisal– maintenance, service etc.
<b>On Completion</b>	
7.	Final project cost
8.	Retention types, estimated amounts and dates payable
9.	Component split on building costs for Capitalisation

**Comments:**

All required information handed over:

\_\_\_\_\_

**Project Development Manager**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Signed on behalf of the Finance Team**

\_\_\_\_\_

**Date**

## Appendix 4 - Development Department Handover Checklist

Development Department Handover Checklist				
1.	Building Control Comp Cert			
2.	Written confirmation all planning conditions discharged			
3.	Road Construction Consent			
4.	Scottish Water Adoption			
5.	All collateral warranties signed and returned			
6.	Life cycle costs			
7.	Defect Procedure and relevant contact details			
8.	Council tax bandings for individual properties received from local authority			
9.	Postal addresses activated			
10.	Structural Engineers Form Q			
11.	H & S Files and O & M Building Manuals			
12.	Premier or NHBC Guarantees			
13.	EPC's - Energy Performance Certificate			
14.	Sustainability in place			
15.	Mains Water connection			
16.	Mains Electric Connection			
17.	Electric meter installed and registered			
18.	Electrical Compliance Certificate			
19.	Stairwell Electrics commissioned			
20.	Telephone point provision in lounge (if required)			
21.	Satellite TV System operational			
22.	Automatic smoke extraction system test			
23.	Gas meter installed and registered			
24.	Gas Heating Test			
25.	Gas Heating programmed			
26.	Gas Safety Certificate			
27.	Boiler Commissioning Certificate			
28.	Access hatches at boiler flues checked			
29.	Shower test (shower head filter/thermostat & tray outlet)			
30.	Sanitary ware and taps operational			
31.	Lift commissioning certificate (incl. telephone numbers)			
32.	Sound testing certificate			
33.	Air testing certificate			

34.	Main entrance door entry system operational			
35.	Video screen door entry system in hallway operational			
36.	Drain test			
37.	White goods test			
38.	Ventilation system test			
39.	Smoke and heat detector test			
40.	CO Detector Test			
41.	Detector reset test			
42.	Gas and Electric Shipper contact details			
43.	MPRN, MSN and MPAN Nos for Gas and Electric			
44.	Gas and Electric meter readings			
45.	Landlords Electric meter readings			
46.	Car Charging point readings, commissioning certificate etc			
47.	Tenant Handbook - (leave in kitchen) if not electronic.			
48..	Final snagging			
49.	Led light bulbs in all fittings			
50.	Keys for all windows inc spares			
51.	3no. keys for flat entrance door			
52.	3no. fobs/keys for main entrance door			
53.	Loft hatch key for top floor flats			
54.	Removal of all labels/stickers from all components			
55.	Sparkle clean			
56	New Development Forms completed and issued			

**Comments:**

All required information handed over:

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**Development Manager**

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**Date**

---

**A N Other**

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**Date**

## Appendix 5 – Care & Support

Where C&S are negotiating to be the supplier of care services with the local authority the DM will provide any and all information to allow this process to progress. C&S to nominate a point of contact for this purpose who will confirm the frequency and type of information required.

If any alterations require to be made to suit proposed clients, C&S to bring this to the attention of DM at earliest opportunity to discuss the implications and practicality of the work in a new build situation. This will include determining how this is funded as any grant funding would need agreed with Scottish Government. Stage 3 funding can only be applied for after the tenant has started occupation and may not be agreed immediately.

Care and Support Handover Checklist				
		Responsible Officer	Actioned by	
1.	Induction training identified and arranged for any employees within development.	RM		
2.	Aware of any site specific fire and safety requirements, or equipment testing procedures (smoke alarms)	RM		
3.	Able to operate any care and support (telecare) systems installed.	RM		
4.	Aware of defects process in new build and limitations on tenants alterations during this time.	RM		
5.	Understanding of most energy efficient way to operate heating.	RM		
6.	Aware of how to access any operations manuals for property.	RM		

## Appendix 6 – Data Required in HMS for new property

Property Reference:		
Address Line 1		
Address Line 2		
Address Line 3		
Address Line 4		
Address Line 5		
Post Code		
Available Modules:		
Street Code:	Parish:	Ward:
Estate:	Management Area:	Location Type:
Access Group:	Building Type:	Appointment Area:
Local Authority:.	Scheme:	
Floor Level:	Max Occupants:	Beds:
Area:	Sub Area:	Sub Sub Area:
Date Available:	Rent Group:	
<b>CHARGES</b>		
Basic Rent:	Service Charge:	Others:
<b>ATTRIBUTES</b>		
Wheelchair Access Y/N	Grabrails Y/N	Pets Allowed: Y/N
<b>OFFICERS</b>		
Arrears:	Rent:	Estate:

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Repairs:	Surveyor:	
<b>RENT RESTRUCTURING</b>		
Earnings Area:	Value at 1999:	Target Rent:
<b>CONSTRUCTION/HEATING</b>		
Date Built:	Heating Type:	Warranty Date:
<b>FINANCIAL</b>		
Accounts Company:	Rents Cost Centre:	Repairs Cost Centre:

## Appendix 7 – Customer Handover Form

Customer handover forms at point of handover to be drafted.

## Appendix 8 – New Development Form – out of hours

New development form for out of hours team – to follow