

Press Release



22 April 2026

GPE records highest customer satisfaction in three years

Great Portland Estates plc (GPE) announces an overall Net Promoter Score (NPS)¹ of +29.7 across its office and retail portfolio, its highest score in the past three years, well ahead of the industry average of +13.6². GPE's Fully Managed product performed particularly strongly, achieving an NPS of +49.1.

The latest survey also recorded a high level of engagement, with feedback from 146 customers, representing 58% of GPE's total office and retail customer base.

Office, retail and overall NPS scores all remain above the industry average, with retail performance improving significantly year on year following targeted actions based on feedback from last year's survey. NPS scores for customers located in or around GPE development and refurbishment sites also increased, demonstrating measurable improvements in customer experience during works.

Rebecca Bradley, Customer Experience Director, commented: "Achieving our highest overall NPS in three years, alongside record customer engagement, gives us real confidence that we are strongly delivering in line with our Customer Charter which positions our customers at the heart of everything we do. Key drivers of our promoter scores are the quality of service provided by our customer experience managers, our on-site service partner teams, all in our best-in-class workspaces."

1. NPS is used to understand customer loyalty, satisfaction, and enthusiasm for a company. NPS is an index ranging from -100 to +100 and measures the willingness of customers to recommend a company's products or services to others. The survey is carried on behalf of GPE by Real Service.
2. Average of peer group respondents.

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