

Case Study

127 West Ealing

Overview

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

We took over management from the previous managing agent in January 2024. We manage the two private blocks including external and shared communal services, all the amenities and the external elements of the Housing Association block.



“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



A difficult handover

It was not a straightforward handover from the previous managing agent as there were large gaps in the information we received from them and there were numerous budgetary, financial and maintenance issues that needed to be resolved.

Our mobilisation and Property Management teams reviewed all the documents, including Health & Safety ones which were really lacking, together with the financials and invoicing. Once the lease and budget reviews had also been carried out it was clear there were incorrect items in the budget which we've subsequently removed, resulting in cost savings for leaseholders.

There were significant arrears and debt to creditors meaning we had no funds available to progress any of the urgently needed works and maintenance visits had stopped due to non-payment of funds by the previous managing agent. To resolve this swiftly in the short-term we requested and received a developer loan from the client. Arrears have now been considerably reduced.



Health & Safety review

Our Health & Safety mobilisation review highlighted that no compliance documents were handed over to us. Through close working by our Health & Safety, Operations and on-site teams we turned this around by taking control of the compliance and risk management issues, ensuring all required documents were compliant. This resulted in the QUOODA score at 127 West Ealing going from a low level to a Gold level of 86%.



Asset review

Our Technical Services Manager led an asset review including the plant rooms, roof mounted solar panels and the irrigation system to ensure that going forward all relevant assets are covered by M&E contracts and insurance, as some previously were not.

The asset review was also focused on running the assets more efficiently to reduce downtime and unplanned outages and it highlighted that some of the maintenance works were previously not being carried out to our standards. This included the trace heating to the cold water systems which could have resulted in broken pipes, flooding to the car park and associated repair costs, not to mention disruption and inconvenience to residents.

The invertors to the solar panels which should have been powering the communal electricity were not working, leading to increased costs to residents. Various plant room assets were also not being maintained. This included in the boiler room affiliated plant including the air intakes and extracts which as a single point of failure would mean the boiler would cease working.

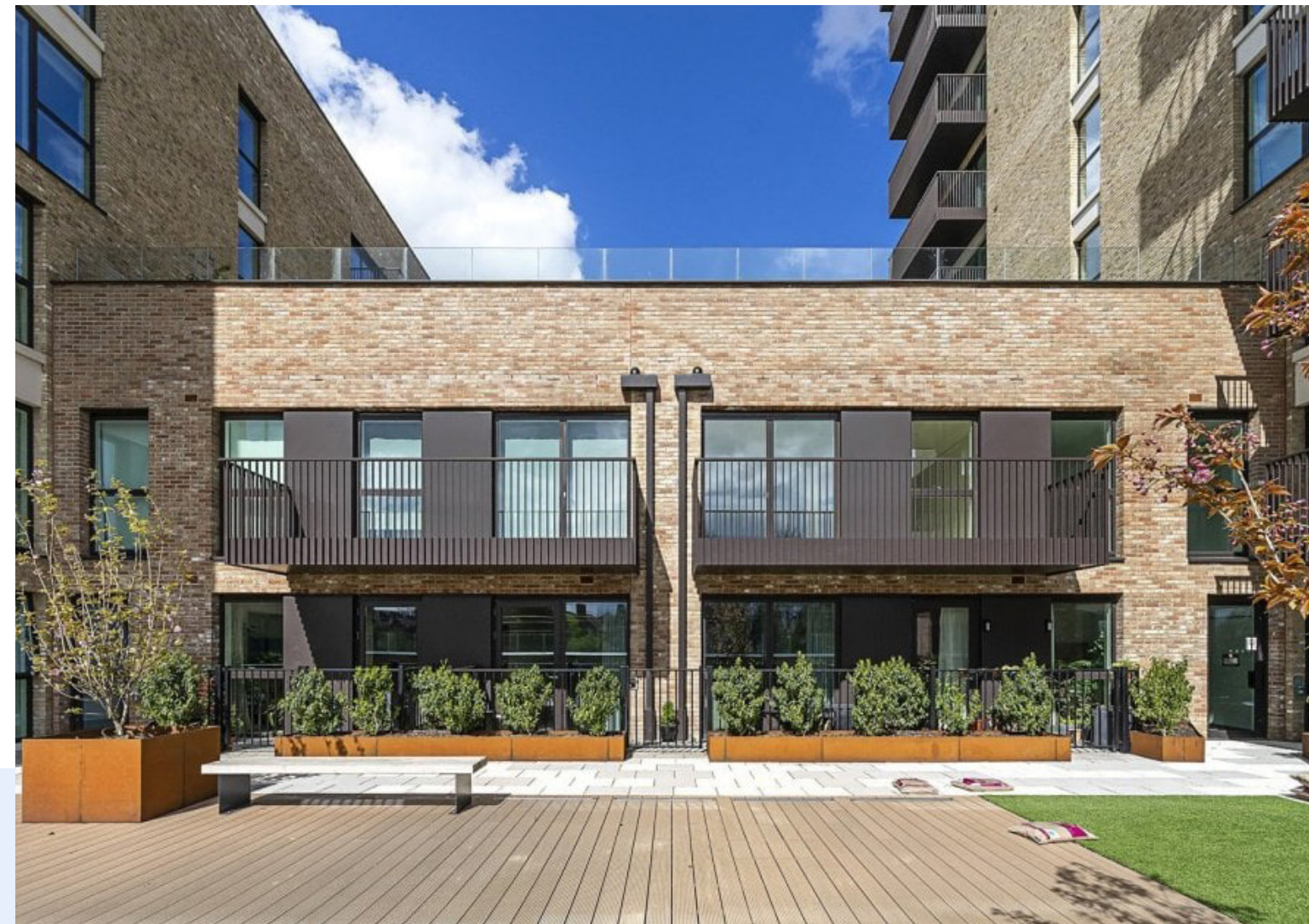
The drains were blocking frequently and randomly flowing from the effluents pit into the car park. To overcome this we've installed new pumps as part of a new contract and the drains are being cleaned more regularly, which will reduce longer term costs and maintenance requirements.

The M&E tender process in late 2024 has reduced the maintenance renewal cost by circa 25% (when compared to the incumbent M&E provider).



"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



Building relationships with leaseholders

Prior to handover the client was receiving multiple emails from leaseholders on a daily basis as their relationship with the previous managing agent had broken down. On handover to build the relationship with leaseholders weekly meetings were held on-site with a residents working group to agree the priorities and have detailed discussions about the budget. Once the agreed priorities were all achieved and there was clarity around the service charge budget, it meant the meetings could be held on a monthly basis. Additionally, our on-site and Property Management teams are always available to the residents.