

# A Trusted and Valued Partner





# Strong, tailored partnerships

Rendall & Rittner delivers an unparalleled property management service across the UK. As a highly experienced property management company we know how to be efficient and agile – taking the hands-on approach we are renowned for. Our service levels and sector experience are unrivalled, which is why we are a trusted and valued partner to many hundreds of Resident Management Companies and Right to Manage companies.

We provide complete property management for residential blocks of all sizes and types, customising our service to meet the specific needs of each RMC and RTM. We can also provide specialist advice if you are seeking the right to manage.

At Rendall & Rittner, we put people at the centre of our business, whilst being committed to driving best value for our clients and residents. Our locally based property managers and independent contractors are dedicated to delivering exceptional, high-quality service, backed by our extensive resources, robust systems and the highest standards of accreditation in our industry.

We are passionate about protecting your liabilities and giving you professional guidance on all aspects of property management. From health and safety, company secretarial and procurement through to legal, finance and insurance compliance, as well as out of hours emergency support - we've got it covered so you don't have to!



W3, Manchester



Ocean Village, Southampton

“Rendall & Rittner have offered expert guidance and excellent support on the wide range of issues affecting our development. Their commitment, effective management skills and ability to build strong relationships with all stakeholders, have resulted in major improvements in onsite standards and quality of service.”

**Colm O'Donnell,**  
Chairman, Reflexion Management Company Ltd

Tower Bridge Wharf, London





# Strong values

Our exceptional track record in managing all aspects of residential and mixed-use developments is centred on our values and people-focused approach to customer service excellence and the highest professional standards.

Our founding values of professionalism, quality, safety, integrity, working together, communication, trust and responsibility continue to drive us forward today.

We manage a variety of properties across the UK, spanning from traditional mansion blocks to substantial mixed-use regeneration schemes with a wide range of homes and amenities.

We work with a wide variety of valued clients including RMCs and RTMs, developers, freeholders and institutional landlords, build to rent developers and operators, housing associations and retirement living providers.

We operate nationally from a network of offices in London, Bournemouth, Croydon, Milton Keynes and Manchester.



Woodlands, Rochester

1990

Rendall & Rittner founded by Duncan Rendall and Matt Rittner

£400m

annual rent and service charge collection

500+

office team members

1,500+

on-site team members

We are incredibly proud of our many accreditations and awards, recognising our total commitment to the highest standards of service.



“Rendall & Rittner have only got better every year since we appointed them in 2017. For our Victorian mansion block of 60 flats we get attentive, professional, cheerfully positive management, at a full but fair price.”

**David Williams**  
Wendover Court Management Ltd

Horseshoe Wharf, London





*Gun Wharf, London*



*New Little Mill, Ancoats, Manchester*



*The Observatory, Canterbury*



*Shad Thames, London*



# Strong people

Our employees are the key to our ongoing success. We recognise that it's our people that makes us who we are, and we therefore strive to recruit, retain and develop the best.

From our loyal senior leadership team to our graduate trainees, we have built a culture where our people feel valued, rewarded and respected. We are very proud of our Investors in People Platinum status, which places us in the top 2% of employers internationally. It is a clear demonstration of how we place as much importance on the professional and personal growth of our employees as the growth of the business.

Our dedicated Operations division plays a crucial role in providing support, coaching and guidance to our on-site team members. It is enabling the delivery of exceptional on-site operations and the highest levels of customer service. Every property is assigned a dedicated Property Manager who is closely involved with all aspects of the service provided, as well as a lead Director.

89%

of our employees would recommend R&R to others\*

87%

employee satisfaction rating\*

\* of survey respondents



“People had pride working for your organisation. They expressed that pride came from working for an organisation who wanted to do their best for clients; that was viewed as a leader in the sector and that treated people well.”

Investors In People Assessor  
2021 Assessment

**INVESTORS IN PEOPLE®**  
We invest in people Platinum







*Limehouse Basin, London*



*Riverbourne, Chattenden*

*Trevor Square, London*



*Martello Towers, Bournemouth*





# Strong compliance

Our clients and customers can have peace of mind that their buildings and finances are safe and secure when they work with us.

There are new and enhanced statutory and regulatory regimes, spearheaded by the Building Safety Act, which are creating greater obligations on our clients than ever before. We are able to provide rigorous and wide-ranging advice to ensure compliance including: health and safety; financial; insurance; Company Secretarial and legal; lease; warranty and maintenance.

## Health & Safety

The health and safety of everyone involved in our business is a key consideration in all that we do. Our policies and processes, governance and training are enabling us to make continual performance improvements, ensuring we remain a leader in health and safety within our sector.

Our dedicated Health and Safety team oversees safety for all our sites, providing support and advice for on-site team members, property managers and our clients. Our British Safety Council audit score was 97.78% in 2022.

## Finance

Sound financial control is the cornerstone of our professional property management, enabling our clients to rest assured that their funds are professionally managed and protected. We are regulated by RICS which guarantees financial compliance.

Our in-house team provides comprehensive bespoke financial reporting to meet clients' needs. We remain innovative in our approach and always look to enhance the efficiency and excellence of our financial service.

## Insurance

Our highly experienced in-house insurance team have many years' experience ensuring our clients' assets are fully protected. We can arrange cover on every type of residential scheme and have extensive access to market leading A+ rated insurers enabling competitive premium rates and wider levels of cover.

## Procurement

We leverage the scale of our portfolio to implement bulk procurement initiatives for the benefit of our RMC and RTM clients.

Our industry leading procurement programme has resulted in lower costs and better levels of service in areas including utilities, M&E services, insurance and lifts.

## Company Secretarial

We have a specialist in-house team who deliver a broad range of Company Secretarial services to our clients giving you the guidance and assistance you need to run a company.



“Once again, the organisation has been able to demonstrate excellent processes are in place for the management of health, safety, and wellbeing. There are excellent standards of leadership, and a well-motivated and competent health and safety team.”

**British Safety Council Auditor,**  
2022 Audit



Granary Wharf, Leeds



*Appleyard Quarter, Hoo*



*New Garden Quarter, London*



*Regency Mews, London*



*Bentley Priory, Stanmore*





# Strong technology

Recognising that technology is playing an increasingly vital role in the way we provide our services, we have invested in developing *MyPlace* a new market-leading property management tech platform. It brings together all aspects of property management, providing a complete and transparent picture for our clients and customers.



“A new generation of homeowners and clients are demanding new and simple digital solutions. To meet these needs, large investments in innovation and technological development are required. We have been able to make these investments which will put us at the forefront of the industry.”

**Duncan Rendall**  
Group Chairman, Rendall & Rittner

The new platform is intuitive, engaging and easy to use wherever you are. By automating repetitive and time-consuming tasks it is improving efficiency and freeing up our people to ensure that they are focused on our clients and customers, empowering them to deliver the best service in our industry.

Investing in our own proprietary platform is bringing considerable benefits including being able to continually update it to stay ahead of growing sector requirements.





# Strong sustainable communities

We have been committed to developing and managing sustainable developments for many years, first receiving recognition for our approach in 2010. We know that we have a vital, intrinsic role to play in creating sustainable homes and places.

We ensure our management is active, inclusive, safe, well-run, thriving and environmentally sensitive, so enabling people to live more sustainably, whilst reducing the impact of our activities.

We are committed to:

- **Environmental** – implementing sustainable initiatives across all our managed sites and within our business.
- **Social** – actively engaging with our clients, customers and communities instigating initiatives which have a positive social and economic impact.
- **Governance** – setting and reporting on robust, progressive targets through our accreditations including Investors in People and ISO 45001.

Community development is at the heart of what we do. At our developments we aim to recruit our people from local communities, prioritise local suppliers and engage with local charities.

We have been working with green energy providers for a number of years which annually saves almost 20,000 metric tonnes of CO2.

We have used Delphis Eco's professional plant-based cleaning products for more than five years across many of our schemes.







Operating throughout the UK

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