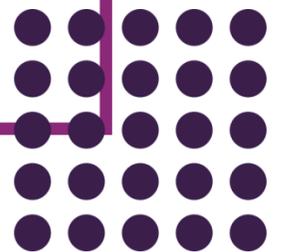




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2025 Directors' Feedback Survey

AVERAGE SIZED BLOCKS (16 - 21 UNITS)



A Word From The Directors

Of Jennings & Barrett



Joanna Bould, Managing Director



Richard Bould, Finance Director



Jonian Duka, Operations Director

This report summarises feedback from average-sized blocks (16–21 units) in our portfolio. Where very small blocks (under 10) do not typically have a named Property Manager, every block in this cohort does have a named Property Manager; therefore, the results here reflect the experience of our standard service.

Headline indicators are strong – from **very high satisfaction with their experiences of J&B’s overall service and teams, to their high levels of trust in their Property Managers**, combined with **our strong scoring in comparison to previous agents**. This suggests that our model compares favourably in the market.

Given the relatively small sample size of this segment, the results should be interpreted as directional rather than statistical; however, there are some constructive signals to investigate – contractor scoring is lower than our team’s scoring. Whilst we have limited control over this, we can examine how we follow up with Directors after contractors have completed their works and provide this feedback to the contractors who have attended their sites.

In addition, one written comment was disappointing to read against the rest of the report, so we’re looking at how we can improve our staff’s day-to-day experience, training and internal processes to prevent seeing similar comments in the future.



Contents

In April 2025, we took a step that was a little bit scary – we actively wrote to the Directors of our Property Management services and asked for their opinions on our service. To our knowledge, this is the first time Jennings & Barrett have done this in our 115 years in business.

Of the 339 Directors that we work with across our portfolio of 229 blocks, 61 Directors responded, representing a total of 41 developments. Some properties had responses from more than one Director. Some of these cases have provided us with fascinating insights into the altering perceptions people have of the same service.

We've collated responses into several reports. **This report provides analysis from clients representing blocks between 16 - 21 units.** If you haven't seen our whole portfolio report, you can [access that here](#).

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Written Comments

Survey Design

Directors of Management Companies across our block and estate management portfolio were requested, via email, to complete a 15-question survey relating to our management services. We offered a prize draw of a £200 voucher to incentivise uptake.

The majority of questions asked for ratings on a scale of either 1-5 or 0-10:

- 1-5 scale questions are generally easier to answer, and we wanted
- 0-10 scale questions follow market research conventions where applicable.

Following receipt of the first three responses, we realised that these numbers alone weren't easy to understand without some context. We therefore added a "long text" question at the end of the survey to enable Directors to provide written comments.

The survey was open for 28 days. After closing, Jennings & Barrett's Executive Team used an online random result generator to select five winners for the £200 voucher.



Respondent Information



20%

Of the small-to-medium blocks managed by J&B are represented within this report.

10%

Of the survey respondents, ~10% of Directors were within this cohort.

Experience Ratings

As a category, small-to-average sized blocks are highly satisfied with the service that they receive from Jennings & Barrett, and are highly likely to recommend us to a friend or colleague.



How likely are you to recommend J&B to a friend or colleague?

8/10

Please rate your overall experience of J&B in the past 12 months:

8/10

How would you rate your overall experience with J&B's Property Management team?

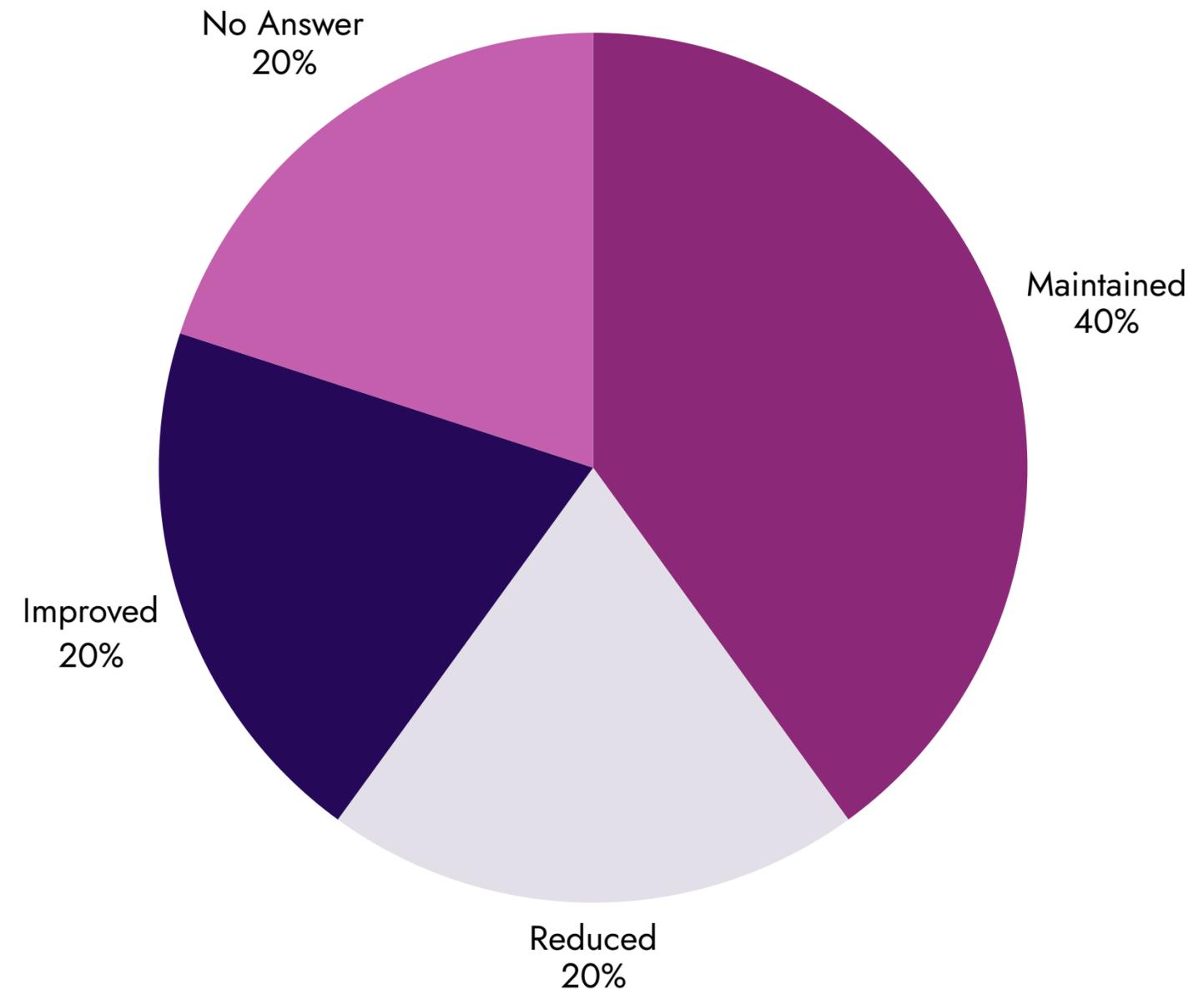
4/5



Service Quality Over Time

We asked Directors: "Since you first became a client of Jennings & Barrett, do you believe service quality has improved, maintained, or reduced?"

60% of this segment report that the quality of their service has maintained or improved since they first became a J&B client/ 20% of respondents from this client segment believe that service quality has declined since their onboarding; however, this represents 0.5% of the overall portfolio of blocks within this size category.



Specific Team Experiences

We asked clients to rate their level of trust in their Property Manager, as well as their experiences of our Accounts and Legal Support teams, on a scale of 1-5.

Average-sized blocks rate their experiences with their Property Manager and J&B's property management supporting teams highly.



4/5 Trust level in
Property Manager

4/5 Accounts
Team Experience

4/5 Legal Support
Team Experience





Contractor Experiences

We asked clients to rate their experiences of contractors used on their developments over the past 12 months on a scale of 1-5.

Average-sized blocks gave their Contractor Experiences an average of three out of five. We examined this score across cohorts, performing a scatterplot analysis - there is little to no relationship between block size and contractor satisfaction. A more detailed analysis would be required to understand this rating fully.

3/5

Contractor Satisfaction



Comparison to Other Agents

We asked clients to rate us between 0-10 in comparison to their experiences of previous Managing Agents for a range of service quality measures (0 being much worse than previous experiences, 5 being the same as previous experiences, and 10 being much better than previous experiences). The service quality measures that we asked clients about were ...*

**A quick note: We did not provide these definitions or reasons to those taking the survey, instead allowing them to apply their own interpretations to the meaning. We may reconsider this for 2026's survey to ensure that analysis is as accurate as possible.*

Value

We focus on our achievements when it comes to providing clients with better value when we talk to new potential clients about taking on their management – We aimed to find out if clients reported the same sentiment: That J&B's experience, expertise, and professionalism provide them with better value than other Managing Agents have (or can).

Responsiveness

Just as ensuring that you find good value for your clients, and make significant progress towards delivering their long term goals – it's also necessary for any Managing Agent to have an effective reactive service. A reactive management service can help minimise damage that's occurring, keep residents safe in emergencies, and maintain comfortable conditions throughout the year. As a Local management company, we wanted to know – does that locality make our service better?

Level of Trust

For the past 115 years, J&B employees have been told that our business is built “on strong relationships, entrenched by mutual trust”.

Service Delivery

It's common that progress towards achieving the longer-term aims of Management Companies can be stalled by a number of variables – these frustrate our team, as well as our clients and their Leaseholders. We thought it was important to understand how our clients perceive our service delivery, and create this baseline for continued measurement.

7/10

Value

compared to previous Agents

7/10

Service delivery

compared to previous Agents

8/10

Responsiveness

compared to previous Agents

8/10

Trust level

compared to previous Agents



Comparison to Other Agents

Matching their high satisfaction levels, average-sized blocks believe that J&B provides better services than previous agents they have experienced, with extremely high levels of responsiveness and trust.



What's Next For Average-Size Blocks?

Whilst we were happy with the scores provided within this analysis, we are aware that the small size of this segment means that these results need to be taken with some level of scepticism, as the sample size is not statistically significant.

The 2026 survey will investigate alternative promotion methods to increase the number of participants in this category. We will also consider whether it would be more effective to combine this category with medium-sized blocks.



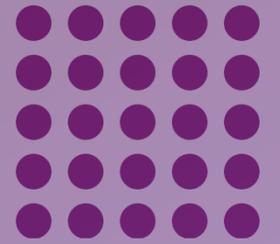
Written Comments

Comments from this audience are as follows:

“Contractor score was low because bay window works took a lot longer than they should have.”

“I’m very happy with every relationship I have with J&B”

“Jennings and Barrett use to be very professional. When you call staff they have an attitude and are not helpful and dismissive and you have to chase up enquiries.”





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