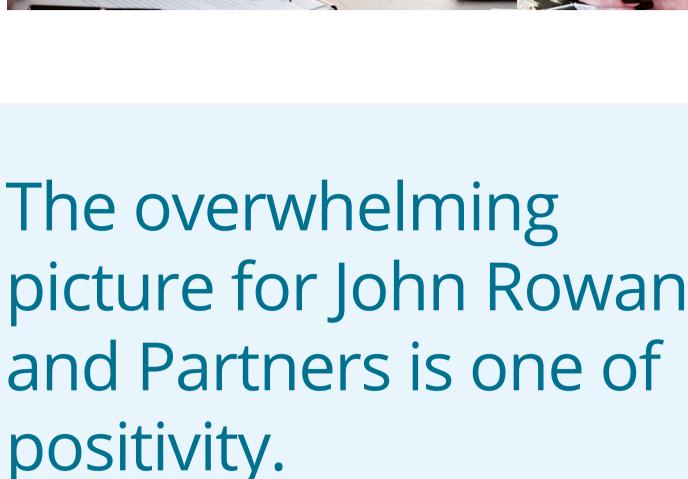
2020 Client survey findings Strengthening Relationships Relationships are at the heart of our business, and your feedback matters to us. This spring, we asked our clients and partners to share



their thoughts and opinions with us. Thank you so much to everyone who responded. We thought you might be interested to see some of the findings...

john rowan and partners



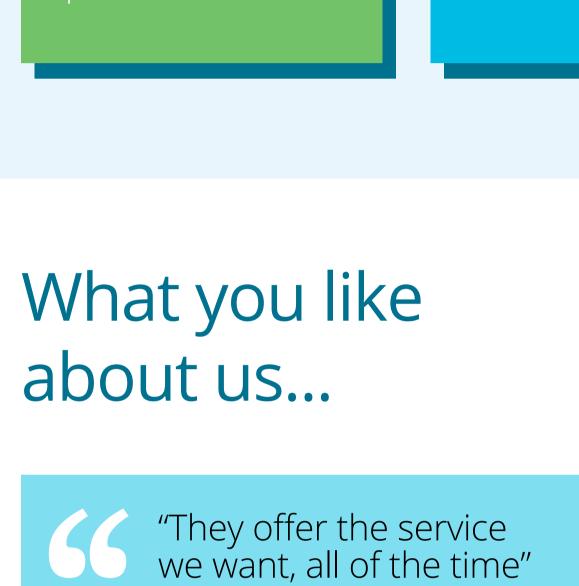
say that we have a 'Strong' of clients said they would or 'Very Strong' image and recommend us. reputation.

committed team that you respect, trust, and enjoy working with.

We're reassured to know that our relationships with you, and

the specialist services we deliver, are some of the things you

value about us. You also tell us that we have a dependable,



"Value for money

to work with you

and adapt their

and their willingness

services to meet the

needs of the client"

"Problem "Delivery on solving skills. promises and strong Speed of response" communication"

"friendly

and helpful

leadership"

"Quality of our people"

YOU TOLD US WE OPERATE WITH PROFESSIONALISM, RELIABILITY AND FRIENDLINESS, VALUES THAT HAVE BEEN CORE TO OUR BUSINESS SINCE IT WAS FOUNDED NEARLY 40 YEARS AGO.

us with...

Experts

What you associate Friendly Collaborative Approachable Reliable Personable Experts Professional Knowledgeable

'Professional' is the most widely

Rowan and Partners, followed

used term to describe John

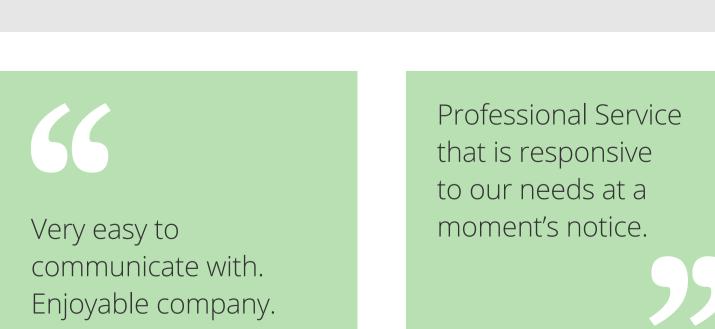
by 'Reliable and 'Friendly'.



What you value...

Knowledge & expertise People Senior Staff Communication Approachable

Trust



Responsiveness Honesty Relationship



What you are

interested in...

Hidden

Homes

We could probably use some

Joint Venture

management

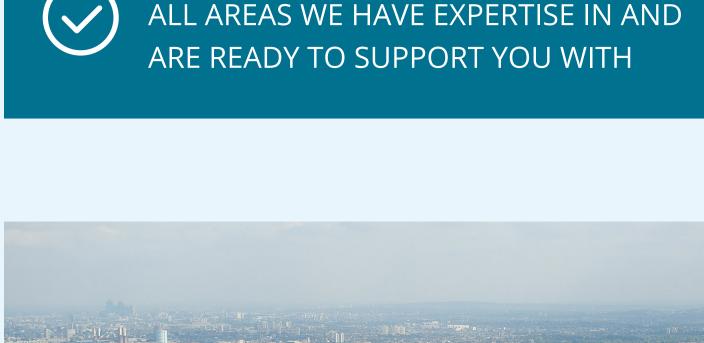
Strategic

Latent

Defects

Management

of your different services



What's important to you...

YOUR EXPERIENCE AND OUR TRACK

RECORD MATTER MOST TO YOU

The good news is we are perfectly placed to support you and

Building Safety – we

need a one-stop-shop,

cradle-to-grave approach

with surveys of external

wall system to managing

remedial works/latent

procurement.

Many of you also have a need for Tall Building

Compliance and want to know more about how

We will make sure we let you know about

We will continue to monitor, review and

improve our services to ensure you are

We will ensure that we continue to deliver

the very best projects, places and people.

We will continue to live by the values that

form the core of our business.

always getting the best from us.

defects works including

will be updating you on all our available services soon!

You also want a faster response to your needs – a more

dynamic, proactive approach.

We require a more

particularly in the area of

fire safety investigations.

Clients have the greatest need for Fire

Compliance Services and want to

understand more about the service.

we can support you.

Out of all our services our

clients have the greatest

need for site inspectors

Our promise

holistic service,

You like what we're doing and want more of the same

opportunities for improvement, and in a competitive

and changing market we cannot rest on our laurels.

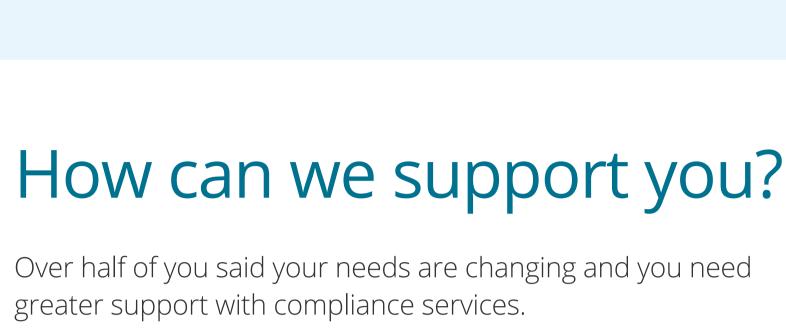
in the future. But we recognise there are always

We want to keep evolving with you.

These are all services that our clients and partners have

THE GOOD NEWS IS THAT THESE ARE

said they would like to know more about.

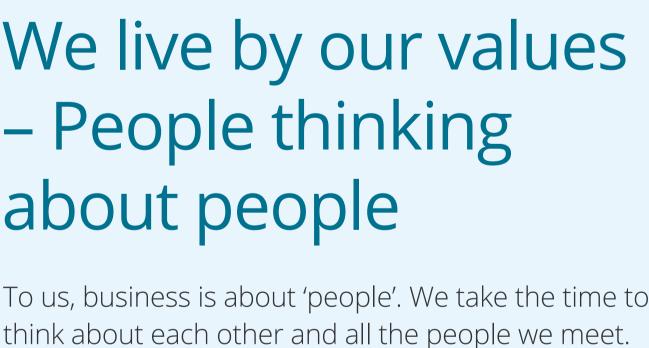


our specialist services and the support we can provide. **Review**

Deliver

Value

Inform



Having fun working hard, working

Our success comes from the

hard working, fun, sociable and

energetic environment we have

We encourage creativity, embrace

new ideas and investigate

New things are good.

opportunties in all that we do

hard at having fun.

created

We innovate

We take pride

We deliver

Smile

Thanks to your involvement

We live by our values - People thinking

We care about people

relationships.

Be all you can

their aspirations

We are family

Growing together.

We listen

People are our business and we

trust and empower them. We

strong and positive long-term

We develop and support people

to achieve their goals and exceed

We nurture, are approachable and

work with a positive team spirit,

ensuring every voice counts.

Relationships matter

promote flexibility and form

Everything we do demonstrates we act with integrity and are professional to the core

We have now raised £760 in total for our two nominated charities CRASH and Shelter

Shelter

Creating Places that Care for People

john rowan and partners

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