

Property Management Checklist

Managing a property used for supported living, a C2 children's care home, or a residential care home involves much more than routine tenancy administration. A strong property management checklist helps landlords, investors, housing providers, and care operators stay organised, protect the property, support compliance, and keep the asset running smoothly under a guaranteed rent solution.

1. Property Readiness Before Handover

- Confirm the property is clean, safe, and fit for its intended use
- Complete all required repair and maintenance works before occupation
- Check plumbing, heating, electrics, lighting, locks, windows, and appliances
- Make sure the layout is suitable for the intended residents and service model
- Take clear photographs of the property's condition before handover
- Prepare a record of fixtures, fittings, and key property information
- Ensure all required certificates and compliance documents are in place
- Confirm who is responsible for ongoing property management tasks under the agreement

2. Planning, Use, and Operational Fit

- Confirm the lawful use of the property
- Check whether the intended use matches supported living, residential care, or C2 use
- Make sure the property setup reflects the needs of the intended occupants
- Confirm the operator's service model is suitable for the building
- Keep written records of planning, compliance, and operational approvals
- Review whether any physical changes are needed before occupation begins

3. Agreement and Handover Management

- Make sure the lease or management agreement clearly sets out responsibilities
- Confirm who is responsible for repairs, compliance checks, and general upkeep
- Agree the handover date and occupation process clearly
- Record meter readings, key collection, and property condition at handover
- Provide manuals, certificates, emergency contacts, and access details
- Keep signed copies of all key documents on file

4. Rent Collection and Financial Oversight

- Put a clear rent collection process in place
- Monitor rent payments in line with the guaranteed rent agreement
- Keep accurate records of rent received, invoices, and property-related costs
- Track any landlord costs not covered within the arrangement
- Review payment dates, rent periods, and financial obligations regularly
- Maintain a clear record of any void protections or agreed payment terms
- Keep financial reporting organised for easy review

5. Repairs and Ongoing Maintenance

- Set up a clear system for reporting repairs and maintenance issues
- Respond to maintenance matters within a reasonable timeframe
- Prioritise urgent health and safety issues immediately
- Use reliable, qualified, and insured contractors
- Keep records of all repair work, call-outs, and contractor invoices
- Schedule preventative maintenance to reduce long-term costs
- Check for recurring issues such as leaks, damp, wear and tear, or drainage problems
- Inspect external areas, roofing, gutters, and boundaries where relevant

6. Safety and Compliance Monitoring

- Keep gas, electrical, fire, and other safety checks up to date
- Make sure alarms, emergency lighting, and fire safety systems are working properly
- Store all certificates and inspection records in one place
- Review compliance dates in advance so nothing expires unexpectedly
- Complete any remedial works identified in safety reports
- Keep a clear audit trail of checks, servicing, and follow-up actions
- Review compliance responsibilities regularly between landlord and operator

7. Occupier and Operator Communication

- Keep communication clear, professional, and well documented
- Respond promptly to property-related questions or concerns
- Give proper notice before inspections, access visits, or repair works
- Keep the operator informed about maintenance progress and timelines
- Record important conversations and decisions in writing
- Maintain professional boundaries while supporting smooth day-to-day operations

8. Routine Inspections and Property Reviews

- Schedule regular property inspections at suitable intervals

- Check the general condition, cleanliness, and upkeep of the property
- Look for signs of damage, misuse, damp, mould, or maintenance neglect
- Review bedrooms, communal areas, bathrooms, kitchens, and external spaces
- Take notes and photographs during inspections
- Identify any works needed and follow them up promptly
- Review whether the property is still suitable for the current service model

9. Risk Management and Record Keeping

- Keep all property, compliance, and management records organised
- Maintain an up-to-date folder for agreements, certificates, inspections, and repairs
- Store important contact details for contractors, managers, and emergency support
- Review insurance arrangements and responsibilities regularly
- Keep a written log of incidents, issues, and corrective action taken
- Re-check records before renewals, reviews, or changes in use

10. Renewal, Exit, or Change in Use

- Review agreement end dates well in advance
- Discuss renewal options early where appropriate
- Arrange a property inspection before the end of the term
- Compare the property's condition against the handover record
- Identify any repairs, reinstatement works, or compliance actions required
- Confirm responsibilities for dilapidations, cleaning, or final works
- Prepare the property for its next use, operator, or occupant
- Reassess suitability if the property is moving into a different care or housing model

Why This Property Management Checklist Matters

For supported living, C2 children's care homes, and residential care homes, good property management protects more than just the building. It helps maintain compliance, reduce avoidable issues, support smoother operations, and protect long-term income under a guaranteed rent solution.

Need Help Managing a Property Under a Guaranteed Rent Solution?

A well-managed property is essential for long-term stability, especially in supported living and care-based settings. With the right structure in place, it becomes much easier to protect your asset, maintain standards, and keep everything running efficiently.