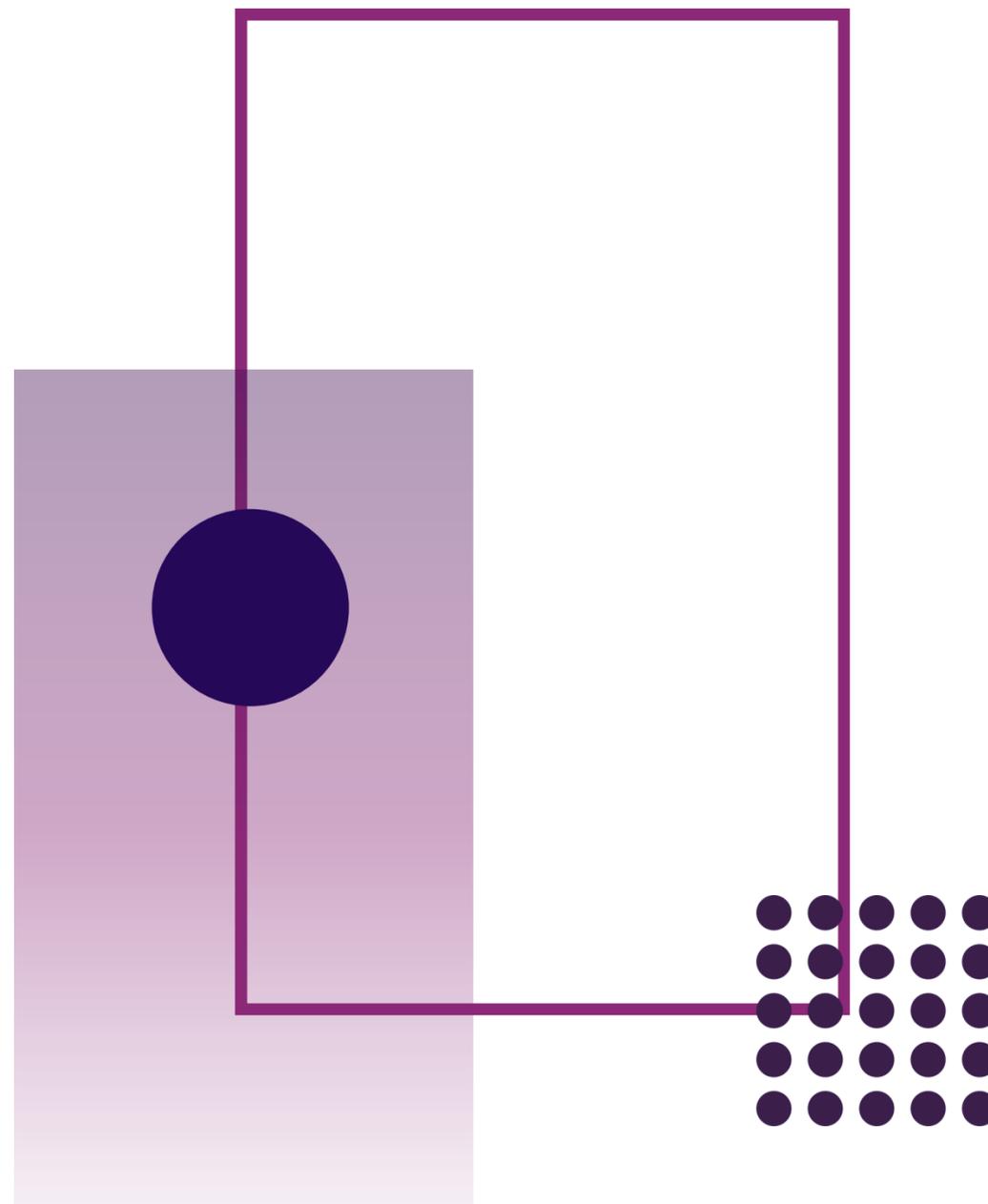


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2025 Directors' Feedback Survey

MEDIUM BLOCKS (22 - 50 UNITS)



A Word From The Directors

Of Jennings & Barrett



Joanna Bould, Managing Director



Richard Bould, Finance Director



Jonian Duka, Operations Director

At Jennings & Barrett, we've spent the past two years examining areas for improvement in our services. This feedback report represents a key milestone for our business - the creation of a baseline by which we can continuously measure delivery.

The responses from medium-sized developments reflect an extremely positive picture for our service model to blocks within this size, with **strong trust levels, consistent satisfaction across our Property Management, Accounts, and Legal teams, and very encouraging comparisons to previous managing agents.** We are particularly proud that **88% of respondents reported our service quality as either maintained or improved since their onboarding,** showing our commitment to providing a consistent and improving service.

That said, the feedback also highlights areas where we can refine our approach. The moderate contractor satisfaction scores and variation in overall experience ratings remind us that the consistency of external service delivery remains a critical focus. We've already announced our upcoming Management Tracker – we hope that this will improve next year's ratings for this area, as clients will gain better oversight of the work happening behind the scenes to ensure projects are completed on time and within budget.



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 sized developments (22 - 50 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



26%

Of medium blocks in our portfolio responded to the survey.

14%

Of survey respondents were Directors of medium blocks.

33

Units is the average development size within this cohort.

Experience Ratings

As a category, medium developments are moderately to 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?

7/10

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

7/10

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

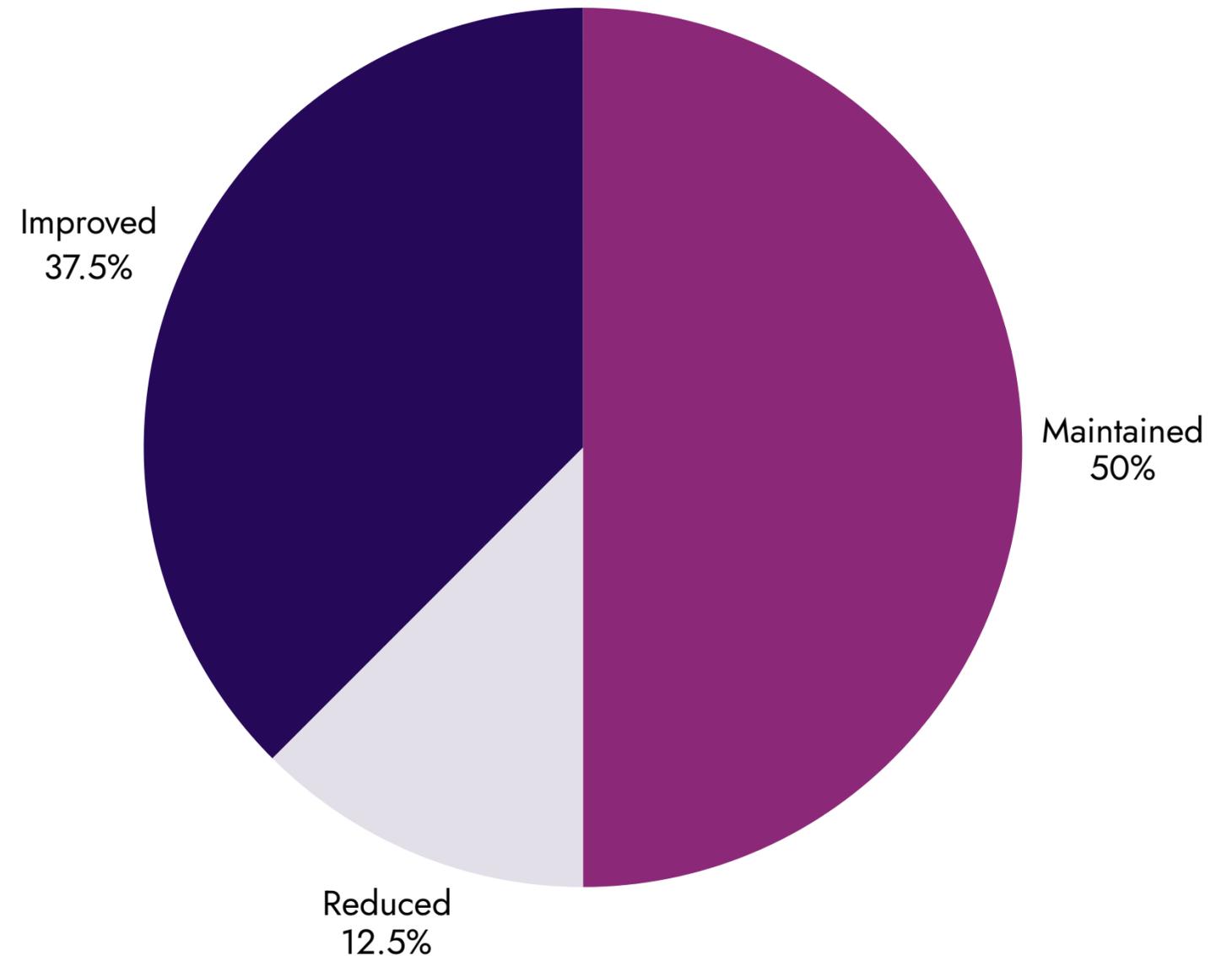
4/5



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?"

Just under 88% of Directors of medium-sized developments believe that our team are providing our best ever level of service.



Specific Team Experiences

When asked to score our overall service experience against 10, the ratings provided fell within the moderate-to-high level. However, medium developments report high-quality experiences from the wider J&B team when asked about specific functions – this may suggest that something else is preventing their experience scores from tipping into the highly satisfied end of the rating scale.



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 blocks reflect an average, moderately satisfied rating for their contractor experience, although the cohort segment was slightly less satisfied than the rating provided for contractor experience, compared to the average for all responses.

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.

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-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 Blocks?

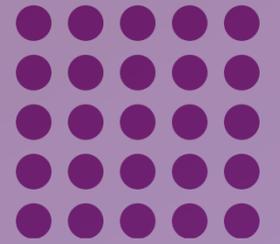
The responses of this cohort made for an interesting analysis, with some discrepancy being noticeable between the moderate-to-high scoring for overall J&B experiences, versus the very high specific team scores. This suggests there may be some work to do at a brand level.

Focus for this cohort will be on maintaining our service levels, though directors of medium 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 them. This will help them to see progress without needing a J&B staff member to create bespoke reports for them upon request, and hopefully increase their overall J&B experience score and recommendation levels in coming years.

Some blocks within this cohort are high-rise residential buildings, and so 2026 will see the launch of their Resident Engagement Strategy platforms. It is therefore likely that the 2026 feedback survey questions will be segmented to include a question about the Resident Engagement Strategy Service for relevant clients.



Written Comments



Comments from this audience are as follows:

“The lower rating for management is due to our manager having to go into the hospital, understandably. However, her replacement was not responsive. None the less, [A Director of J&B] was overseeing & intervened with communications very effectively. Now, our manager is back in the driving seat I am confident we will go from strength to strength”

“I had no experience with any other managing agent for this property, although I have with other properties”

“We started our relationship with great hopes and have been frank regarding the challenges we faced. So far completion of key tasks (e.g. preparing annual budgets, collecting service charges, getting quotes) are either being delayed or not completed. We are in dispute regarding additional charges when the overall service has been of low quality. Overall, rather disappointed but hopeful that this will be addressed in the months to come.”

“Working as a team!”

Notes: We have removed a name from the written comments. No other edits have been made. All comments received by this cohort have been published here.



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