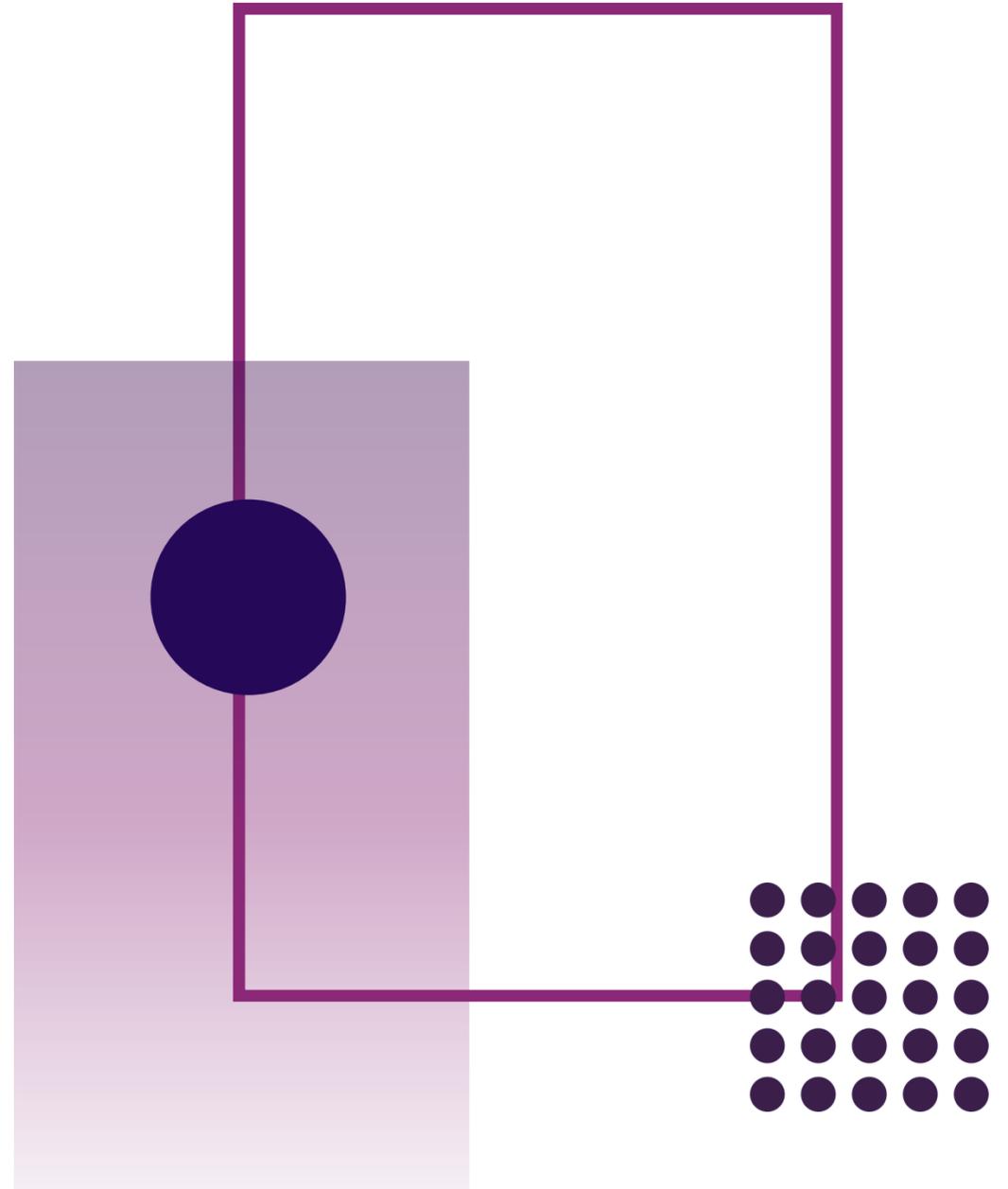




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2025 Directors' Feedback Survey

MEDIUM-TO-LARGE DEVELOPMENTS



A Word From The Directors

Of Jennings & Barrett



Joanna Bould, Managing Director



Richard Bould, Finance Director



Jonian Duka, Operations Director

The headline results for this cohort analysis of our Director's Feedback Survey 2025 are extremely encouraging. With Directors reporting a high likelihood to recommend Jennings & Barrett, a high-quality overall experience over the past 12 months, and fantastically rating their confidence in both their Property Managers and our block and estate management-supporting teams, we're overjoyed to have this empirical evidence of our effectiveness as management agents for medium-to-large developments.

We're especially pleased to see that 50% of directors report that our service quality has improved since their onboarding, with a further 40% stating that our quality has remained the same. We believe this means that, overall, we are delivering the best service we've ever delivered at scale, and are looking to where we can create more consistency within this. In addition, the competitive scoring - 8/10 across the board – tells us our focus on proactive management, transparent reporting, and relationship-led service is resonating

We've already announced our upcoming Management Tracker, which will give all directors a greater level of visibility over progress made towards their goals. More specific actions are detailed at the end of this cohort's report, and we look forward to progressing these in 2026.



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 medium-to-large developments (51 - 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



20%

Of medium-large developments in our portfolio responded to the survey.

19%

Of survey respondents were Directors of med-to-large developments.

75

Units is the average development size within this cohort.

Experience Ratings

As a category, medium-to-large developments are highly satisfied with their overall experience of Jennings & Barrett's block and estate management, relatively likely to recommend J&B to a friend or colleague, and have very high satisfaction with the wider team.



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

9/10

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

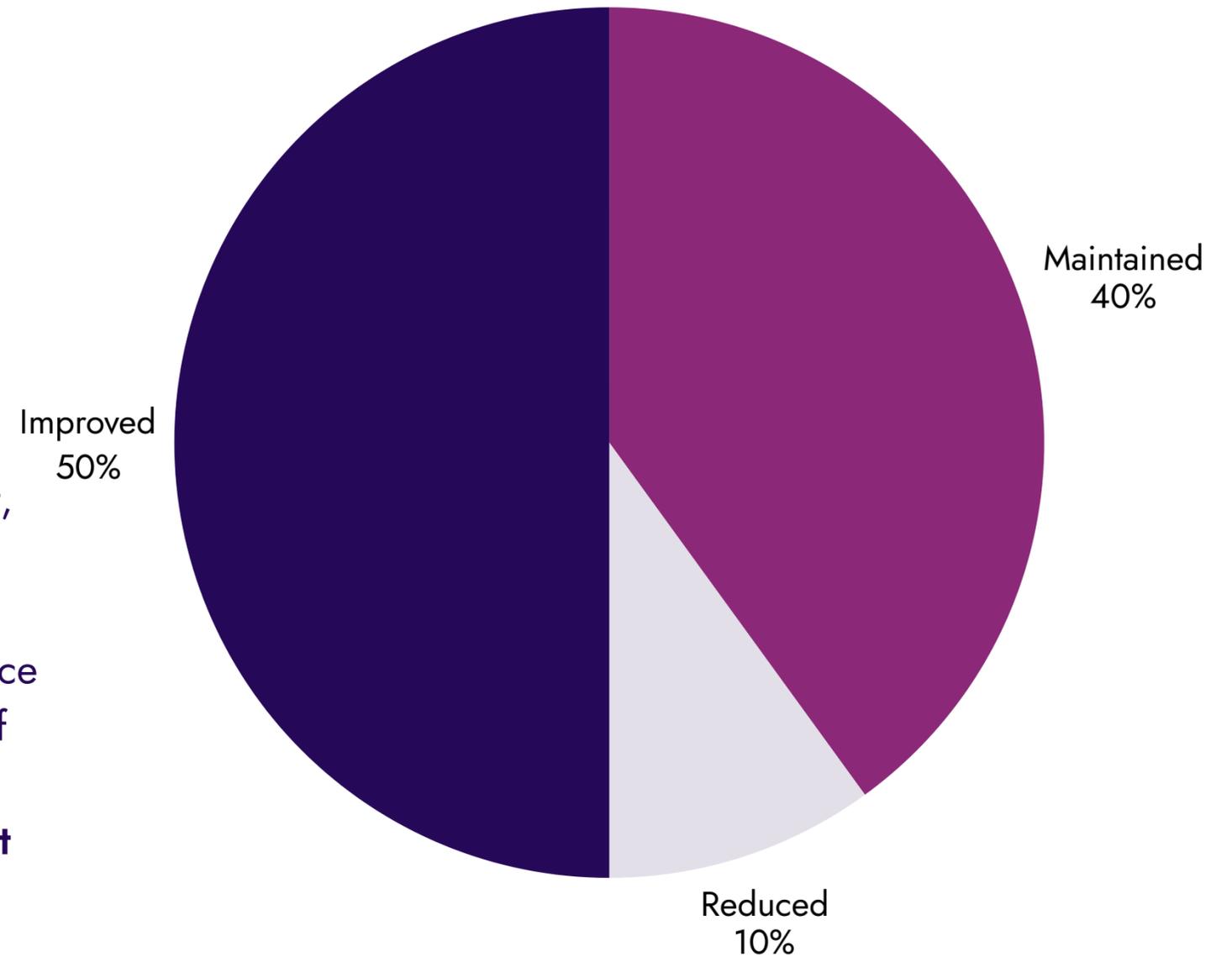


Service Quality Over Time

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

Medium blocks had the smallest share of Directors reporting that our service quality had reduced since their onboarding at 10%, with a massive 50% of Directors believing that J&B’s service has improved. **Altogether, 90% of Directors in this cohort believe our service is performing at its highest ever quality, in their experience.**

Of those blocks that responded “reduced”, other Directors from the same blocks have provided conflicting responses – showing the impact of personal perception and giving us ideas for addressing potential cases of mismatched expectation between what our services are, and what some clients believe our services should be.



Specific Team Experiences

Medium- to-large-scale developments report high-quality experiences from the wider J&B team when asked about specific functions.



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. Three respondents did not provide ratings for this question.

Medium-to-high blocks gave their Contractor Experiences a very high 4/5.

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.

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.

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

8/10 **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

Medium-to-large sized blocks find J&B's services to be much more effective – and more trustworthy – when compared to their experiences with previous agents.

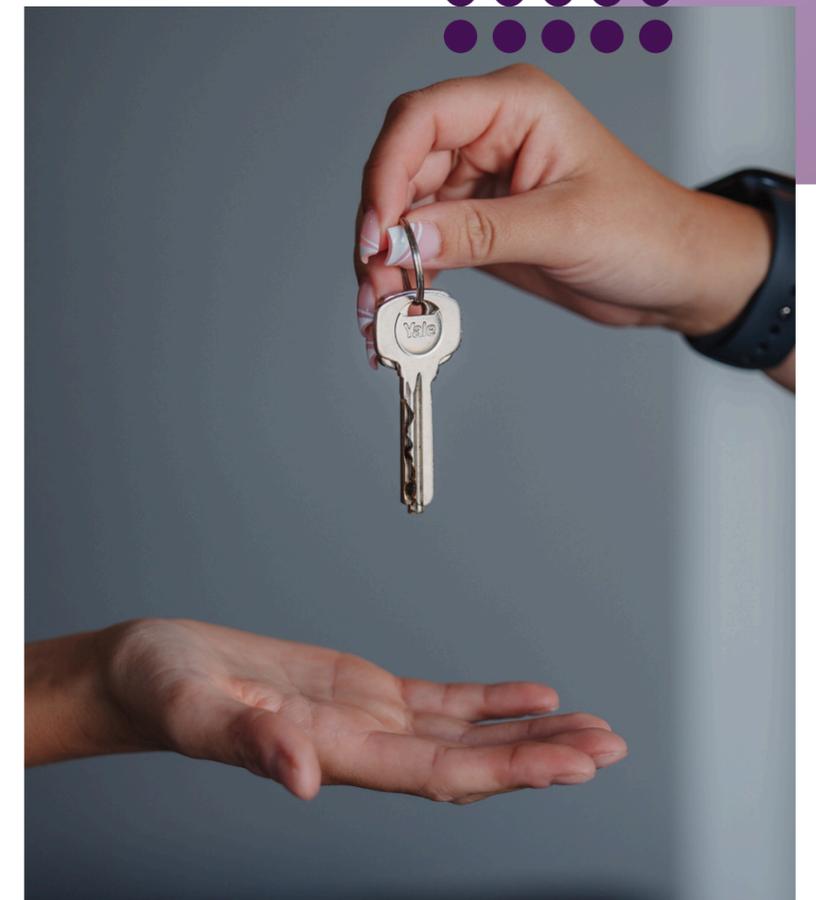


What's Next For Medium-Large Developments?

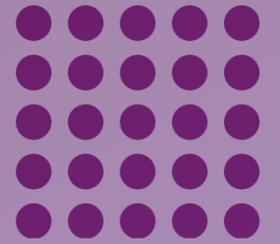
The focus for this cohort will be on maintaining our service levels. Directors of medium-to-large blocks will, like the rest of our Block and Estate Management portfolio, benefit from greater levels of oversight that our upcoming Management Tracker will provide. This will help them to see progress without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

We are also exploring the development of our services. Some blocks 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 have no method of comparison with previous property management as J&B have been present since I purchased my flat.”

“My wife and I and several other flats have investments and wide experience of management agents - we know what good looks like. My comparison is not just with previous managing agents which is not good.

The previous question should ask about comparison to other managing agents that we have dealt with.”

“Establishing a shared working document for the property would be highly beneficial in tracking progress, identifying achievements, and highlighting areas that require improvement. A Google Document, in particular, allows for real-time collaboration and continuous updates, making it easier to pinpoint areas that need strategic planning or reveal potential inefficiencies.

By regularly documenting tasks, updates, and contract performance, we can gain clearer insights into how effectively resources are being used. This visibility helps in evaluating the efficiency of service contracts tied to the property, enabling data-driven and timely decisions to enhance overall operations.”



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