

# SNAG LIST AND HANDOVER — HOME IMPROVEMENTS

Room-by-room snag list and handover checklist for extensions, renovations, kitchens and bathrooms

FOR YOU TO KEEP

KD-HM-SN-009 Rev A0

## ABOUT THIS DOCUMENT

- General information, not advice. This explains in general what the law says in England and Wales. It is not legal advice about your own situation, and filling it in cannot promise any result.
- Get help early. For your own situation, speak to a solicitor, or to the Citizens Advice consumer helpline on 0808 223 1133 (or 0808 223 1144 for a Welsh-speaking adviser), Monday to Friday 9am to 5pm. For anything to do with a shared wall, speak to a party wall surveyor.
- Scotland and Northern Ireland: Scotland uses a building warrant system and Northern Ireland has its own building regulations — ask your council's building control which completion documents you should receive.
- For home improvements only. Use it for an extension, loft conversion, renovation, kitchen or bathroom at the home you live in. It is not for buying a new-build home: new-build homes have their own schemes, codes and timescales, and none of them applies here.
- What a snag is. A snag is a small fault or unfinished item — a scuffed wall, a door that sticks, missing sealant. Near the end of the job, walk every room with your builder, list every snag with a photo, and agree a date for each one to be put right. Ask the builder for a written completion record too (builders use documents such as KD-TA-CC-003), and read it before you sign it (section 5).
- The final payment. The Federation of Master Builders says you are "ready to pay the final bill" once you have walked through the work with your builder, "received any certificates, warranty documents or instructions, and discussed how to deal with snagging items". Whether a payment is due depends on what your contract says and whether that stage of the work has been reached. Paying and refusing to pay can both carry risk, so get advice before you decide.

## 1 THE JOB AND THE WALK-ROUND

|                                          |                                     |                                                            |
|------------------------------------------|-------------------------------------|------------------------------------------------------------|
| BUILDER (BUSINESS NAME)                  | BUILDER ADDRESS AND PHONE           | CONTRACT OR QUOTATION REF                                  |
|                                          |                                     |                                                            |
| PROPERTY ADDRESS                         | THE WORK, IN A FEW WORDS            |                                                            |
|                                          |                                     |                                                            |
| <input type="checkbox"/> Extension       | <input type="checkbox"/> Renovation | <input type="checkbox"/> Bathroom                          |
| <input type="checkbox"/> Loft conversion | <input type="checkbox"/> Kitchen    | <input type="checkbox"/> Other (write in "The work" above) |
| WALKED ROUND TOGETHER ON                 | WHO WAS THERE                       | NEXT WALK-ROUND TO CHECK FIXES                             |
|                                          |                                     |                                                            |

## 2 WHAT TO LOOK AT, ROOM BY ROOM

Go slowly, in good light, and open and use everything. Take a photo of each snag with something in the picture that shows where it is.

Walls and ceilings: cracks, uneven or patchy plaster, paint runs or missed areas, marks or damage left by the work.

Floors: level and firm, no gaps, lifting or squeaks; edges, skirting and thresholds finished; no stains, scratches or chips.

Doors and windows: open, close and lock easily; no gaps or draughts; glass and frames unmarked; handles fitted; a key for every lock.

Kitchens: doors and drawers line up and close; worktop joints and edges; sealant; appliances fitted and working; taps run with no leak under the sink; extractor works.

Bathrooms: no leaks; toilet flushes and refills; taps and shower run hot and cold; tiles and grout even and complete; sealant round bath, shower and basin; fan works.

Electrics and heating: every socket, switch and light works; radiators heat up; you have been shown the heating controls; no loose covers or bare wires.

Outside: brickwork, pointing, render and roof edges tidy; gutters and downpipes fixed and connected; drains and gullies clear; garden, paths and driveway put back.

Clearing up: rubbish, spare materials, skips, scaffolding and floor protection all gone; dust cleaned from inside cupboards, sills and vents.

## 3 SNAG LIST

| NO. | ROOM / LOCATION | SNAG — WHAT IS WRONG | PHOTO REF | FIX BY | FIXED ON | CHECKED BY YOU |
|-----|-----------------|----------------------|-----------|--------|----------|----------------|
|     |                 |                      |           |        |          |                |
|     |                 |                      |           |        |          |                |
|     |                 |                      |           |        |          |                |
|     |                 |                      |           |        |          |                |
|     |                 |                      |           |        |          |                |
|     |                 |                      |           |        |          |                |
|     |                 |                      |           |        |          |                |
|     |                 |                      |           |        |          |                |
|     |                 |                      |           |        |          |                |

## continued

KD-HM-SN-009 Rev A0

## 4 HANDOVER CHECKLIST

### The money and the job

**Safety certificates**

☐ Gas work certificate from the registered gas engineer — for any boiler, gas fire, hob or gas pipework installed or moved

REFERENCE, NUMBER OR DATE

WHERE YOU KEEP IT

☐ Electrical certificate from the electrician — for any new wiring, sockets, lights or consumer unit

REFERENCE, NUMBER OR DATE

WHERE YOU KEEP IT

**Building regulations**

Building control is the check, by the council or a private building control body, that building work meets the Building Regulations. gov.uk says: "You'll usually get a completion certificate within 8 weeks of completion of the building work, as long as it complies." A completion certificate is "evidence (but not conclusive evidence)" that the requirements it names have been met (Building Regulations 2010 reg 17(4)). gov.uk also says the building control body "could make you pay to fix faulty work", and: "Without approval you will not have the certificates of compliance you may need when you want to sell your home."

A competent person scheme lets a registered installer sign off certain work themselves instead of using building control — for example gas appliances, electrical work in homes, replacement windows and doors, or heating and hot water systems. The installer must give the person living in the home a copy of their certificate, and give building control notice or the certificate, not more than 30 days after finishing the work; the certificate is "evidence (but not conclusive evidence)" (reg 20(3) and (5)). gov.uk says installers "give you a certificate within 8 weeks of completion". If you have nothing after 8 weeks, ask the installer and their scheme.

**If you are not sure whether your work needed building control approval or a competent person certificate, ask your council's building control before you write "not needed".**

☐ Competent person scheme certificate(s) — the installer's certificate for each type of work a registered installer signed off

REFERENCE, NUMBER OR DATE

WHERE YOU KEEP IT

☐ Building control completion certificate — from the council, or the final document from a private building control body

REFERENCE, NUMBER OR DATE

WHERE YOU KEEP IT

**Guarantees**

☐ The builder's written guarantee for the work (builders use documents such as KD-TA-WG-004)

REFERENCE, NUMBER OR DATE

WHERE YOU KEEP IT

☐ Insurance-backed guarantee policy, if one was agreed — the policy document and number

REFERENCE, NUMBER OR DATE

WHERE YOU KEEP IT

☐ Product and manufacturer guarantees — e.g. boiler, windows, appliances, roof products — and whether each is registered, and by whom

REFERENCE, NUMBER OR DATE

WHERE YOU KEEP IT

**Manuals and other documents**

☐ Manuals and instructions — how to use, clean and service what was installed

REFERENCE, NUMBER OR DATE

WHERE YOU KEEP IT

☐ Other documents — e.g. drawings, the structural engineer's calculations, a party wall award if there was one (KD-HM-PW-011), test results

REFERENCE, NUMBER OR DATE

WHERE YOU KEEP IT

## 5 WHAT SIGNING MEANS — AND DEFECTS FOUND LATER

### SIGNING THIS RECORD DOES NOT GIVE UP YOUR RIGHTS

Signing this record notes what was checked and listed on the day. It does not mean you accept any defect — whether you could see it on the day or it appears later.

If the builder asks you to sign their own completion or handover form, read it first. If it says you accept the work as finished or satisfactory, or that it settles any claim, get advice before you sign. You can write "subject to the attached snag list" next to your signature.

Under the Consumer Rights Act 2015 your builder must do the work with reasonable care and skill (s.49), and a term of the contract cannot take away the builder's liability for that (s.57(1)). In England and Wales a claim for breach of contract generally has to be started within six years from the date the contract was broken (Limitation Act 1980 s.5) — not from the date you find the problem. Whether a problem found later changes that, or a different time limit applies, is a question for advice, so get advice as soon as you find a defect.

If a defect appears later, write to the builder (KD-HM-BL-013), note it in your guarantees record (KD-HM-GR-010), and get advice — the Citizens Advice consumer helpline (England and Wales) on 0808 223 1133 (or 0808 223 1144 for a Welsh-speaking adviser), Monday to Friday 9am to 5pm, or a solicitor.

## 6 COMPLETED BY

We walked round the work together on the date in section 1. The snags listed are to be put right by the agreed dates. Signing this record does not mean the homeowner accepts any defect (section 5).

HOMEOWNER — PRINTED NAME

SIGNATURE

DATE

BUILDER — PRINTED NAME

SIGNATURE

DATE

## R REVISION HISTORY

Every revision of this document, and every review that found nothing to change. The revision on the front of this sheet is the one you are holding — check kubitdocs.com for the current one before use.

| Rev | Date       | Class       | What changed                                                                                                                                                            | Authorised by                                                                 |
|-----|------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| D0  | 2026-09-14 | first-issue | First issue.                                                                                                                                                            | — not yet approved —                                                          |
| A0  | 2026-09-14 | review      | Approved for issue by the author. Content unchanged from the reviewed draft; the draft status strip is removed. No independent third-party review has been carried out. | Author — director, UK principal contractor, SMSTS. Not an independent review. |

*Class: first-issue · material (the law, a control, a field or the scope changed — past buyers are notified) · editorial (wording or layout only) · review (checked, nothing changed) · withdrawal. Revision prefix D = draft, not approved and not for sale; A = approved for issue by the person named, on the date shown.*