

CEJ Customer Satisfaction Survey 2022

Facts about the study

- Every two years, CEJ sends out a customer satisfaction survey to all customers.
- The survey was sent on March 18 and closed on May 4, 2022.
- 242 association customers and 128 professional customers - Danish and foreign - were invited to participate
- The response rate was 38% for associations and 33% for professionals.



Net Promoter Score - overall satisfaction

CEJ achieved the following good result in the survey, maintaining a strong position from the previous survey in 2020.

NPS	2022	2020
Associations	42,9	43,8
Investors	64,3	64,5

What is NPS? Net Promoter Score is a tool used to measure customer satisfaction and loyalty. The score shows how willing customers are to recommend a company to others.

A rule of thumb says:

- A score of -100-0 demonstrates dissatisfaction.
- The range from 0-50 goes from a good to a very satisfactory level for both positive recommendations and satisfaction.
- Over 50 is excellent.

Summary of qualitative reasons for the assessment

- High satisfaction with the permanent administrator or customer manager
 - Personal contact and quick reaction are decisive for the assessment
- CEJ has a high level of professionalism and extensive knowledge of property management
 - CEJ is at the forefront of legislation
 - Good with informative newsletters

Key figures for associations

97 % agree or strongly agree that they are comfortable with CEJ as a property manager.

90 % agree or completely agree that the association's tasks are taken care of within a reasonable time limit.

99 % agree or strongly agree that their permanent administrator actively engages in tasks when needed.

Key figures for professional investors

95 % agree or strongly agree that they are comfortable with CEJ as a property manager.

93 % agree or completely agree that the properties' tasks are taken care of within a reasonable period.

93 % agree or completely agree that their permanent customer manager/administrator actively engages in the tasks when there is a need for it.

"Very professional and reassuring that CEJ is always at the forefront of what is happening within legal texts etc. and training of staff. My answer is based on the fact that I have a great administrator."

Professional client, residential real estate

"If I meet someone who needs a management company, I would like to tell them about CEJ and our experiences. Good experiences from here."

Chairman, owner's association

