

Handover Documentation and Training

To facilitate this ambition of getting the quality right, these checks should take place:

- Agree what will comprise the Operation and Maintenance (O&M) manual and building log book as early as possible. Issue the draft manuals for comment at least eight weeks before handover
- Energy log book and fire plans will be required
- What services input is required for the health and safety file?
- Ensure all sign off / witness sheets are included for each area / tenant
- Keep a record of who on the customer's FM team has received training, and document their satisfaction level
- Agree who is going to take control of all as-built drawings, keys, spare parts, tools etc.
- Agree the training requirements with the customer and its FM team
- Ensure that signatures of attendance are received following the training sessions
- Ensure that certification is incorporated in the manuals
- Ensure signatures are received when issuing the manuals
- Ensure that the building services manager fully explains the implications of Part L and the requirement of energy certificates
- Energy Performance Certificates are now mandatory

Our Quality vision:

We will get it right first time on all our projects by delivering exceptional customer service

