GUIDE

Checklist: changing your property manager

All eight steps to tick off. Full explanations at hausverwaltung-wechsel.de/en/change-property-manager.

1 Analyse the problems with your current manager

Write down what specifically isn't working – with dates and examples.

- [ ] Record incidents with dates
- [ ] Name the areas affected: communication, accounts, technical care, costs
- [ ] For a WEG: gather the views of co-owners and the advisory board

2 Define the services you need

Describe what the new manager should do – and what has to change.

- [ ] Property type, number of units, year of construction, special features
- [ ] Type of management: WEG, rental or individual unit management
- [ ] Additional services: caretaker, cleaning, refurbishment support
- [ ] Requirements for availability, reporting and digital access

3 Request several offers

Ask at least three suitable managers, using the same specification.

- [ ] Same specification to every provider
- [ ] Ask about capacity and local support
- [ ] Arrange a meeting or site visit

In a WEG, comparative offers should be available before the vote – without them, the appointment resolution may be open to challenge.

4 Compare prices, extra fees and service levels

Compare the total cost of a realistic year – not just the monthly fee.

- [ ] Base fee per unit per month
- [ ] Prices of extras (e.g. extraordinary meeting, project supervision)
- [ ] Service level: inspections, response times, reporting
- [ ] Projection over a typical year

5 Check experience, references and qualifications

Check whether the manager fits your property professionally and organisationally.

- [ ] Licence under § 34c GewO
- [ ] For a WEG: certification under § 26a WEG
- [ ] Professional indemnity insurance
- [ ] References for comparable properties
- [ ] Who will be your personal contact?

6 Review notice periods and legal requirements

Find out when and how the current contract ends – before you give notice.

- [ ] Contract term and notice period
- [ ] Form of notice (in writing, with proof of receipt)
- [ ] For a WEG: agenda, three-week notice of meeting, resolutions on removal and appointment
- [ ] Target date for the handover

Don't give notice too early: if the date and the new manager aren't settled, you create unnecessary time pressure.

7 Prepare the handover of documents and accounts

Agree which documents, data and accounts are handed over, and by when.

- [ ] Declaration of division, register of resolutions, minutes
- [ ] Statements, budgets and receipts for recent years
- [ ] Contracts with service providers and insurers
- [ ] Bank statements, reserve balance, arrears of owners or tenants
- [ ] Keys, building documents, open matters

8 Ensure a structured transition to the new manager

Plan the first weeks: information, stocktake, first priorities.

- [ ] Inform all owners, tenants and service providers
- [ ] Site inspection and stocktake
- [ ] Check the documents received for completeness
- [ ] List of open matters with priorities

Timeline

4–6 months before	Document problems, define services, request offers

3 months before	Compare offers, hold meetings, shortlist
6–8 weeks before	Invite to the owners' meeting with removal and appointment (at least three weeks' notice)
Handover date	Handover of documents, accounts and keys
First 4 weeks	Inform everyone involved, inspect the property, review documents

Special rules for a homeowners' association (WEG)

In a WEG, the owners' meeting decides. A single owner cannot replace the manager alone, but can require the topic to be put on the agenda.

Since the WEG reform of 1 December 2020, the manager can be removed at any time without good cause. The resolution needs a simple majority of the votes cast.

Notes

This article is general information and not legal or tax advice for your individual case. Your contract, your association's resolutions and current law are what count.