

Completion day moving contingency record

Use this record to keep legal completion, key release and the moving operation separate. Ask the named legal representative for the legal position and keep the destination on hold until the authorised key holder confirms release.

DECISION BOUNDARY This record does not confirm legal completion, release keys, grant access or change a removal booking. Record the named decision owner and current evidence.

1. Move and customer record

Pickup address

Destination address

Completion date

Move booking reference

Customer name

Customer telephone

Preferred update method

2. Named decision contacts

Legal representative

Telephone

Email

Estate agent or key holder

Telephone

Key collection location

Moving team contact

Moving team telephone

Destination access contact

Destination contact telephone

3. Before moving day

- | | | |
|---|--|---|
| ☐ Legal contact details confirmed | ☐ Key release route confirmed | ☐ Moving contact details confirmed |
| ☐ Parking and loading evidence ready | ☐ Building access confirmed | ☐ Lawful waiting position recorded |
| ☐ Goods packed and labelled | ☐ Booking terms reviewed | |

4. Current status and next update

READY, HOLD or REPLAN

Last confirmed by

Time confirmed

Next update due

Current evidence, open question and named action owner

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5. Legal completion and key release record

Completion confirmed by	Time	Confirmation method	Reference
Keys released by	Time	Collection location	Collected by

Do not treat an expected time, an estate agent estimate or a message from an unverified sender as confirmation. Use the known contact route.

6. Operational hold and waiting position

Old property handover status	Destination access status	
Lawful vehicle waiting position	Goods and vehicle status	
Changed access, timing, resources or scope		
☐ Customer updated	☐ Moving team updated	☐ Agent or key holder updated

7. Contingency decision

☐ Short delay plan active	☐ Extended delay plan active	☐ Move date change plan active
Short delay plan		
Extended delay plan	New move date plan	
Storage contact or reference	Accommodation contact or reference	
Decision owner	Telephone	Next decision time

8. Final handover

☐ Legal confirmation recorded	☐ Key release recorded	☐ Moving team has current record
☐ No access code stored here	☐ Every change has a named owner	
Prepared by	Date and time updated	

Planning companion to the Men With Van completion day guide. Sources checked 29 July 2026 include GOV.UK and Citizens Advice.

<https://www.menwithvan.com/completion-day-moving-delay-contingency-plan.html>