

Managing 90,000 homes safely:

How Rendall & Rittner replaced generic contractor vetting with robust, risk-based pre-qualification

 **RENDALL & RITTNER**

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A SafeContractor Case Study

Managing 90,000 homes safely: **How Rendall & Rittner replaced generic contractor vetting with robust, risk-based pre-qualification**



The customer needed:

to protect residents, meet ESG and procurement compliance goals, and satisfy demanding housing association stakeholders.

We gave them:

watertight risk-based contractor oversight and control, and central visibility of their whole contractor network - empowering them to confidently expand.

The result:

- Contractor compliance increased to over 85%, creating a more consistent, reliable supply chain
- Rendall & Rittner were able to manage a larger property portfolio without adding extra in-house compliance resource
- A stronger, evidence-led compliance record, giving residents greater confidence in safety standards
- A simpler, more credible way to evidence ESG performance across the supply chain, including modern slavery, waste and carbon



**Generic questionnaires
were not cutting it.**

**Vanessa Brandham,
Health & Safety Director**

The Customer's Story

Rendall & Rittner oversees **90,000** homes nationwide – where resident safety, ESG excellence and efficient procurement make contractor compliance non-negotiable.

Rendall & Rittner is one of the UK's foremost residential property managers. Over a 35-year track record the company has grown to oversee 90,000 homes nationwide, from prime London towers to large mixed tenure estates across the Midlands and the North.

A voluntarily regulated business, it is a member firm of RICS and a member of The Property Institute, and also works closely with the British Safety Council. The business partners with freeholders, developers and several G15 housing associations. Resident safety, ESG excellence and transparent, efficient procurement sit at the heart of its operating model.



Vague contractor vetting, inefficiency, risk

THE CHALLENGE

To protect residents, meet ESG and procurement goals, and satisfy the demanding legal requirements of housing association stakeholders, Rendall & Rittner's contractor supply chain processes needed more rigour and control. As the portfolio expanded, Health & Safety Director Vanessa Brandham spotted three converging pressures:

1. Stricter building safety regulations demanded watertight contractor oversight.
2. G15-level ESG commitments required hard evidence of ethical and sustainable practices.
3. Procurement teams needed a faster, clearer way to identify the right contractor for each job.

With hundreds of specialist trades, from façade remediation experts to landscapers, the business didn't have a single, credible benchmark.



Generic pre-qualification questionnaires are not relevant or detailed enough for the jobs at hand and that meant there was room for continuous improvement in our supply chain process.

Vanessa Brandham,
Health & Safety Director



Vanessa continues...

Each contractor brought a unique risk profile. Some worked at height. Others carried out higher risk activities such as hot works. Procurement teams found it difficult to confidently assess their readiness without a clear benchmark. Property managers often didn't know which contractors were appropriately certified and which were not. These inefficiencies were creating unnecessary risk and couldn't continue as the business grew. A solution had to be found.

Comprehensive, risk based, expert-led pre-qualification

THE SOLUTION

Rendall & Rittner chose to partner with SafeContractor.

At once, one size fits all tick box vetting evolved into - tailored questionnaires aligned to each contractor's trade, size and risk profile.

Dynamic question sets that go beyond the standard SSIP questions covered health & safety, insurance, modern slavery, anti-bribery, GDPR and environmental impact - all verified by more than 60 in-house SafeContractor auditors who coach contractors through the process and help fill any gaps.

To improve visibility, the SafeContractor platform gives property managers at a glance visibility of every contractor and their live risk status, and the certainty that everyone is pre-approved, up to date with their insurance and good-to-go in regulated areas.

And when new contractors have to be found, Rendall & Rittner now have more than **40,000+ contractors** to call on, whenever they need them.



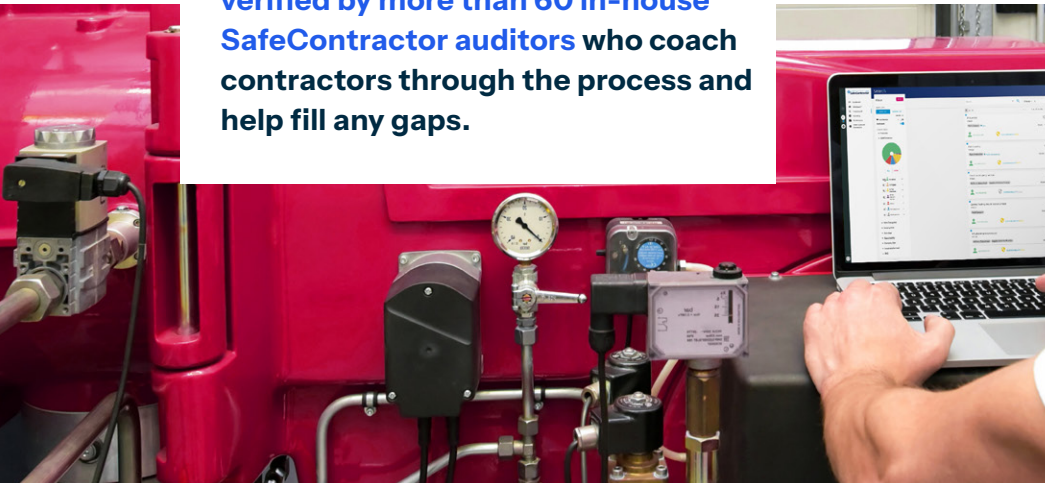
The fact that SafeContractor certify contractors for the specific type of work they do and how they do it made them very appealing to work with.

Vanessa Brandham,
Health & Safety Director



Some providers offer a tiered system with different levels of health and safety certification, but this can be confusing for our property managers as it is not clear which contractors have which levels of accreditation. We wanted to standardise our process nationwide.

Vanessa Brandham,
Health & Safety Director



From Compliance Requirement to Strategic Advantage

RESULTS & IMPACT

Through partnership with SafeContractor, Rendall & Rittner turned compliance into a genuine strategic advantage, and enabled them to keep an iron grip on contractor quality, however the business grows. The business has:



Expanded from 60,000 to 90,000 homes



Faster regional expansion, with immediate access to a pool of certified local contractors who already meet Rendall & Rittner's minimum safety benchmark



Given property managers fast and reliable certainty that a contractor is fit for purpose



Strengthened resident safety assurances through consistent, transparent standards



Demonstrated credible ESG performance across modern slavery, waste, carbon and governance



SafeContractor provides confidence at every level. It helps us protect our residents, support our property teams, and grow the business safely.



With SafeContractor, we've gained visibility, confidence and consistency across our supply chain. That's vital when you manage tens of thousands of homes.

Why this matters to you

Housing associations and large residential landlords all face the same pressures; compliance with the Building Safety Act 2022, growing targets, compliance reporting, and tight budgets.

Rendall & Rittner's story shows how a genuinely risk-based pre-qualification process can protect residents and reputation while unlocking procurement agility and ESG insight.

Their experience shows how collaboration between property managers and compliance partners builds safer, more transparent operations.



Ready to make compliance your strategic advantage?

Visit safecontractor.com or contact us to learn how we can help.