



MBT Contractual Residential Project Completion Process

Instructions to builder

The completion and handover process for the project is detailed in the residential building contract between you and your client. It is designed to facilitate a smooth and professional handover and ensure customer service best practice.

Step 1

When the project is complete, apart from minor omissions and defects, you should do your own walk through using this checklist.

Walk through the house and list any issues you observe on the Handover Checklist just as if you were the client doing the inspection. This copy is for your own personal use only and fresh blank copies will be used by you and your client during the actual inspection walk through. If possible, attend to the issues you have identified prior to your walk through with your client. Ensure you check all electricals and you place stickers to mark any defects or issues and take photos for your records.

Step 2

Issue the client with a Notice of Practical Completion. This notice is a mandatory Contract requirement stating that the project is complete in accordance with the contract & approvals apart from minor omissions or defects i.e. it is fit to occupy, use as intended and live in.

NB. A Notice of Practical Completion may be issued to the client without the final plumbing inspection being completion or a Certificate of Occupancy being issued by the Building Surveyor / Council.

Step 3

Issue the client with a final invoice for the balance of the Contract Sum that includes all variations, PC / PS Sum adjustments, interest charges etc.

Step 4

Invite the client to inspect the completed project. At the inspection give the client the Defect Register form (included in your contract pack) to be filled in, if required, as you undertake the walk through of the project.

The checklist below may be used as a guide to fill in the Defects Register. It is suggested that you have a pack of stickers, flashlight, level, hairdryer (or similar small electrical device for testing power outlets), a clipboard and pen that your client may use during the inspection.

If there are any issues you do not believe you need to attend to explain in writing to your client why you believe you do not need to attend to a particular issue they have raised referencing the applicable Tolerances and Standards as required. Do not discuss if something is a defect or not or try to defend your work during the Handover process, this is just an information gathering exercise, respond later in writing.

If an issue relates to subcontractor work, ensure your client understands this and you will arrange for the subcontractor to attend to the work. Remember to give as much notice as possible for when you or

the subcontractor need to attend the property to address any issues raised. Where an issue relates to a subcontractor, it is always advisable if you can attend with the subcontractor to inspect the work and agree on a course of action. You should ensure you have written agreements in place with all subcontractors and suppliers you use prior to them doing any work to ensure they are liable to rectify defective work.

Step 5

The client has time to make final payment, usually around 10 days. During this period arrange for the final inspections to be completed and certificates issued (often required by banks, finance providers before final payment can be made) and the defects identified during the walk through to be fixed. Keep in touch with the client as to how you are going.

Step 6

The keys are handed over to the client once all monies are paid. It is suggested that you again meet at the project and go over the Defects Register to ensure all items, where possible, are finished. Make sure you show the client how items such as heating, air conditioning and the like work and where the shut values/switches are for water to the property, hot water, gas and electricity.

Have all manuals and certificates ready for the client. Clients appreciate if all the manuals and certificates have been placed in one sturdy folder and having a small gift such as wine, a gift basket or flowers is a finishing touch that can ensure you have happy clients and get more business from those clients referring friends and family to you.

The Walk-Through Checklist

| Exterior | Yes | No |
|---|------------|-----------|
| Has the work site been properly cleaned of building debris and left in a safe state? | | |
| Roofing tight, flat, and there are no signs of buckling. | | |
| Do the gutters and downspouts direct water away from the foundation. | | |
| All exterior trim is well fastened and secure. | | |
| All exterior masonry is well fastened and free of cracks and chips. | | |
| All windows are well sealed around the window frame where the frame meets the exterior wall of the house. | | |
| All windows and exterior doors have weather stripping that form a tight seal and is not loose or cracked. | | |
| All windows are clean and free from building material spray/grime. | | |
| Concrete of the porch and steps are sturdy, without cracks or gaps. | | |
| The garage door completely opens and closes properly. | | |
| The sensor and light in the garage operate properly | | |
| Garage floor and walls are free of cracks, gaps and other irregularities. | | |
| Doorbell works. | | |

| Interior - Doors | Yes | No |
|---|------------|-----------|
| All doors fully open and close smoothly and are well fitted to the frame. There are no large gaps where the door meets the floor. | | |
| All door hinges and hardware are clean and free of paint. | | |
| Door knobs are in good working order and are well fixed to the door. Test all locks. All sides of the door are painted. | | |
| All door trims are secure and well painted. | | |
| Door stoppers/bumpers are in place, are secure and operate as intended. | | |
| All closet doors open and close easily and are well fitted with no large gaps. | | |

| Interior - Windows | Yes | No |
|---|------------|-----------|
| All windows open and close easily. | | |
| All operable windows have screens, are free of rips and are secure. | | |
| All operable windows lock properly. | | |
| Window panes are not broken, cracked or chipped. | | |
| All windows close tightly with a seal. | | |
| All windows are well sealed around the window frame where the frame meets the exterior wall of the house. | | |
| All windows and exterior doors have weather stripping that form a tight seal and is not loose or cracked. | | |

| Interior - Floors | Yes | No |
|---|------------|-----------|
| Only a minimal amount of squeaking and spring on all flooring. Walk around on all floors. | | |
| Carpet is tight and seams match (you should not be able to see them). Check for loose fitting edges, rips, runs and ripples. Carpets are free of stains and discolouration. | | |
| Tile floors are free of chips and cracks and are well fitted to corners and are straight. | | |
| Vinyl and linoleum are free of gaps, scuffs and scratches, are well fitted around the edges and are free of bumps. | | |
| Wood floors are properly finished. | | |
| Tile grout is well filled, free of gaps and chips. | | |

| Interior - Walls | Yes | No |
|--|------------|-----------|
| Baseboards are free of damage, secure, well fitted at corners and free of nail holes and damage. | | |
| Wall paint is even, free of scuffs, marks and scratches. | | |
| Walls are even with no signs of drywall seams or nails. Use a flashlight, poor drywall work tends to show more under artificial light. | | |

| Interior - Kitchen | Yes | No |
|---|------------|-----------|
| Counter tops are free of scratches and scuffs. Check the sides. | | |
| Counter tops are level, and secure to their base. Cabinets are well anchored to the wall. | | |

| | | |
|--|--|--|
| All cabinet doors fully open and close easily and do not rub or hit other furnishings. | | |
| All cabinet doors are level and close without gaps. | | |
| All cabinet shelves are level, are well finished, and secure. | | |
| Cabinet and drawer handles are well fixed and free of damage. | | |
| All drawers open easily and do not rub or hit other furnishings. | | |
| All drawers close flush and without gaps. You have received the care, cleaning instructions for the counter tops and cabinets. | | |
| The kitchen faucet has both hot and cold water with good water pressure. | | |
| Sink is well sealed around the counter top and is free of chips, damage and discolouration. | | |
| Sink pipes are free of leaks and no water is forming on the floor of the cupboard. | | |
| The cabinet kicks are free of damage, well fitted and secure. | | |
| Range hood works on all speeds, is secure and the light works. | | |

| Interior – Bathroom/s | Yes | No |
|--|------------|-----------|
| Sink and tub are free of scratches, chips and other damage. | | |
| Sink and tub hold water. | | |
| Sink and tub fixtures are secure and have both hot and cold water. | | |
| Sink and tub are well sealed. | | |
| The toilet is secure to the floor. | | |
| Toilet paper dispenser is at a good distance and height from the toilet. | | |
| Counter tops are free of scratches, chips and other damage. | | |
| Cabinets and drawers are free of damage and open and close properly and with ease. | | |
| Back-splash is well fitted and sealed. | | |
| Toilet flushes properly. It does not stay running too long after the flush. | | |
| Shower tiles are secure with no gaps and grout is well sealed. | | |
| Bathroom fans work. | | |

| Interior – Basement (if applicable) | Yes | No |
|---|------------|-----------|
| Basement is clean and dry (no signs of water penetration on basement walls) | | |
| Basement walls and floors are free of large cracks and spaces. | | |
| Basement floor slopes towards floor drains. | | |
| Floor joists (basement ceiling) are made from sound lumber. If joists are more than 3m long they should have bridging and/or strapping. | | |

| Interior – Heating, A/C, Electricals and Plumbing | Yes | No |
|---|------------|-----------|
| A/C works. Ask the builder to show you how to use the thermostat, keep it on long enough for you to notice a change in the temperature. | | |
| Heating works, keep it on long enough for you to notice a change in the temperature. | | |
| You understand how to operate the shut-off devices to gas, and propane lines and where the shut off valves are located, if applicable. | | |
| Gas fireplace works and you have been shown how to use it. | | |
| All interior electrical outlets are working. Use the hair dryer to check. | | |
| All light switches work as intended. | | |
| You have located the electrical breaker panel and the builder has shown you how to use it. | | |
| The breaker switches in the electrical panel are clearly labelled. | | |
| You have located the main electrical shut-off and have been shown how to use it. | | |
| You have located the main water shut-off valve and have been shown how to use it. | | |
| The hot water heater is working and you have been shown how the hot water heater turns on and off. | | |
| All taps work both inside and out | | |

Owner and Maintenance Manuals

Make sure you have been given an Occupancy Certificate, manuals, warranties and all other necessary certificates such as:

- Counter tops and cabinets
- All appliances (fridge, stove, dishwasher, hood, microwave, laundry units, water softener)
- Fireplace unit(s)
- Carpets
- Hardwood and or laminate floors
- Water heater
- Furnace and A/C