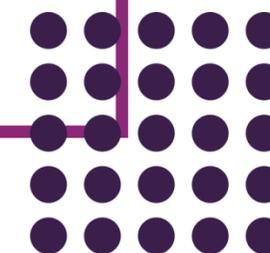


Est. 1910

2025 Directors' Feedback Survey

LARGE ESTATES - OVER 100 UNITS



A Word From The Directors

Of Jennings & Barrett



Joanna Bould, Managing Director



Richard Bould, Finance Director



Jonian Duka, Operations Director

The responses from this survey provide an invaluable insight into how Jennings & Barrett is performing across our portfolio of large estates — communities where management complexity, scale, and resident expectations are all elevated. The results show a resoundingly positive picture: **exceptional trust in our Property Managers, strong satisfaction across all departments, and continued recognition of our value, responsiveness, and service quality compared with other agents.**

We are particularly encouraged to see that **over 80% of respondents believe our service has improved or maintained its high standard over time** — a testament to our team's commitment, professionalism, and personal accountability. These results reaffirm our belief that large estates thrive when relationships between Directors, residents, and managing agents are rooted in trust, transparency, and shared objectives.

At the same time, we recognise that feedback is not just about celebration, but about growth. Where Directors have shared constructive insight, we are using it to strengthen communication, refine expectations during onboarding, and continue delivering a consistent, sustainable standard of service across every estate we manage.



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 large estates (over 100 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



50%

Of J&B managed blocks over the size of 100 units provided feedback.

103

Average unit size represented by respondents

Experience Ratings

As a category, Large Estate clients represent one of our most satisfied groups, reporting extremely high likelihood of recommending J&B and fantastic service experience ratings.



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:

9/10

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

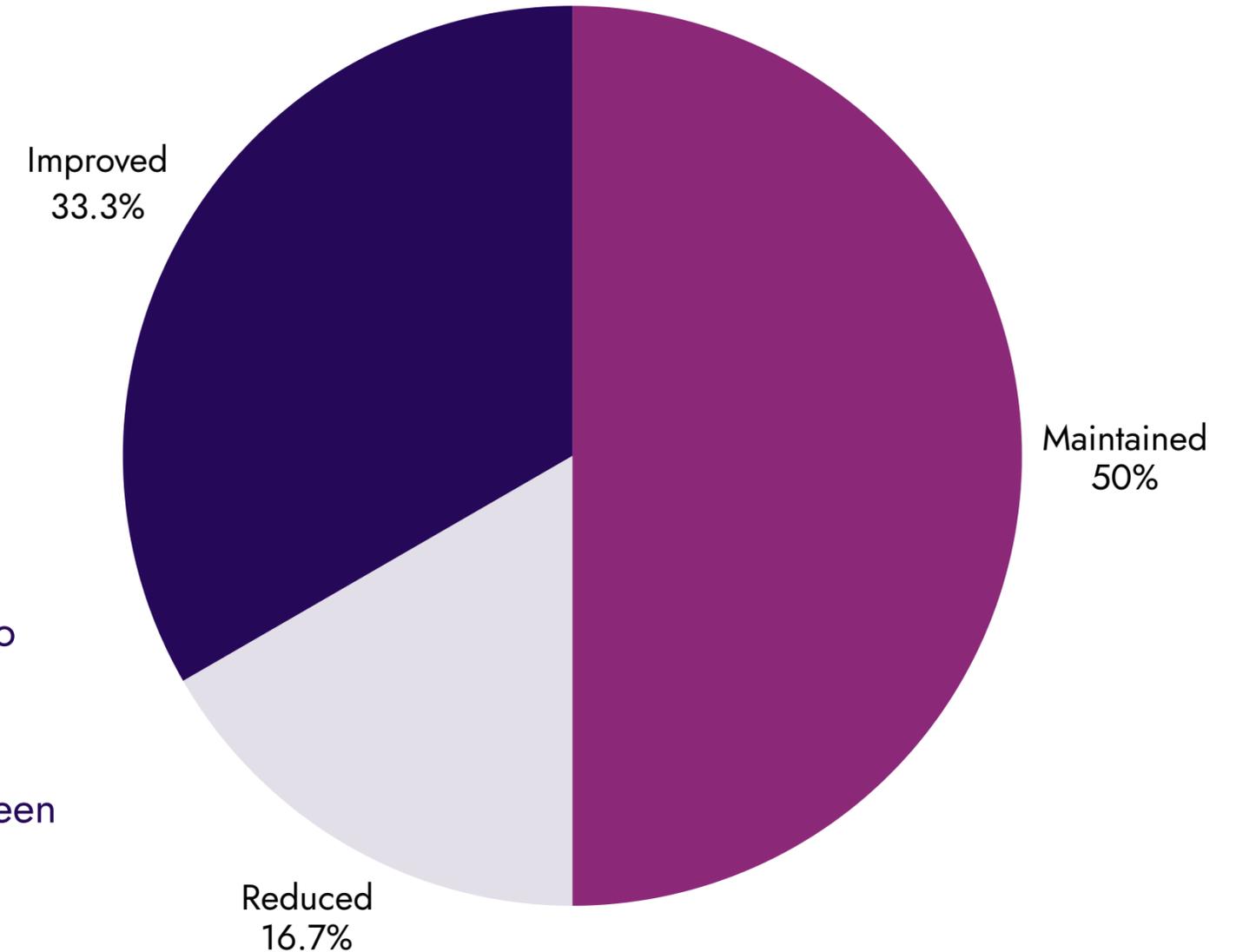
5/5



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?”. Overall, over 83% of clients within this cohort believe that our service quality is at its highest level ever – an extremely encouraging result – especially as we’ve been managing one of those blocks for over 50 years!

Of the respondents who replied “reduced”, overall trust in their Property Manager remains high, as does scoring against previous agents. Further investigation into this is pending, but it may indicate a resource-intensive and highly focused onboarding experience, exposing areas where we may be failing to set expectations adequately at this stage in order to create a sustainable experience over time.



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.

Large estates are highly satisfied with the wider J&B team and trust their Property Managers implicitly.



5/5 Trust level in
Property Manager

4/5 Accounts
Team Experience

5/5 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.

Large Estates told us that they're extremely pleased with the services they have experienced.

4/5

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.

9/10 **Value**
compared to previous Agents

9/10 **Service delivery**
compared to previous Agents

8/10 **Responsiveness**
compared to previous Agents

9/10 **Trust level**
compared to previous Agents



Comparison to Other Agents

Large estates find Jennings & Barrett to be exceptionally better in comparison to their previous experiences with other Managing Agents, on all questions asked.

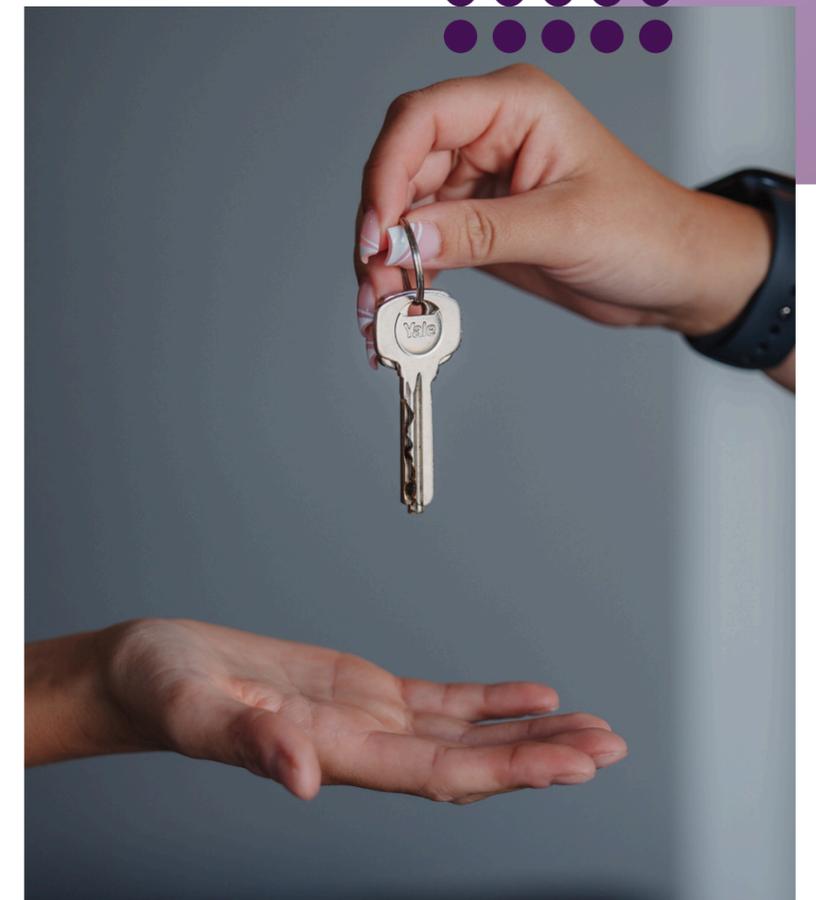


What's Next For Large Estates?

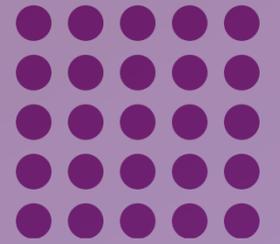
The focus for this cohort will be on maintaining our service levels. Directors of large estates will, like the rest of our Block and Estate Management portfolio, benefit from greater levels of oversight that our upcoming Management Tracker will provide. This will help them to see progress without needing a J&B staff member to create bespoke reports for them upon request.

We are also exploring the development of our services. Some estates within this cohort are high-rise residential buildings, and so 2026 will see the launch of their Resident Engagement Strategy platforms. Other blocks will be aware of our new on-site staff resources, enabling them to better appreciate the value of on-site staffing and establish a structure to facilitate compliance monitoring.

We're also exploring ways to enhance staff training and experience, leveraging technology to foster consistency and create additional resources that focus on building even stronger relationships.



Written Comments



Comments from this audience are as follows:

I appreciate J&B's responsiveness to our urgent request. I do feel things can be improved in relation to the operational management of [The Development] but somehow, it is to do with the supplier/contractor constraints.

The name of this development was removed for the sake of privacy.



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