

Customer Opinion Survey 2013 - General Survey Results

Luminus Homes and Oak Foundation comparison

	Questions	% Positive		% Neutral		% Negative		HouseMark Upper Quartile 2013-14
		Luminus Homes	Oak	Luminus Homes	Oak	Luminus Homes	Oak	
1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Luminus?	91%	96%	4%	1%	5%	3%	90%
2	How satisfied or dissatisfied are you with the quality of your home?	88%	90%	5%	6%	7%	5%	89%
3	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	89%	94%	5%	3%	7%	3%	88%
4	How satisfied or dissatisfied are you that your rent provides value for money?	87%	93%	8%	3%	6%	4%	87%
5	How satisfied or dissatisfied are you that your service charges provide value for money?	76%	83%	16%	10%	8%	7%	75%
6	How satisfied or dissatisfied are you with the way Luminus deals with repairs and maintenance?	85%	93%	5%	3%	10%	5%	86%
7	How satisfied or dissatisfied are you that Luminus listens to your views and acts upon them?	75%	82%	16%	9%	9%	10%	75%
8	How satisfied or dissatisfied are you that Luminus gives you the opportunity to make your views known?	74%	84%	20%	13%	5%	3%	n/a