



Development Handover Procedures Policy

1.0 Introduction

The Association recognises that a smooth transition between completion and handover is crucial to the overall success of any development project.

Bearing in mind that completions are mainly driven by contract particulars and statutory obligations, and that actual physical handovers can be influenced by a range of local development constraints and health and safety issues, it is important that we have a flexible policy and procedure that guides staff members and protects the Association's interests.

2.0 Handover Policy

The Association's preferred policy is to accept the handover of completed units on a phased, staggered basis. This will normally be limited to a maximum of eight handovers per week totalling no more than four properties in any one day. To facilitate this, the following basic principles/procedures will apply:

3.0 Pre-commencement

The Association's lead consultant, the appointed Principal Contractor and the project Principal Designer, will confirm and record in the minute of the pre-commencement meeting that a phased, staggered handover of completed units is both practical and achievable. Where appropriate, this will also be written into the contract particulars. The Association will only permit late or separate handovers of external works in exceptional circumstances i.e. where the safety and security of residents will not be compromised.

4.0 Handover Schedule

The Principal Contractor will produce a detailed draft handover schedule. The detailed draft must be presented to the Association at least twelve weeks before the scheduled date of the 1st batch of handovers and should be circulated to:

- The Principal Designer
- The Project Manager
- The Maintenance Manager
- The Clerk of Works
- The Housing Manager
- The Housing Officer

It shall be the responsibility of the Project Manager and the Housing Manager to jointly agree or amend the detailed draft taking account of any/all contractual obligations and any local resource issues. Upon agreement, the detailed draft will be adopted by all parties and progress will be monitored against the agreed schedule.

Any proposed deviation or change to the schedule must be reported at the earliest convenience. The Association will reserve the right to delay its acceptance of individual units or plots where there is less than seven days notice of a change from the approved schedule.

5.0 Energy Performance Certificate

An Energy Performance Certificate must be provided for each property prior to handover. Each EPC must be based on an appropriate on-site survey carried out by a qualified EPC Assessor. Cloning is not permitted. Each EPC must contain a unique 20-digit number indicating it has been registered on the Scottish Energy Performance Certificate Register. One copy should also be inserted into the Health & Safety File.

6.0 Meter Readings

At practical completion, the Clerk of Works and the Principal Contractor's Site Agent will read all meters and both parties will sign a schedule recording readings and Mpan numbers on an individual flat/property basis. It is the Principal Contractor's responsibility to make payment for all services utilised prior to handover.

The Principal Contractor will, therefore, be required to contact the utility companies involved – to confirm the date of handover, to provide details of meter readings at that date, and to arrange for accounts to be forwarded to them for settlement. The Association will also retain copies of this information.

7.0 User Manual

Prior to the first handovers, the lead consultant/Principal Contractor must produce a new User Manual for all properties for the Association's approval prior to distribution. The Manual (as a minimum) must include details on:

- the defects period and procedure, including relevant contact details
- kitchen operating and general care instructions
- bathroom operating and general care instructions
- central heating operating and general care instructions
- window operating and general care instructions
- water services
- electricity services including connections
- gas services including connections
- telecommunications services
- television services
- satellite television and prohibition of disc erection
- smoke detector
- carbon monoxide detector
- security/controlled entry systems
- light bulb replacement
- general maintenance
- decoration & paintwork
- wall finishes
- floor coverings
- internal wood finishes
- alterations and improvements
- condensation and shrinkage

- frost protection
- gullies and gutters
- water leaks
- landscaping
- technical/user manuals
- boiler and heating systems
- electric showers
- smoke/carbon monoxide detectors
- emergency contact numbers
- flat layout drawing.

The Author of the User Manual should provide the Association with one hard copy per plot and one electronic copy for the project file in Word or PDF format.

The Clerk of Works or Project Manager will ensure that the new User Manual is forwarded to the Housing Officer for inclusion in the new tenant sign-up package.

5.0 Handover Procedures

In all cases, the following basic procedures will apply:

- the Association will not accept handovers on Mondays or Fridays unless approved in advance by the Project Manager and the Housing Manager
- the Association will not accept handovers on the day immediately preceding or following Public Holidays unless approved in advance by the Project Manager and the Housing Manager
- the Association will not accept handovers during the seven days immediately prior to or following the Christmas and New Year holidays unless approved in advance by the Project Manager and the Housing Manager
- the Association will not accept handovers during the seven days immediately prior to or following the Glasgow Fair Trades holiday period unless approved in advance by the Project Manager and the Housing Manager
- handovers will only be accepted where the Principal Contractor and Clerk of Works complete their final snagging to the satisfaction of the Architect, Employer's Agent and the project Principal Designer
- handovers will only be accepted where the project Principal Designer is satisfied with the access arrangements to and from the site
- the Principal Contractor will be required to provide 24 hour security service on the site for a period of 14 days after practical completion of the works.
- all handovers will be subject to the appropriate certification, i.e.
 - Architects Statement of Partial Possession
 - Building Control Notice of Acceptance of Completion Certificate
 - Architects Statement of Practical Completion (where appropriate)
- all handovers will be subject to the safe receipt of one complete handover package per plot from the Principal Contractor comprising:
 - operating instructions for the Consumer Unit

- instruction manual for the hot water and central heating
 - instruction manual for the electric shower system
 - instruction manual for Smoke and Heat alarm
 - instruction manual for Carbon Monoxide alarm
 - instruction manual for mechanical ventilation systems
 - copy of the Gas Safe Certificate
 - copy of the Domestic Electrical Installation Certificate
 - any other appropriate manuals or instruction guides out with the scope of the new User Manual
 - all keys for the property
 - all keys for any common parts
 - all component keys i.e. radiator valves, window locks etc
 - gas and electric meter readings at the point of handover
 - wheelie bins per the contract specification
 - rotary dryers per the contract specification
 - telecommunication cables where appropriate.
- the Clerk of Works (or in the Clerk's absence the Project Manager) will have the responsibility for receiving and checking the handover package before forwarding to the appropriate Housing Officer
 - the Clerk of Works will keep a master excel spreadsheet reconciling all plot numbers, postal addresses, new tenant details, meter reference numbers and meter readings at point of handover which will be circulated to the Project Manager and the appropriate Housing Officer upon practical completion of the works
 - the Housing Officer will arrange viewings of properties for prospective tenants only after the properties have been officially accepted by the Association
 - Housing Officers will retain the responsibility of setting Dates of Entry and updating all electronic management and rent accounting systems.

Appendix 1 – Standard Contractual Requirements for Handover

Practical Completion

Practical completion shall be held to mean that the works are physically complete and in compliance with the Architect's/Employers Agent's interpretation that the works are ready for occupation including all associated external works.

The Principal Contractor must give to the Architect a minimum of five weeks advance notice of the anticipated date for Practical Partial Completion so that a preliminary snagging of the works and assessment of completion can be carried out. Should the work not be sufficiently advanced at this stage then the inspection will be put back by multiples of seven days. A final snagging will take place after completion of the works and prior to practical/partial completion.

Practical/Partial Completion will again be delayed by multiples of seven days should the works be unsuitable for occupation. Prior to notification of Practical Completion being given, it will be necessary for the local Building Control Department to issue a Completion Certificate for the works.

The granting of the practical completion certificate is also subject to:

- Environmental Health approval to drainage
- receipt of Building Control Electrical Completion Certificates
- handover of the Health and Safety File
- handing over valid Energy Performance Certificates for each property that must be registered on the Scottish Energy Performance Certificate Register.

The Principal Contractor must make allowances in the programme for the above requirements.

Late Handover/Damages

It is the Association's Policy to levy liquidated and ascertained damages (subject to an assessment by our professional consultants of any claims lodged by the Main Contractor for extensions of time) arising from the late practical completion of a project. The Association's Board or Regeneration Committee will be kept fully apprised on this issue.