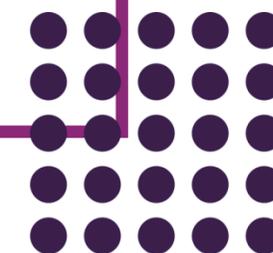




Est. 1910

2025 Directors' Feedback Survey

SMALL BLOCKS



A Word From The Directors

Of Jennings & Barrett



Joanna Bould, Managing Director



Richard Bould, Finance Director



Jonian Duka, Operations Director

We were expecting scores from this cohort of clients to be on the lower end, due to the alternative service structure that they receive. We believe that we are honest about the constraints that come with managing small blocks: a lack of economies of scale means that the fundamental tasks related to their management consume a greater proportion of resources compared to larger blocks, and to provide a similar service to large developments would vastly increase the service charges that they pay – **we're proud of providing better value than competitors.**

Whilst we were not surprised that the analysis shows that Small Block Directors have the lowest satisfaction levels out of our client base, we were still pleased that scores show **moderate satisfaction levels overall**, and, as reflected in other cohorts, **we continue to rate highly compared to their previous managing agents.** Additionally, we don't want to ignore that the number of responses received from this cohort is small in proportion to the number of blocks we manage within this size. Whilst this may also mean we need to look at survey promotion methods for 2026's survey, it could also suggest that the group as a whole is largely satisfied with our service.

These results provide us with useful baselines to help us target improvements – we're encouraged by findings that **71% of Directors in this cohort report that service quality has maintained or improved** since their onboarding, giving us a stable foundation to build upon.

We hope that the publication of this report also provides reassurance to this cohort around our dedication to transparency, professionalism, and continued strives towards improving our service.



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 under 15 units.** If you haven't seen our whole portfolio report, you can [access that here](#).

[Pages 4 - 5](#)

Small Blocks in Context

[Page 6](#)

Respondent Information

[Page 7](#)

Key Statistics

[Page 8](#)

Service Quality Changes

[Page 9](#)

Team Experiences

[Page 10](#)

Contractor Experiences

[Pages 11 - 12](#)

Comparison to Previous Agents

[Page 13](#)

What's Next for Small Blocks?

[Page 14](#)

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.



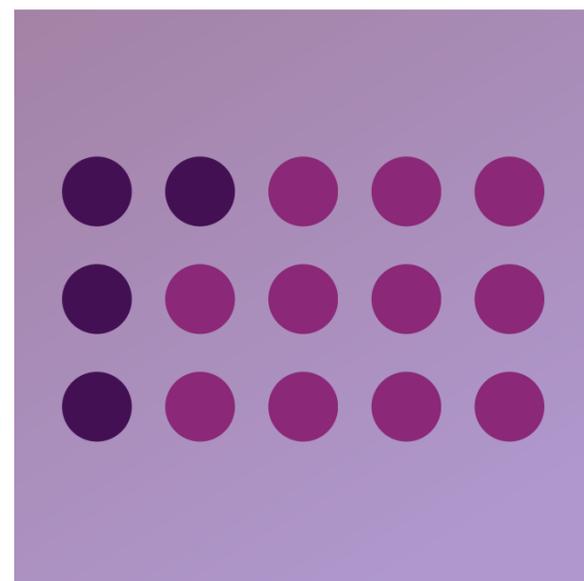
About The Category: Small Blocks

Small blocks receive a different service from J&B to other sizes. Blocks under 10 rarely get a “named property manager” or a dedicated Property Management Team.

Where they do, it is due to complex issues or large major works projects requiring coordination. These are often given to junior PMs who receive support from a more experienced PM.



15 units is the average block size in London.



8.2 units is the average block size from respondents.



Economies of scale affect service resources for small blocks.

Respondent Information

The small block category had the highest proportion of survey responses – this was not surprising to Jennings & Barrett, due to the challenges that come with delivering their Managing Agency services.



14%

Of small blocks in our portfolio responded to the survey.

54%

Of survey respondents were Directors of small blocks.

Experience Ratings

As a category, small block clients represent our least satisfied group. Average scores suggest that their experiences are generally positive, but with room for improvement. That being said, small blocks still gave us high scores in questions that asked for comparisons to previous agents.

Blocks under the size of 10 do not get a named property manager, showing how important a Property Manager's ownership and advocacy is within our business to overall experience for clients.



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

6/10

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

6/10

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

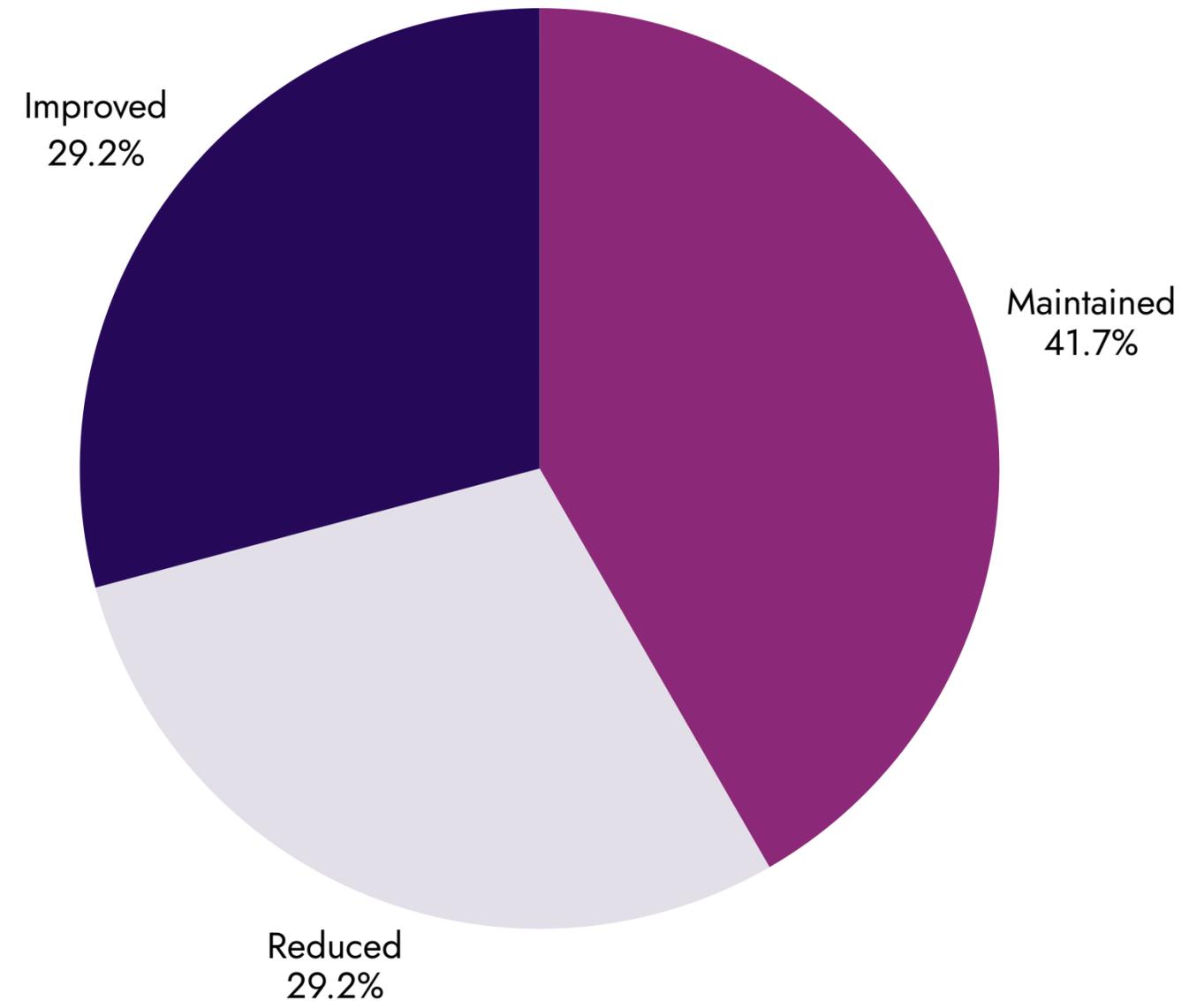
3/5



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?”

Despite having lower satisfaction scores than other categories, just under one-third believe that our services have improved, while the majority believe they have maintained the same level.



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.

Whilst small blocks still had high levels of trust in their Property Manager, their perception of service quality from the Accounts and Legal Support teams were reduced in comparison to other categories.



4/5 Trust level in
Property Manager

3/5 Accounts
Team Experience

3/5 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. At 3/5, smaller blocks gave lower ratings than the average provided across 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.

7/10 **Value**
compared to previous Agents

7/10 **Service delivery**
compared to previous Agents

7/10 **Responsiveness**
compared to previous Agents

8/10 **Trust level**
compared to previous Agents



Comparison to Other Agents

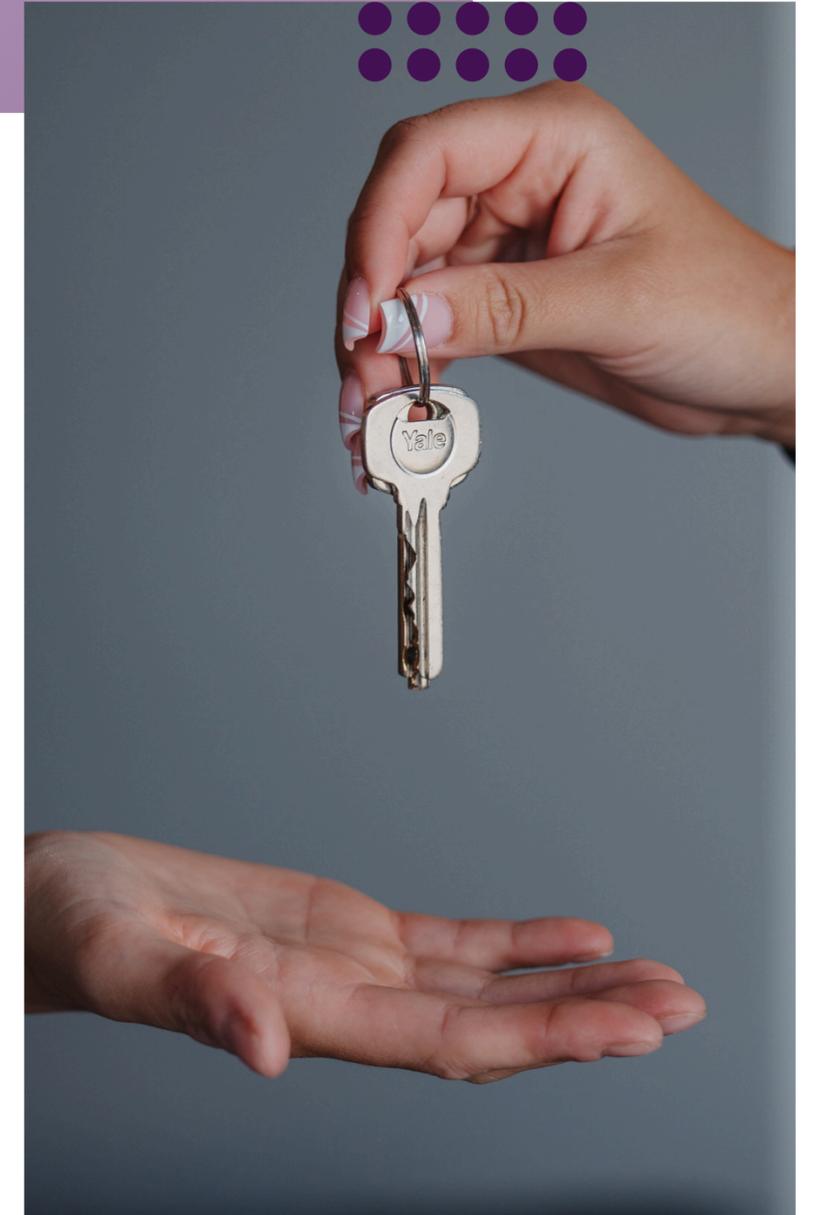
Despite having lower levels of satisfaction in their service experience from J&B as a category of clients – Small blocks continue to rate our services highly when comparing them to other agents.



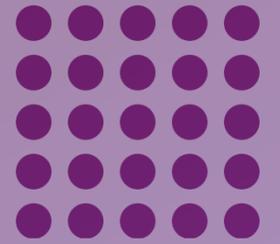
What's Next For Small Blocks?

As a result of this survey, Jennings & Barrett are revising their Small Block service model. Management agreements across this portfolio are currently being standardised to offer each block the same basic level of service, with the ability to opt for additional services where their boards deem necessary. We are considering offering a “premium” small block service for those blocks that feel they need the support of having a dedicated Property Manager.

We are also planning changes to our onboarding processes and Board support. We hope that will enable a better understanding of our role for Directors within this portfolio, which may also lead to improved satisfaction levels over time.



Written Comments



Comments from this audience are as follows:

"I dont feel like we're getting great service, and its been a real pain trying to get anything done, which as a director is already difficult because we have to agree amongst ourselves before we even ask to get action from a management company. That being said I dont feel like standards in the industry are particularly high, so I suppose I should be reasonably happy with the performance."

"I believe the residents are happy with J & B's performance since switching from our prior management company"

"Jennings and barret has been exceptional so far, anyone giving them a bad feed back I would seriously question because they have more then exceeded in my expectations, they've managed to get a very good price on a roof repair and the job went ahead as planned. Great job"

"Act on queries and problems quickly. There is lack of communication in the system"

"I would like to think that you would use my feedback even though it is not particularly positive but your question appeared to suggest that you would only use it if it was positive."

"I'd not dealt with a managing agent before moving into this development. I was disappointed with quality of service in the beginning but this has improved with new contact oner the past year or so. Budgets are better now - I don't think that previously the staff understood the development or that I was a freeholder only having services for joint external areas. This seems to work better now."



JENNINGS & BARRETT

Est. 1910

Property Advice You Can Trust.

www.jenningsandbarrett.co.uk