

# Housing Customer Survey

## E - Auxiliary

8/2/2015 H-53444

ryankati@msu.edu

Ashley Hepp 08/02/2015 16:21 -  
Air conditioning is not working  
authenticated user: Olivia Wyche - fo3784  
requester ip address: 141.217.23.225

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)	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	It took almost a week to get the air conditioning fixed during the hottest week of summer when I was told someone would be there to fix it within an hour or so of my first request. It took so long that I had to fill out a second work order before my air conditioning was fixed.	

Average: 2.3

Felix Shun

8/2/2015 H-53381

3136038616

fz1066@wayne.edu

Ashley Hepp 08/02/2015 14:40 -  
Water will not come out of the shower head because the lever that controls the shower and the bath is missing.  
authenticated user: Isabell Groves - fb2096  
requester ip address: 141.217.23.210

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	Would prefer if maintenance had called upon entry.	

Average: 4.5

Tayson Lin

8/2/2015 H-53453

3135772121

ej2786@wayne.edu

Ashley Hepp 08/02/2015 15:56 -  
Water dripping from kitchen faucet.  
authenticated user: Tamika Davis - eq2532  
requester ip address: 141.217.23.214

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	Good	
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	Good	

**Report Average: 4.2**