

Housing Customer Survey

Chatsworth Maint

Nivedita Singh **1/21/2016** **H-55086** **2058860396** **fg4751@wayne.edu** Ashley Hepp 01/20/2016 15:56 -
Light in the hallway between bedroom and bathroom not working
authenticated user: Nivedita Singh - fg4751
requester ip address: 141.217.233.247

Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	4	4
Quality of work performed by maintenance staff (1=poor, 5=very good)	5	5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5	5
Communication/Updates from date of request to completion (1=poor, 5=very good)	5	5

Average: 4.8

E - Auxiliary

Kathleen Tomaszews **1/28/2016** **H-56936** **5865963935** **fi8194@wayne.edu** The heat in my room is not working. It turns on and the fan blows, but it does not blow out hot air. It sounds like the actual furnace is trying to click on but not catching if that helps.
authenticated user: Kathleen Tomaszewski - fi8194
requester ip address: 35.16.111.62

Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	4	4
Quality of work performed by maintenance staff (1=poor, 5=very good)	5	5
Communication/Updates from date of request to completion (1=poor, 5=very good)	4	4
Please include a comment or suggestion to help us improve our service. Those submitting a com	It would have been nice to know what the estimated time for coming was, but overall the problem was fixed and I'm glad. :)	

Average: 4.3

Towers Maint

Andre **1/29/2016** **H-56970** **7866174706** **fx6643@wayne.edu** The light from reestrom/toilet stopped to work. It is not turning on.
Suite 923
Thank you
authenticated user: Andre Kuhl - fx6643
requester ip address: 141.217.224.101

Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5	5
Quality of work performed by maintenance staff (1=poor, 5=very good)	5	5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5	5
Communication/Updates from date of request to completion (1=poor, 5=very good)	5	5

Average: 5.0

Brigid Jacob **1/21/2016** **H-56767** **734-306-9399** **fn9965@wayne.edu** Please fix our light in the bathroom with the toilet. It is no longer working.
authenticated user: Brigid Jacob - fn9965
requester ip address: 141.217.225.131

Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5	5
Quality of work performed by maintenance staff (1=poor, 5=very good)	5	5

Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5	5
Communication/Updates from date of request to completion (1=poor, 5=very good)	5	5
Please include a comment or suggestion to help us improve our service. Those submitting a com	The repair was done very quickly. Thank you!	

Average: 5.0

Derek Camargos Roc	1/26/2016	H-56900	3138773723	fy5805@wayne.edu	The mirror near to the toilet has a burned out lamp. I've already requested it, but the last request was closed as "complete" without being complete. authenticated user: Derek Camargos Rocha - fy5805 requester ip address: 35.16.107.207	
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)					1	1
Quality of work performed by maintenance staff (1=poor, 5=very good)					5	5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)					5	5
Communication/Updates from date of request to completion (1=poor, 5=very good)					1	1

Average: 3.0

Lillian Ranspach	1/30/2016	H-56934	3135756127	fv9791@wayne.edu	1. The light in our shower room has gone out. 2. The towel hanger next to sink near outside of shower room is broken. authenticated user: Lillian Ranspach - fv9791 requester ip address: 35.16.110.179	
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5					5
Quality of work performed by maintenance staff (1=poor, 5=very good)	5					5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5					5
Communication/Updates from date of request to completion (1=poor, 5=very good)	5					5
Please include a comment or suggestion to help us improve our service. Those submitting a com	The assigned technician was very friendly when he came in the morning, and I was getting ready for classes. He was quick and nicely asked me about my morning and made small conversation with me. I appreciated that very much!					

Average: 5.0

Marina Malta	1/15/2016	H-56621	3139194454	fy1924@wayne.edu	One of the lamps in the apartment is not working anymore. Is possible that somebody change for a new one? Thank you. My apartment is 723 in the 7th floor in the Towers Residence. authenticated user: Marina Silva Malta - fy1924 requester ip address: 141.217.224.91	
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5					5
Quality of work performed by maintenance staff (1=poor, 5=very good)	5					5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	4					4
Communication/Updates from date of request to completion (1=poor, 5=very good)	4					4

Average: 4.5

taira peoples	1/29/2016	H-56932	2488047863	aira.peoples@gmail.com	Shower light out authenticated user: Taira Peoples - fy6367 requester ip address: 35.16.20.159	
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5					5
Quality of work performed by maintenance staff (1=poor, 5=very good)	5					5

Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5	5
Communication/Updates from date of request to completion (1=poor, 5=very good)	5	5
Average: 5.0		
Thomas Porter	1/25/2016	H-56820 2484160510 Fp5764@wayne.edu
Light over sink by bathroom out authenticated user: Unavailable Unavailable - fp5764 requester ip address: 35.16.107.106		
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5	5
Quality of work performed by maintenance staff (1=poor, 5=very good)	5	5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5	5
Communication/Updates from date of request to completion (1=poor, 5=very good)	5	5
Average: 5.0		

University Towers Maint

Akash Kurubar	1/27/2016	H-56888	3139795947	fx3901@wayne.edu	The kitchen sink-erator has jammed. Water isn't flowing through. authenticated user: Akash Kurubar - fx3901 requester ip address: 35.16.68.93
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5				5
Quality of work performed by maintenance staff (1=poor, 5=very good)	5				5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5				5
Communication/Updates from date of request to completion (1=poor, 5=very good)	5				5
Please include a comment or suggestion to help us improve our service. Those submitting a com	The technician was friendly and did the job without any hassle.				
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Average: 5.0					
AREEG zuair	1/26/2016	H-56728	3137821581	zuairareeg@yahoo.com	I have hard time opening the living room and the bedroom windows. authenticated user: Areeg Zuair - fe5804 requester ip address: 35.16.79.110
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5				5
Quality of work performed by maintenance staff (1=poor, 5=very good)	2				2
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5				5
Communication/Updates from date of request to completion (1=poor, 5=very good)	4				4
Please include a comment or suggestion to help us improve our service. Those submitting a com	The problem was not solved. I still have hard time opening the living room window. It				
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Average: 4.0					

Fika Anggraini	1/27/2016	H-56889 9177028060 fc9036@wayne.edu
Dear Housing Management, I would like to request maintenance for bedroom 1, the meshwork of the window is broken (pulled apart from its place. Thank you very much for your help and concern. Best Wishes Fika authenticated user: Fika Anggraini - fc9036 requester ip address: 35.16.69.39		

Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5	5
Quality of work performed by maintenance staff (1=poor, 5=very good)	5	5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5	5
Communication/Updates from date of request to completion (1=poor, 5=very good)	5	5
Please include a comment or suggestion to help us improve our service. Those submitting a com	Thank you very much. The service that has been given was excellent!!!	

Average: 5.0

Holly Ann Krill	1/26/2016	H-56783	2693526526	fh9081@wayne.edu	The sink is leaking, not draining and the garbage disposal isnt working authenticated user: Holly Krill - fh9081 requester ip address: 35.16.76.38
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	1				1
Quality of work performed by maintenance staff (1=poor, 5=very good)	1				1
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	3				3
Communication/Updates from date of request to completion (1=poor, 5=very good)	1				1
Please include a comment or suggestion to help us improve our service. Those submitting a com	The problem is still not fixed.				

Average: 1.5

Juan Liu	1/26/2016	H-56867	765-430-4969	fj7508@wayne.edu	My bathroom is the second one. The bathtub is draining very very slowly, and it seems blocked. I think it needs to unclog the bathtub drain. I appreciate it. authenticated user: Juan Liu - fj7508 requester ip address: 35.16.75.145
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5				5
Quality of work performed by maintenance staff (1=poor, 5=very good)	5				5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5				5
Communication/Updates from date of request to completion (1=poor, 5=very good)	5				5
Please include a comment or suggestion to help us improve our service. Those submitting a com	A great job, and I really appreciate it.				

Average: 5.0

Kayla Balfour	1/7/2016	H-56288	8104202559	ey3154@wayne.edu	The drain in the front, small shower does not work. The water overflows onto the floor. authenticated user: Kayla Balfour - ey3154 requester ip address: 35.16.68.103	
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)					5	5
Quality of work performed by maintenance staff (1=poor, 5=very good)					5	5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)					5	5
Communication/Updates from date of request to completion (1=poor, 5=very good)					5	5

Average: 5.0

Sheel Patel	1/26/2016	H-56803	3135856700	eu0942@wayne.edu	hallway lights, center and last lights do not work.. not sure if its a bulb issue authenticated user: Sheel Patel - eu0942 requester ip address: 141.217.221.181	
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)					4	4
Quality of work performed by maintenance staff (1=poor, 5=very good)					5	5

Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5	5
Communication/Updates from date of request to completion (1=poor, 5=very good)	4	4
Please include a comment or suggestion to help us improve our service. Those submitting a com	Thank you for bulb changes!	

Average: 4.5

TULASI PRIYA GUDA	1/6/2016	H-56217	3138188590	ft7865@wayne.edu	three lights in apartment are not working 1.Chimney light at stove 2.light near the entrance door 3.Light opp to first bed room authenticated user: Tulasi Priya Gudapati - ft7865 requester ip address: 35.16.65.46	
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5					5
Quality of work performed by maintenance staff (1=poor, 5=very good)	5					5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	5					5
Communication/Updates from date of request to completion (1=poor, 5=very good)	5					5
Please include a comment or suggestion to help us improve our service. Those submitting a com	timely responded for the request. thank you					

Average: 5.0

Vivek Kumar	1/8/2016	H-56345	3133166074	fl4244@wayne.edu	Wash basin pipe in Kitchen area is leaking and the cabinet below the washbasin is fully wet and continue to accumulate water from leaking pipe. If we don't stop this leakage then very much the cabinet wood will go bad.	
					Please do have a look at the cabinet under washbasin for water leakage. authenticated user: Vivek Kumar - fl4244 requester ip address: 136.2.1.105	
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	3					3
Quality of work performed by maintenance staff (1=poor, 5=very good)	1					1
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	4					4
Communication/Updates from date of request to completion (1=poor, 5=very good)	4					4
Please include a comment or suggestion to help us improve our service. Those submitting a com	Work was not completed...I was told that some other personeel will have a look but no one has turned in, Water still leaks and situation is same as reported in begining.					

Average: 3.0

Report Average: 4.4