

CEJ Customer Satisfaction 2024



Survey Overview

Every two years, CEJ sends out a customer satisfaction survey to all customers. The latest survey was sent out on February 9 and closed on March 3, 2024.

403 private and professional customers were invited to participate. The response rate was 49% for associations and 51% for professional customers.

Survey Summary

- CEJ demonstrates high professionalism and deep knowledge.
- High satisfaction with the dedicated administrator or client manager.
- CEJ is characterized by stability and accountability.
- Personal contact and quick response are highly valued.
- CEJ stands for good service and communication.

NPS – Overall Satisfaction

In 2024, CEJ achieved a Net Promoter Score (NPS) of 25.4 for associations and 41.5 for private investors.

Thus, CEJ maintains a strong position in customer satisfaction. See more about NPS below.

"CEJ is a reliable partner that offers a range of different services, all gathered in one place"

[Chairman of an owners' association]

Key Figures for Associations

90 % agree or strongly agree that they feel secure with CEJ as property administrators.

85 % agree or strongly agree that the association's tasks are handled within a reasonable timeframe.

87 % agree or strongly agree that their dedicated administrator actively engages in tasks when needed.

"Generally, just good and solid deliveries, always proposals for solutions, and fundamentally experienced"

[Real estate investor]

94 % agree or strongly agree that they feel secure with CEJ as property administrators.

90 % agree or strongly agree that the property tasks are handled within a reasonable timeframe.

92 % agree or strongly agree that their dedicated administrator/customer manager actively engages in tasks when needed.

Key Figures for Private Investors

About NPS

NPS (Net Promoter Score) is a method developed by the consulting firm Bain & Company to measure customer satisfaction. The method consists of a single question: "How likely is it that you would recommend our company/product/service to others?".

The question is answered on a scale from 0-10, where 0 = Not at all likely and 10 = Very likely. NPS is calculated by subtracting the percentage of "detractors" (responses 0-6) from the percentage of "promoters" (responses 9-10) and can thus vary between -100 and +100. Passive/neutrals, who answered 7 or 8, are disregarded.

In practice, anything above 0 is acceptable. A negative NPS means that there are more detractors than promoters of the company. An NPS of 20-30 is very good, and anything above that is excellent.