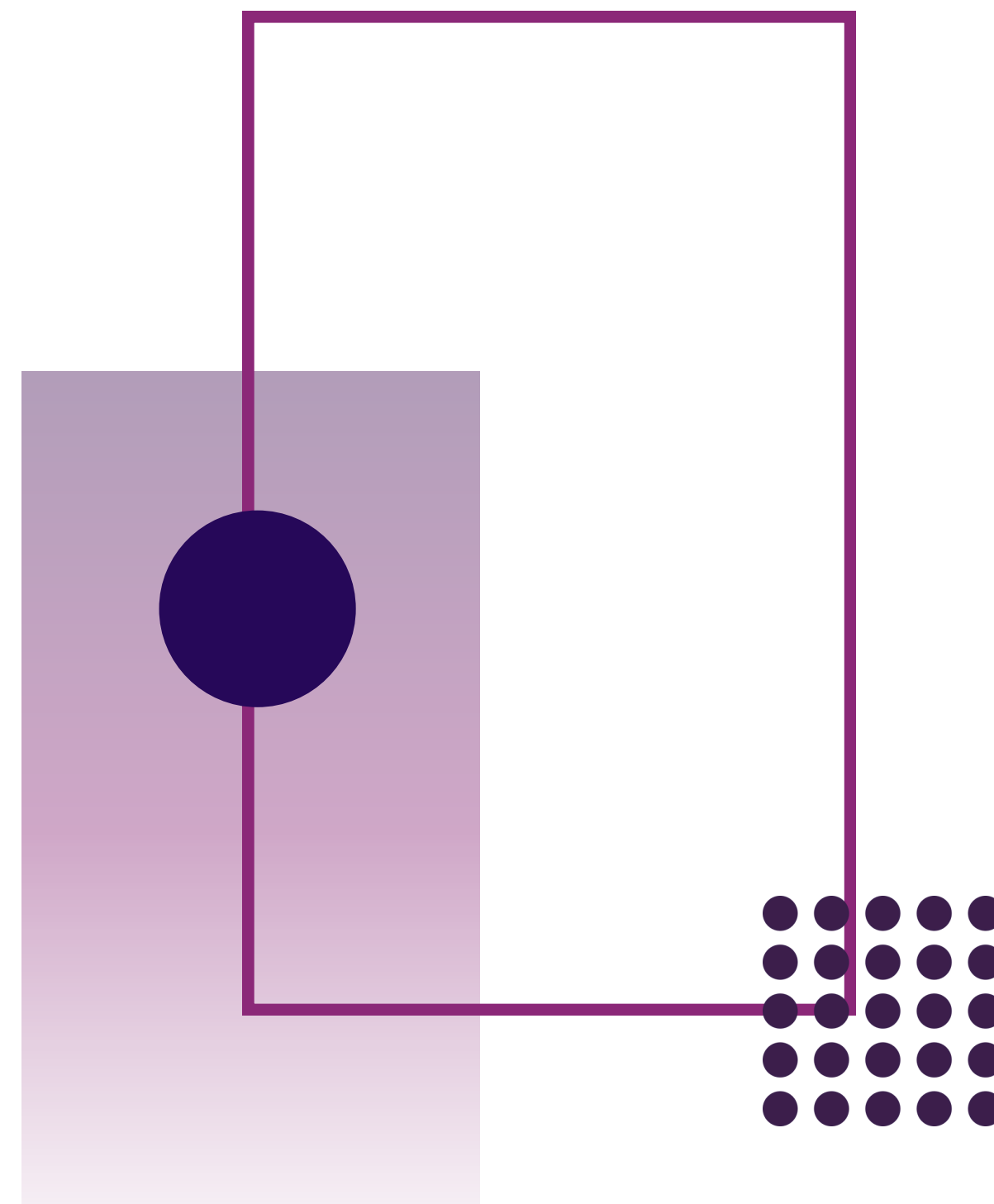




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# 2025 Director's Feedback Survey



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In April 2025, we did something we found a little bit scary – we actively wrote to Directors of our Property Management services and asked them for their opinions on our service.

Of the 339 Directors that we work with across our portfolio of 229 blocks, 61 Directors responded. A total of 41 developments were represented, and six of these were represented multiple times.

We've collated responses into several reports. This report shows the average scores and identifies themes from across our entire portfolio. The following reports show results from across "portfolio segments", which have been based on block sizes.

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# A Word From The Directors

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Of Jennings & Barrett



**Joanna Bould, Managing Director**

As Company Directors of Jennings & Barrett, we are pleased to present the findings of our 2025 Director Feedback Survey. This report reflects the views and experiences of our clients, who play a central role in shaping the way we deliver property management services.



**Richard Bould, Finance Director**

The survey was designed to provide us with honest, data-driven insights into what we do well and where we can look to improve. We are grateful to every Director who took the time to share their perspectives – both through ratings and written feedback.

The results demonstrate areas of real strength, with consistently high levels of trust in our Property Management Team and recognition of our ability to respond quickly in urgent situations. We were especially pleased to see positive feedback on cost savings, problem-solving, and the improvements we've made in budget management and compliance oversight.



**Jonian Duka, Operations Director**

At the same time, the survey highlights areas for further thought— particularly in consistency of service, contractor performance, and communication. These are challenges we take seriously. We have already begun implementing new tools and processes, including management trackers, compliance portals, and better feedback mechanisms, to drive improvements across our teams.

Our commitment is clear: to listen, to learn, and to act. This feedback will guide our strategy over the coming year, helping us to demonstrate greater value and develop stronger partnerships with the Directors we serve. We remain dedicated to building on our successes, addressing challenges head-on, and ensuring that Jennings & Barrett continues to be a trusted partner for residential management across our portfolio.

# Survey Design

Directors were asked to complete a survey of 15 questions relating to Jennings & Barrett's property management services.

The questions mainly asked them to provide a rating on a scale of either 1-5 or 1-10. Where 1-10 was used, this is to comply with conventions of market research and/or data analysis.

After receiving the first three survey responses, the team realised that the numbers alone weren't very useful without some context, so an open question was added at the end of the survey to enable Directors to provide written feedback.

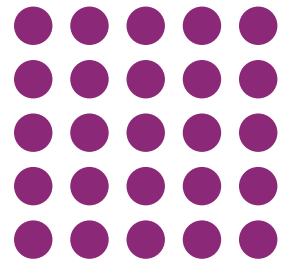
Directors were contacted by email about completing the survey, and a prize draw of one £200 voucher for a retailer of the winner's choice was offered to encourage participation.

The survey was open for 28 days. At the end of the survey, Directors opted to use a random generator to select five winners for the £200 voucher.



What we found out ...





# Overall Performance

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

7/10

We found that, overall, satisfaction was high, with some room for improvement.

Some segments of our portfolio provided better overall feedback than other segments – so we're looking at how we can improve this across the board.

Please rate your overall experience with Jennings & Barrett in the past 12 months:

7/10



# Satisfaction with Specific Teams / Services



Overall, clients feel that our teams perform very strongly and provide a high level of service.

Clients were also highly satisfied with the contractors used on their developments over the past 12 months.

4/5

How would you rate your level of trust in your Property Manager / Management Team?

4/5

How would you rate your experience with J&B's Accounts Team?

4/5

How would you rate your experience with J&B's Legal Support team?

4/5

How would you rate the contractors used on your property/development over the past 12 months?

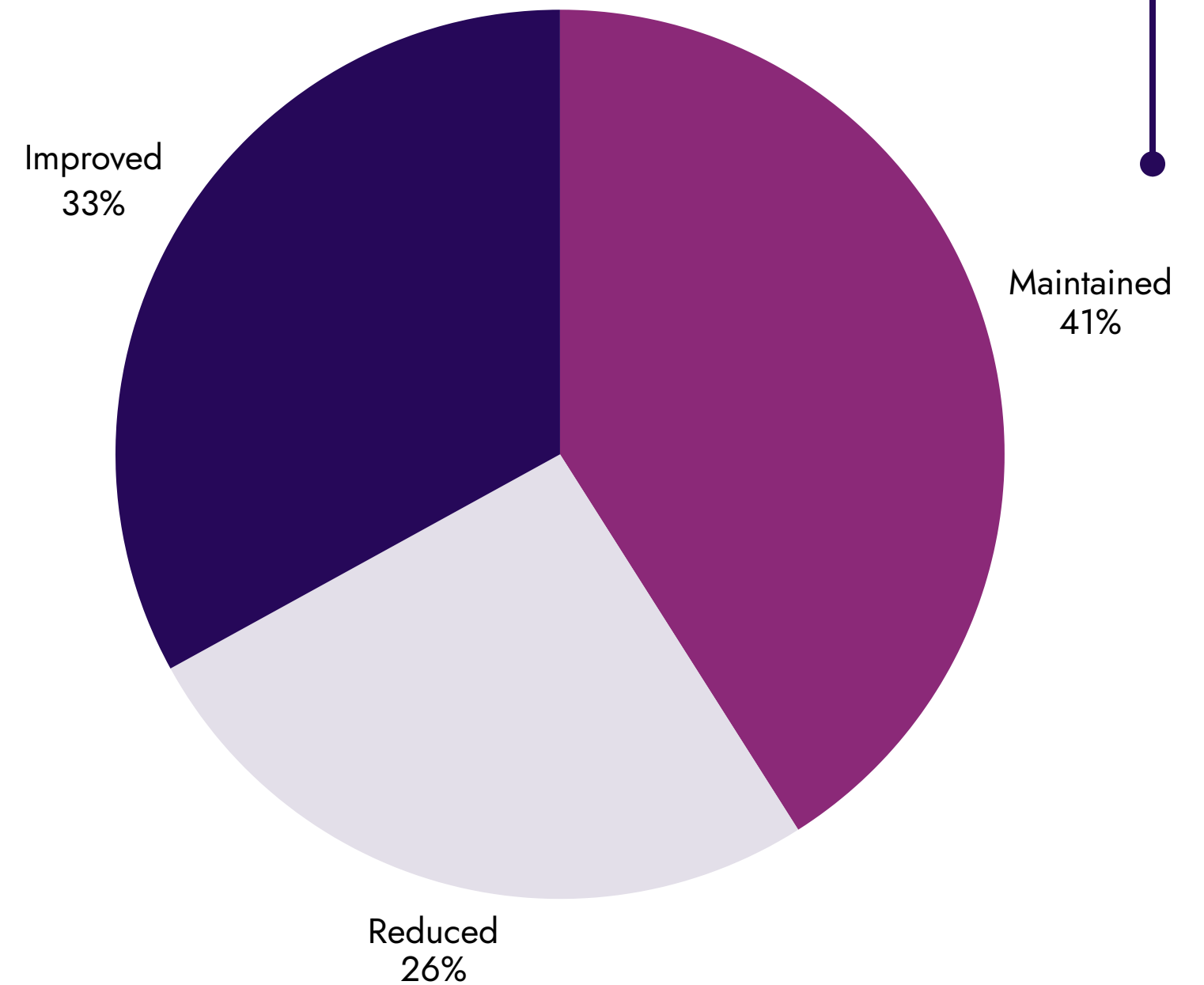


# Service Quality Over Time

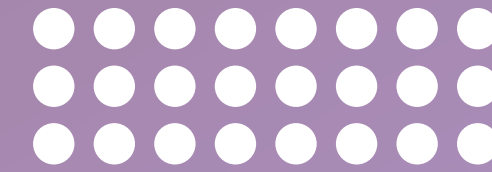
We asked Directors:

**“Since you first became a client of Jennings & Barrett, do you believe service quality has improved, maintained, or reduced?” - and we are pleased to see that 74% of clients believe we’re operating at our best ever level of service.**

Whilst the majority of respondents believe that our service has either maintained or improved since they first became a client, over a quarter of respondents believe that the service quality has reduced. Some blocks, represented by multiple Directors in the survey, gave conflicting responses to this question, highlighting the subjectivity inherent in this question.



# Competitive Performance



We asked clients to compare our service with that of previous managing agents for their developments, using a rating scale of 1-10.

We scored high across all elements, showing that Jennings & Barrett's services generally provide excellent value and are highly trusted compared to previous experiences.



## Value

How do we compare on value?

7/10

## Delivery

How do we compare on service delivery?

7/10

## Response Levels

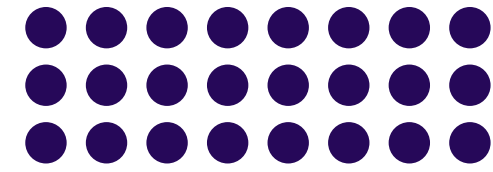
How do we compare on responsiveness?

7/10

## Trust

How do we compare on level of trust?

7/10



# Strengths Identified

After the first three responses were received, we added in an option for clients to provide written feedback at the end of the survey. Positive sentiments highlighted our **responsiveness** in urgent situations and our team's fantastic **problem solving capabilities**. Praise was received for achieving **cost savings** on repairs and projects. Where dissatisfaction had occurred, generally this was followed with a **quick resolution**. Other comments focussed on the **strong performances** of specific teams, as well as commendations made on **improvements noted in budget management** and **understanding of unique site needs**.



We are extremely  
**RESPONSIVE**  
during urgent situations.



We are  
**PRO-ACTIVE**  
at solving problems.



We provide  
**LOWER COSTS**  
on repairs and major works projects.

# Areas for Improvement

Despite generally moderately high scores being received, just under 26% of respondents believe that our overall service quality has reduced over time. It's true that the industry has recently undergone a large amount of legislative changes, combined with external economic and workforce pressures. Against this backdrop, we strive to provide a professional service, backed by efficiency, transparency, and offering value.

Comment themes for improvement were:

## CONSISTENCY

Directors of smaller blocks were most likely to criticise our response levels for non-urgent issues.

## CONTRACTOR PERFORMANCE

Some Directors felt that contractors were too slow to complete projects.

## TRANSPARENCY TOOLS

Suggestions were made for improving transparency, with one sceptic doubting we would use the negative feedback provided.



# Product, Process & Service Improvements



The feedback we received aligned with improvements we have already been working on for Jennings & Barretts. We hope that their implementation will help demonstrate our continued commitment to achieving greater levels of transparency, enhance our ability to be proactive, and prove value for money.

These are just a selection of the improvements we're making across the business to increase visibility, enable better teamwork, and keep delivering to desired timescales.



## New Management Tracker

We're currently beta-testing a new digital management tracker. It will ensure that Directors have continuous oversight of progress made against their block's priorities and be a key tool to use in Board Meetings.



## New Feedback Processes

We're looking at ways to create smoother client and leaseholder journeys, integrating more touchpoints and reporting.

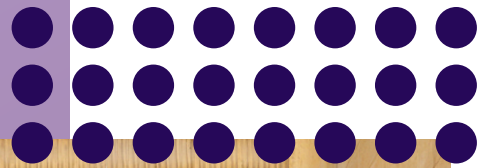


## Compliance Portal

Our new internal compliance portal enables staff to log tasks during site visits and inspections, while allowing senior management oversight of overall development compliance. This helps set priorities for development management.



# Closing Words



This exercise was completed by Jennings & Barrett's Operations Team, led by Operations Director, Jonian Duka. The Operations Team, along with Company Directors, Richard and Joanna, would like to express our thanks to everyone who contributed.

We are encouraged by the overall levels of satisfaction, the trust expressed in our Property Management Team, and the recognition of our responsiveness and problem-solving capabilities. At the same time, we take seriously the concerns raised around consistency, communication, and visibility and will be looking at how we improve these areas over the upcoming year.

The entire J&B team remains proactive, transparent, and accountable. The steps we are now implementing—such as the Management Tracker, compliance tools, and enhanced objective frameworks—reflect our determination to act directly on the feedback received. These initiatives will strengthen oversight, improve communication with Boards and residents, and deliver better value across developments of all sizes.

We recognise that our role is to serve as trusted partners to the Directors we work with, and that building long-term, effective relationships depends on listening and responding to feedback. This report marks not the end of the conversation, but the continuation of an ongoing dialogue with our clients. These findings will help to shape a stronger, more consistent, and more resilient service for the future.



# Comments Received



**No comments have been edited for clarity or removed due to negative sentiment. Where staff names have been mentioned, their names were deleted.**

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

“The lower rating for management is due to our manager having to go into the hospital, understandably. However, her replacement was not responsive. Nonetheless, [J&B Director] was overseeing & intervening with communications very effectively. Now, our manager is back in the driving seat I am confident we will go from strength to strength.”

“Working as a team!”

# Comments Received



**No comments have been edited for clarity or removed due to negative sentiment. Where staff names have been mentioned, their names were deleted.**

“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.”

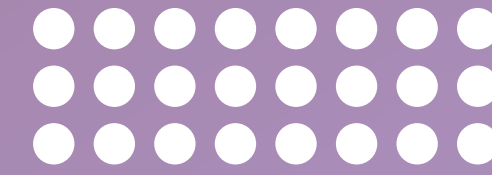
“Establishing a shared working document for the property would be highly beneficial in tracking progress, identifying achievements, and highlighting areas that require improvement. A Google Document, in particular, allows for real-time collaboration and continuous updates, making it easier to pinpoint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

“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.”

# Portfolio Segment Reports

We've analysed our Feedback Survey according to block size to provide greater insights into our services, demonstrating that we offer great value across the board for our management services.



## Small Blocks

Under 15 Units

- Trust in PM: 4/5
- Average rating in comparison to previous agents: 7/10

[Access The Report](#)

## Average-Size Blocks

16-21 Units

- Trust in PM: 4/5
- Average rating in comparison to previous agents: 7.5/10

[Access The Report](#)

## Medium Developments

22 - 50 Units

- Trust in PM: 4/5
- Average rating in comparison to previous agents: 8/10

[Access The Report](#)

## Medium/Large Developments

51 - 100 Units

- Trust in PM: 4/5
- Average rating in comparison to previous agents: 8/10

[Access The Report](#)

## Large Estates

Over 100 Units

- Trust in PM: 5/5
- Average rating in comparison to previous agents: 9/10

[Access The Report](#)



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