

Housing Customer Survey

DeRoy Maint

jazzmin milety	5/18/2016	H-58432	3137039030	eq8631@wayne.edu	The long green couch. Has a dent in the middle top part where one rests' their back/head. Also the far right arm rest is wiggly. The couch was like this upon move in and the RA on the floor did a room inspection at the end of the semester and suggested to submit a work order for a new one. authenticated user: Jazzmine Milety - eq8631requester ip address: 35.16.65.49
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)	4				4
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	There is very minimal updates on what was done or what is the update on the work that was done. I submitted a work order for a couch and nothing was done yet I received an email with the updated status as "completed". Couch is still in the same condition as before the work order was submitted.				

Average: 4.7

Nakia Wallace	5/11/2016	H-58334	3134052997	Fv0684@wayne.edu	Light in kitchen does not workBaseboard broken in bedroom 1No screen in living room windowauthenticated user: Nakia Wallace - fv0684requester ip address: 35.16.64.59
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 maintenance man is a great maintenance man. He was very informed about the apartment and helped me to understand the electrical outlets and he really cared about my comfort as a resident.				

Average: 5.0

Sharon Varughese	5/18/2016	H-58472	3133356003	fw6529@wayne.edu	Two vertical curtain blinds in second bedroom keep falling off and needs to be replaced. authenticated user: Sharon Varughese - fw6529requester ip address: 35.16.65.78
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 washroom fitting in the apartments are old and rusty at the ends. It would be a good idea to have all fittings replaced.				
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	I suggest all the old stoves having coils be replaced by the new stoves.				

Average: 5.0

Yu Jing	5/12/2016	H-58289	313-355-3604	fk0959@wayne.edu	Kitchen sink is clogged. It is not draining. authenticated user: Charles Ringer - fz6340 requester ip address: 141.217.23.173
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

Christy Robinson	5/11/2016	H-58274	2483426740	hrobins@med.wayne.ed	water is leaking from ceiling in my apartment, it seems to be coming from above the 6th floor (it's also leaking in the 6th floor apartment). It is coming out very quickly and has already half filled the bucket catching the water. hopefully someone will be sent out soon to repair authenticated user: Christy Robinson - eh2053 requester ip address: 35.16.70.131
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)	3				3
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	1				1
Communication/Updates from date of request to completion (1=poor, 5=very good)	2				2
Please include a comment or suggestion to help us improve our service. Those submitting a com	They just unlocked the door and came right into my apartment, no knocking, nothing.				
Average: 2.3					

Denzil Dsilva	5/4/2016	H-58253	3133356706	lham.denzil07@gmail.cc	Shower hot water tap leakage, needs to be fixed.
					Discussed with Chuck, Jon, Patrick on 05/02/2016 authenticated user: Denzil Dsilva - fp2236 requester ip address: 141.217.233.228
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)	4				4
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 handle of the shower broken during repairs.				
Average: 4.8					

University Towers Maint

Arjun Singh	5/24/2016	H-58545	3134045546	arjun.singh@wayne.edu	Please repair the window blinds for living room. authenticated user: Arjun Singh - fi8442 requester ip address: 136.2.1.166
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	Improvement in service speed is really great :)				

Average: 5.0

Qing Ai	5/24/2016	H-58533	3138968088	fx6090@wayne.edu	The toilet in bigger bathroom blocked.authenticated user: Qing Ai - fx6090requester ip address: 35.16.65.240	
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)						5
Quality of work performed by maintenance staff (1=poor, 5=very good)						5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)						5
Communication/Updates from date of request to completion (1=poor, 5=very good)						5

Average: 5.0

Report Average: 4.6