

THE DHG DIFFERENCE

The Handover

Preparing your home for its next owner

BLACKSTREAM | CHRISTIE'S INTERNATIONAL REAL ESTATE

CONTENTS

01 THE DAY ONE STANDARD

02 HOW IT WORKS

03 ACCESS

04 SYSTEMS & MANUALS

05 THE DIGITAL HANDOVER

06 THE VENDOR ROSTER

07 RECORDS

08 CONDITION AT DELIVERY

09 THE KITCHEN ISLAND

10 HOME HANDOVER FORM

11 NOTES

01

THE DAY ONE STANDARD

The sale ends the morning after closing

Most home sales end at the closing table. Ours end the next morning, when the new owner walks in alone for the first time.

That first morning decides how a buyer remembers the house, and how they remember the people who sold it to them. If the garage remotes are in a moving box, if the camera recorder left with the previous owner, if nobody can explain how the steam shower starts, the house feels unfinished no matter what it sold for.

We have seen it happen. A buyer relocating from England arrived late one evening, and the weeks that followed were a run of small disappointments. The recorder for the cameras had been unplugged and packed. There were no manuals for the sauna, the steam shower, the irrigation, or the security system, so each one was learned from YouTube. Trash was still waiting in the garage bin. And in the wine cellar, not a single welcome-home bottle.

None of it was intentional. All of it was avoidable.

So we made the handover part of how we sell. Every home Damian Hall Group represents is delivered with keys to every lock, the manuals for every system, the names of the people who have cared for the house, and the records that tell its story. We call it the DHG Difference.

It is not homework. Read it now so you know the standard. Once you are under contract, your Closing Concierge will walk you through each step and arrange anything you would rather not handle yourself.

A calmer walkthrough

The buyer’s agent finds everything in one place, and the last visit before closing stays pleasant.

Fewer calls after closing

Questions about the gate code or the pool timer are answered before anyone has to ask you.

A reputation that travels

In close communities, how a house was handed over is remembered, and repeated.

HOW IT WORKS

Six moments between listing and closing

Most of the work happens in the final two weeks, and you will not do it alone.

1 **AT LISTING**

You receive this guide. Nothing is due yet. If you come across a manual or a spare key while the house is being prepared for photography, set it aside in one box. You are already ahead.

2 **UNDER CONTRACT**

Your Closing Concierge sends you the Home Handover Form. Fill it in online, on screen as a PDF, or on paper, whichever you prefer.

3 **TEN DAYS BEFORE CLOSING**

Return the completed form to your Closing Concierge, who reviews it, flags anything missing, and schedules whatever help you have asked for.

4 **THE FINAL WEEK**

A short reminder arrives with the delivery checklist: cleaning after the movers, fresh filters, empty bins, and utilities left on through closing.

5 **FINAL WALKTHROUGH**

Everything is gathered in one place, usually the kitchen island, so the buyer and their agent see it for themselves.

6 **CLOSING DAY**

Keys, remotes, and the handover binder pass to the new owners. Codes and passwords are delivered at closing, never before.

YOUR CLOSING CONCIERGE

If any part of this calls for a professional, your Closing Concierge will arrange it: a locksmith to cut and label a full set of keys, a cleaning crew for the day after the movers, a technician to change the filters, or the manual for an appliance whose booklet disappeared years ago. Any cost is confirmed with you before anything is booked.

03

ACCESS

Every lock, every opener

A new owner should be able to open every door on the property on the first day without calling anyone. Label each key with what it opens; a paper tag and a pen are plenty.

- ☐ Keys to every exterior door
  Labeled by door. Include the spare that lives in the car or under the planter.
- ☐ Keys to interior locks
  Closets, offices, wine rooms, storage, and any door you lock when you travel.
- ☐ Every garage door remote
  All of them, plus the keypad code given to your concierge.
- ☐ Gate remotes and transponders
  And the community gate code, if there is one.
- ☐ The mailbox key
  With the box number written on the tag.
- ☐ Community and amenity cards
  Fobs, fitness cards, and dock or boat-slip keys.
- ☐ Outbuildings
  Barns, pool houses, sheds, and well houses.
- ☐ The safe
  Leave the key, give your concierge the combination, or leave it open.
- ☐ Window and sliding door keys
  The small ones that disappear into kitchen drawers.

WORTH KNOWING

Many buyers rekey after closing. A complete, labeled set is still the standard, and it is the first thing a buyer's agent looks for at the walkthrough. If a club or community membership is part of your sale, your concierge will confirm the transfer steps with the club separately.

YOUR CONCIERGE CAN ARRANGE

Missing keys? A locksmith can cut and label a complete set in a single visit.

04

SYSTEMS & MANUALS

Everything that turns on

If it plugs in, heats up, runs on a schedule, or has a remote, the next owner needs to know how it works. Manuals are the start. A line in your own words is often more useful: which button the steam shower actually responds to, which irrigation zone waters the planters by the porch.

For each system, leave the manual, the brand and model, the warranty dates, and how often it is serviced.

COMFORT AND WATER

- ☐ Heating, cooling, and thermostats
  Filter sizes and where the spares are kept.
- ☐ Water heaters and recirculation pumps
  Including any timer settings.
- ☐ Water filtration and softeners
  Salt or cartridge type, and how often.
- ☐ Well, pump, and septic
  Location of the tank lid and the last pump-out date.
- ☐ Standby generator
  Service schedule and how to run the weekly test.

WELLNESS AND OUTDOORS

- ☐ Sauna and steam shower
  Start-up, run time, and cleaning.
- ☐ Irrigation controller
  With a simple zone map, even hand-drawn.
- ☐ Pool, spa, and automation
  Chemistry routine and the automation app.

SECURITY AND TECHNOLOGY

- ☐ Security panel, cameras, and recorder
  The recorder stays connected and powered.
- ☐ Lighting, audio, and smart home
  Remotes, keypads, and the installer’s name.

- [ ] Garage door openers
  Including how to reprogram a remote.

THROUGHOUT THE HOUSE

- [ ] Kitchen and laundry appliances
  Manuals, warranty cards, and any service history.
- [ ] Fireplaces and gas logs
  How to light them and where the shut-off is.
- [ ] Anything else with a model number
  Elevator, solar, EV charger, wine cooling.

WHAT STAYS WITH THE HOUSE

Anything wired in, mounted, or built in is generally treated as part of the house under the purchase contract. That includes camera recorders, security panels, smart home hubs, and the remotes that run them. If you plan to take something, tell us before we list so it can be excluded in writing. A surprise at the walkthrough is the fastest way to turn a friendly closing into a tense one.

YOUR CONCIERGE CAN ARRANGE

Cannot find a manual? Photograph the model plate and send it to your concierge. Most manufacturers publish their manuals, and we will track it down.

05

THE DIGITAL HANDOVER

The part everyone forgets

More of a house lives in apps than it did ten years ago. A thermostat, a doorbell, or an irrigation controller tied to your account stays tied to it until you let go. A factory reset is not a handover; it often leaves the buyer locked out of equipment they now own.

- ☐ Release every smart device
  Remove it from your account, or transfer ownership in its app: thermostats, cameras, doorbells, smart locks, garage openers, irrigation, pool automation, lighting, and audio.
- ☐ Leave the hardware working
  Clear your recordings and history if you wish. The equipment stays installed and powered.
- ☐ Settle the monitoring contract
  Cancel or transfer security monitoring, and note the company on your form.
- ☐ Name the installer
  If a professional set up your audio, video, or smart home system, they can move it to the new owner in one visit.

06

THE VENDOR ROSTER

The people who know your house

The most valuable thing you leave behind may be a phone number. The landscaper who knows where the drainage runs. The heating and cooling company that has serviced the same units for years. The pool technician who understands the automation. A new owner who inherits those relationships skips a year of trial and error, and your vendors keep a client.

GROUNDS AND WATER

- ☐ Landscaping and irrigation
- ☐ Pool and spa
- ☐ Septic and well
- ☐ Pest control and any termite bond
  Note the company. Your concierge will confirm whether the bond transfers.

SYSTEMS

- ☐ Heating and cooling
- ☐ Plumbing and electrical
- ☐ Generator service
- ☐ Security monitoring
- ☐ Audio, video, and smart home

CARE AND UPKEEP

- ☐ Housekeeping and window cleaning
- ☐ Gutters, chimney, and roof
- ☐ Handyman
- ☐ Propane or fuel delivery
- ☐ Builder or architect, if known
- ☐ HOA or property management

A COURTESY WORTH EXTENDING

Ask before you share a personal cell number. Most vendors are glad to be introduced to a new client.

07

RECORDS

The house's paper trail

Warranties, permits, and receipts tell a buyer how the house has been cared for. Gather what you have into the handover binder; nobody expects a perfect file.

- ☐ **Warranties**
  Roof, windows, heating and cooling, appliances, and any builder warranty, with transfer instructions.
- ☐ **Permits, plans, and the survey**
  If you have them.
- ☐ **Service and repair records**
  Including recent receipts.
- ☐ **A paint and finish schedule**
  Brand, color name, and sheen, room by room.
- ☐ **Leftover paint and materials**
  Paint, tile, flooring, and spare parts, labeled and left in the garage or storage.
- ☐ **HOA documents**
  Rules, architectural guidelines, and management contacts.
- ☐ **Utilities**
  Every provider, with the number to call to set up service, plus trash and recycling days.

A SMALL THING THAT LANDS WELL

Leave the leftover paint, labeled by room. The first scuff on a hallway wall will earn you a thank-you note.

08

CONDITION AT DELIVERY

Broom clean is not our standard

Broom clean is a common contract phrase. It describes the least a seller can do. The DHG standard is a house the new owner could sleep in that first night without lifting a cloth.

THE FINAL DAYS

- ☐ Clean after the movers, not before
  A professional crew, once the last box is out.
- ☐ Empty every bin
  Trash, recycling, and the one in the garage, with the last pickup timed before closing.
- ☐ Clear every space
  Garage, attic, crawlspace, closets, and outbuildings.
- ☐ Leave nothing unagreed
  Except labeled paint and spare materials.

SMALL THINGS, NOTICED

- ☐ Fresh HVAC filters
  With any spares left beside the unit.
- ☐ Every bulb working
  And smoke and carbon monoxide detectors tested.
- ☐ Appliances empty and wiped out
  Refrigerator, dishwasher, oven, washer, and dryer.
- ☐ Grounds current
  Lawn mowed, beds tidy, and the pool balanced and running.
- ☐ Utilities on through closing
  So the walkthrough can test each system.
- ☐ Locked and comfortable
  Thermostats at a sensible setting, every window and door locked.

YOUR CONCIERGE CAN ARRANGE

The cleaning crew and the filter change, timed to land after the movers and before the walkthrough.

09

THE KITCHEN ISLAND

Where it all comes together

On the day of the final walkthrough, everything the new owner needs sits in one place.

- [ ] Keys, labeled
  On a ring or in a tray.
- [ ] Remotes, fobs, and cards
  Garage, gate, and amenity.
- [ ] The handover binder
  Manuals, warranties, records, and a copy of your completed Home Handover Form.
- [ ] A sealed envelope
  Codes and passwords, delivered at closing.
- [ ] A bottle for their first evening
  Optional, and never forgotten. Add a short note about what you loved most in the house.

The buyer’s agent will see it at the walkthrough. The buyer will see it the first time they walk in alone. That is the DHG Difference.

HOME HANDOVER FORM

One form, returned ten days before closing

The form follows this guide section by section: keys and access, systems and manuals, the digital handover, your vendor roster, records, and the condition of the house at delivery. It never asks for a code or a password.

Your Closing Concierge will send it once you are under contract. You can complete it three ways: online, as a fillable PDF on screen, or printed and filled in by hand.

ONLINE

sellingwithdhg.com/handover

YOUR CONCIERGE

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NOTES

For the new owners, and for you



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