



BLUE SKY
CONDO MANAGERS

TRANSITION GUIDE

How to Prepare for a Smooth Management Transition

A practical roadmap for protecting records, stabilizing communication and giving the incoming manager a clear start.

A practical board resource from Blue Sky Condo Managers

A transition is an information project

The objective is not simply to move files. It is to preserve continuity, make responsibilities visible and help the new management team understand what requires attention first.

Board priority

Keep decisions, requests and records in one controlled transition process. Parallel instructions from individual directors create gaps and conflicting expectations.

Before notice is given

- [] Review the current management agreement and obtain advice where needed.
- [] Appoint one board transition contact and one alternate.
- [] Create a confidential list of active legal, insurance, employment and collection matters.
- [] Confirm where corporate records, passwords, keys and banking authorities are held.
- [] Agree on what owners and vendors should be told, by whom and when.

Build a transition inventory

Area	Examples to locate
Corporate	Governing documents, minutes, registers, policies, contracts and insurance records.
Financial	Banking, budgets, ledgers, arrears, invoices, audits, investments and reserve information.
Property	Plans, warranties, inspections, work orders, keys, access systems and equipment records.
People	Owner and resident data, staff records, vendor contacts and emergency information.
Open matters	Board actions, quotations, claims, projects, disputes, deadlines and scheduled notices.

The first 30 days

The sequence below can be adapted to the corporation. The important point is to separate immediate continuity from deeper review and longer-term improvement.

Timing	Primary focus	Board evidence
Days 1-5	Secure records, contacts, access, banking steps and urgent deadlines.	Written receipt list and immediate-risk log.
Days 6-10	Review finances, arrears, contracts, insurance and active commitments.	Financial exceptions and vendor continuity list.
Days 11-20	Inspect the property and reconcile open maintenance and project items.	Inspection findings and prioritized work list.
Days 21-30	Confirm communication routines, reporting and the first board action plan.	90-day plan with owners, dates and dependencies.

Records handover checklist

- [] A transfer index identifies what was received, its format and any missing period.
- [] Electronic files are searchable, logically named and stored in the corporation's controlled location.
- [] Physical records, keys, fobs and devices are counted and acknowledged.
- [] Banking and signing changes are documented with temporary controls where needed.
- [] Known deadlines are placed on a shared calendar with responsible parties.
- [] Open actions are not closed merely because management changed.

Do not wait for perfect records

Log missing information explicitly, assign follow-up and proceed with the information needed to protect urgent operations.

Communicate without creating uncertainty

Owners and vendors need enough information to know what changes, what stays the same and where to direct questions. Avoid long explanations about the prior relationship.

A clear owner notice should include

- [] The effective date and the new management company's contact information.
- [] How to submit service requests and what to do in an emergency.
- [] Any payment or banking action owners must take, with fraud-aware verification instructions.
- [] What happens to requests that were already open.
- [] When owners should expect the next update.

Vendor continuity

- Confirm active contracts and authorized contacts before accepting new instructions or invoices.
- Identify critical services that cannot lapse, including life-safety, utilities, security and seasonal work.
- Require written confirmation of any change to payment details.
- Separate contract review from immediate service continuity so essential work is not accidentally interrupted.

Transition meeting agenda

Agenda item	Desired outcome
Immediate risks	Named owner, action and next update for each urgent matter.
Missing records	Gap list, retrieval plan and interim control.
Financial position	Confirmed balances, exceptions and reporting date.
Property priorities	Inspection plan and critical work sequence.
Communication	Approved contacts, response expectations and owner notice.
First board meeting	Date, reporting package and decision list.

Close the transition deliberately

A handover is complete when the board can see what was received, what remains unresolved and who owns every next step.

Board sign-off checklist

- ☐ The board has a final transfer inventory and missing-record list.
- ☐ Banking access and payment approvals operate as intended.
- ☐ Critical contracts, insurance and compliance dates are calendared.
- ☐ The property inspection and urgent maintenance list are complete.
- ☐ Owners and vendors have confirmed contact instructions.
- ☐ The board has received and discussed a written 90-day action plan.

A successful transition feels calm

The measure is not whether every historic issue is solved in 30 days. It is whether risks are controlled, information is visible and priorities have credible owners and dates.

This guide provides general management information and is not legal, financial or accounting advice. Boards should obtain professional advice for their corporation's circumstances.