



Residential Handover and Customer Care Course: Snagging, Unit Handover and Defects Liability

1 – 5 March 2027

London - Central London four-star



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Introduction:

Residential handover and customer care, covering snagging, unit handover and defects liability, is a 1-week course for developer handover, customer care and aftersales units that ends with a Residential Handover and Aftercare Plan for a case development. Developers releasing large batches of apartments and villas lose buyer goodwill and cash when snags reach the keys meeting, appointments slip and defect tickets stay open past their target times. Nominees already coordinate unit inspections, buyer appointments or warranty repairs, and learning is by inspection walkthrough of mock-up units, snag registers and ticket logs. CoreConcept Training Center delivers this residential handover course.

Course Objectives:

- Map the buyer journey from practical completion to the end of the defects liability period and assign handover, aftersales and contractor responsibilities
- Run pre-handover quality inspections with room-by-room snag lists, defect categories and closure evidence before buyers are invited
- Schedule and conduct buyer handover appointments, walk-throughs, meter readings and key and document release with signed acceptance records
- Operate a defect ticketing process with triage, response and repair targets, and decide whether each report is a defect or a maintenance item
- Direct warranty contractors through a schedule of defects, retention release conditions and the certificate of making good defects
- Measure post-handover satisfaction with Net Promoter Score and complaint data and close the loop with detractors and repeat issues

Target Audience:

- Handover managers responsible for releasing completed apartments, townhouses and villas to buyers in volume
 - Customer care and relationship managers responsible for buyer communication from sale to keys and beyond
 - Aftersales and warranty managers responsible for defect tickets, repair crews and warranty contractor performance
 - Quality and inspection leads responsible for pre-handover inspections and snag closure sign-off on the developer side
 - Complaints and customer experience managers responsible for satisfaction surveys, escalations and service recovery for homeowners
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Course Outline:

Day 1: Residential Handover Lifecycle and Buyer Journey Baseline

- Buyer Journey Map From Sale Contract to Keys
- Practical Completion and Substantial Completion Milestones for Housing Phases
- Handover, Aftersales and Contractor RACI for Released Units
- Handover Readiness Baseline Using Snag Counts and Rebooked Appointments
- Buyer Pain Point Log From Previous Phase Handovers

Day 2: Snag List Practice, Defect Classification and Defects Liability Terms

- Room-by-Room Snag List Template With Photo Evidence Fields
- Rolling Punch List Method to Prevent End-of-Phase Backlog
- Defect Severity Categories for Safety, Function and Cosmetic Finishes
- Defects Liability Period Clauses and Rectification Period Wording
- Defect Versus Maintenance Item Decision Rules for Homeowner Reports

Day 3: Pre-Handover Inspections, Appointments and Unit Release

- Pre-Handover Quality Inspection Route for Apartments and Villas
- Snag Closure Verification and Re-Inspection Sign-Off Sheet
- Handover Appointment Booking Calendar and Daily Slot Capacity
- Buyer Walk-Through Script With Meter Readings and Demonstrations
- Key, Access Card and Homeowner Manual Release Checklist

Day 4: Defect Tickets, Warranty Contractors and Complaint Escalation

- Defect Ticket Triage With Response and Repair Targets
- Warranty Contractor Allocation and Repair Visit Access Booking
- Schedule of Defects and Retention Release Conditions Tracker
- Certificate of Making Good Defects Closeout Evidence Pack
- Homeowner Complaint Escalation Ladder and Service Recovery Options

Day 5: Inspection Walkthrough and the Residential Handover and Aftercare Plan

- Mock-Up Unit Snagging Walkthrough Against Severity Categories
 - Case Development Appointment Plan for a Tower Release Batch
 - Net Promoter Score Survey Design and Detractor Follow-Up Calls
 - Defect Ticket Dashboard Review for Repeat Trade Failures
 - Residential Handover and Aftercare Plan Completion and Panel Review
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Skills You Will Gain:

- Snag Severity Classification
- Pre-Handover Inspection
- Handover Appointment Scheduling
- Buyer Walk-Through Delivery
- Defect Ticket Triage
- Warranty Contractor Supervision
- Retention Release Control
- Net Promoter Score Analysis

Why Attend This Course:

- Deliver a Residential Handover and Aftercare Plan for a case development to the head of customer care and the projects director for approval before the next phase release
- Decide when a unit is ready to offer for handover, whether a homeowner report is a defect or maintenance, and when warranty retention can be released
- Avoid rebooked appointments, buyers refusing keys, overdue defect tickets and complaint escalations that delay final payments and damage referrals
- Brief inspection teams, front-line handover staff and warranty contractors with the snag templates, walk-through script and ticket targets

Conclusion:

Back at work, the participant gives the head of customer care, the projects director and the warranty contractor managers a Residential Handover and Aftercare Plan for the next release of units. They use it to agree inspection gates, appointment capacity, ticket targets and retention release rules before buyers are invited. After the first batch of handovers under the plan, the developer should review snag counts at the keys meeting, rebooked appointments, overdue tickets and the Net Promoter Score, then adjust the inspection route, the appointment calendar or the contractor allocation.

Frequently Asked Questions FAQ:

What should participants know before a residential handover and customer care course?

Participants should already take part in unit inspections, buyer appointments, defect repairs or homeowner communication at a developer or home-builder. No engineering degree is needed. Bringing an anonymised snag list, appointment schedule or ticket report helps them apply the walkthrough to their own development.

How does a residential handover and customer care course differ from a construction project management course?

It starts where site delivery ends: it follows the buyer from pre-handover inspection through keys and the defects liability period. Construction project management courses cover delivery methods, trade coordination and site cost control, while owners association courses cover building governance after owners take control.

Why does a rolling snag list matter in residential handover and customer care?

A rolling snag list records and closes defects as each floor or villa cluster finishes, instead of in one inspection at the end. It prevents a backlog that pushes snags into the buyer walk-through, where they cause rebooked appointments, refused keys and lower satisfaction scores.

What do participants take back from the residential handover and customer care course?

Participants take back a Residential Handover and Aftercare Plan for a case development, with an inspection route and snag template, an appointment calendar and walk-through script, a defect ticket process with targets, a warranty contractor tracker and a Net Promoter Score follow-up routine.
