

Case Study

127 West Ealing

127 West Ealing is a flagship mixed-tenure development of 142 apartments, completed in 2022 by our developer client. It includes 106 private and 36 affordable homes, with amenities including a concierge service, a residents' lounge with co-working space, and four podium gardens.



In January 2024 we took over management, facing challenges due to incomplete information, financial and maintenance issues left by the previous managing agent. Our mobilisation and Property Management teams conducted thorough documentation reviews, including Health & Safety and financials, identifying incorrect budget items that achieved cost savings for leaseholders. Significant arrears and creditor debts were swiftly addressed in the short-term with a developer loan, allowing urgent works and maintenance to resume.

“Following a detailed tender process, we appointed Rendall & Rittner to take over the management of our West Ealing scheme in January 2024. It has been a challenging handover but R&R’s mobilisation team and property management team have navigated through all aspects and demonstrated great attention to detail, with a ‘right first time’ approach. We are particularly impressed with the dedicated support teams providing a clear focus on Health & Safety compliance. We would certainly recommend R&R and look forward to working with them in the future.”

Archie Sykes,
Head of Residential Sales & Marketing, TT Group



An asset review led by our Technical Services Manager ensured all assets were covered by M&E contracts and insurance, and also focused on improving efficiency and reducing unplanned outages. Issues like non-functioning solar panel inverters, frequently blocked drains and poorly maintained boiler assets were resolved, preventing potential disruptions and costs. The M&E tender process has reduced the maintenance renewal cost by circa 25%.

To rebuild relationships with leaseholders, after handover weekly meetings were held to discuss priorities and budgets, eventually transitioning to monthly meetings once they were achieved and there was budgetary clarity. Our on-site and Property Management teams remain fully accessible to residents.



“I want to thank you for the incredibly comprehensive response provided to our queries regarding previous electricity charges, 2022 invoices and the overall 2024 budget explanations.”

Leaseholders at 127 West Ealing

