

CEJ's Customer Satisfaction 2026

In 2026, CEJ achieved a Net Promoter Score (NPS) of **38.7 among private associations** and **77 among professional investors**. This confirms CEJ's strong position in terms of customer satisfaction.

Read more about NPS below.

Facts about the survey

Every two years, we distribute a customer satisfaction survey to all clients. The most recent survey was sent out on 20 February and closed on 11 March 2026.

A total of 395 private and professional clients were invited to participate.

The response rate was 25% for housing associations and 22% for investors, which is in line with the expected level for online surveys.

Summary of the survey

- CEJ demonstrates a high level of professional expertise and specialist knowledge
- High satisfaction with the dedicated property manager or client manager
- CEJ is characterized by quality and responsibility
- Personal contact and fast response times are highly valued
- CEJ is associated with good service and communication

Key figures – housing associations



It provides great reassurance to have a professional backing that looks after the association's interests.

As a board member, it can be difficult to find sufficient time to handle everything on your own.

– Chairman of a housing cooperative

87 %

agree or strongly agree that they feel confident with CEJ as their property manager

79 %

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

88 %

agree or strongly agree that their dedicated property manager is actively engaged in the tasks

82 %

agree or strongly agree that CEJ delivers responsible, high-quality property management

Key figures – investors

96 %

agree or strongly agree that they feel confident with CEJ as their property manager

93 %

agree or strongly agree that the property's tasks are handled within a reasonable timeframe

100 %

agree or strongly agree that their dedicated property manager or client manager is actively engaged in the tasks

96 %

agree or strongly agree that CEJ delivers responsible, high-quality property management



We experience competent and committed management of our properties, with a strong focus on service.

– Property investor

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.