

Housing Customer Survey

Atchison Maint

Alexandra Richards	4/23/2015	H-51588	3136496819	fo1065@wayne.edu	The cool air won't turn on despite it being on cool and all the way down. authenticated user: Alexandra Richards - fo1065 requester ip address: 35.16.108.199
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 man that came was very nice and professional! Thank you so much for your help, it was solved very quickly!				
					Average: 5.0

Ansa Paul	4/27/2015	H-50708	734-536-2101	fh2517@wayne.edu	There is a drainage problem in the shower. authenticated user: Ansa Paul - fh2517 requester ip address: 35.16.198.27
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	My request was taken care of in a timely fashion, and I really appreciated it!				
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

Chatsworth Maint

Antowan Zyada	4/20/2015	H-51551	8476505920	fo5804@wayne.edu	The biggest stove top (head)needs to be fixed It can't be used Thank you authenticated user: Antowan Zyada - fo5804 requester ip address: 141.217.232.226
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

Xuecheng Yu	4/20/2015	H-51564	3136858034	fl7209@wayne.edu	A bulb in bathroom runs out. authenticated user: Xuecheng Yu - fl7209 requester ip address: 35.16.71.3
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)				4	4
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: 4.0

DeRoy HK

Quanyaria Story	4/23/2015	H-51566	2487471391	Quanyaria@wayne.edu	There is a trace of some unknown black stuff on the walls in the bathroom that needs to be looked at. It was noticeable when I moved in, but it looks like it more now. *Please forward to maintenance if painting is needed authenticated user: Quanyaria Story - fs4043 requester ip address: 35.16.66.40
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)				3	3
Please include a comment or suggestion to help us improve our service. Those submitting a com				Please verify that it is NOT mold of which it appears to be. I cannot stay in the room with mold do to health reasons and painting will only cover up the problem and not eliminate it.	

Average: 3.0

DeRoy Maint

Devin Erlandson	4/23/2015	H-51600	5174025163	fi1003@wayne.edu	Rain is leaking through the caulking at the top of the window again. This was fixed last May, but it's leaking in the same spot again now. The leak is on the left side of the window. authenticated user: Devin Erlandson - fi1003 requester ip address: 141.217.233.132
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)				5	5
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)				5	5
Please include a comment or suggestion to help us improve our service. Those submitting a com				The response time was great and Felipe was very nice. However, since the leak could not be fixed, and my ceiling still leaks when it rains, technically no work was actually done.	

Average: 5.0

E - Auxiliary

Aditya Agrawal	4/26/2015	H-51587	7343869288	fh7082@wayne.edu	The air conditioning in our room has stopped working again. It is set to 68 but does not cool, and the room stays at around 76. Im not sure why it stopped working again after a few days. authenticated user: Aditya Agrawal - fh7082 requester ip address: 35.16.197.50
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)				1	1
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				Never even fixed it...went to my room after it said work was completed in the email and still did not work.	

Average: 1.0

Raman Srinivasan	4/6/2015	H-51337	734-620-6205	fp2077@wayne.edu	I am writing to tell you that my shower drain is not working properly and the water is not flowing down the drain at all. The water is pooling up and flowing over into the bathroom floor. Also, the shower head is constantly dripping drops of water and this really will not help with the drain. This may be due to some kind of clog, but we don't exactly know. This has never happened before. Can you please help us with this problem. If you knock and either me or my Roommate are not there, you are more than welcome to use a key and get in and see for yourself and do whatever you can. Thank You Very Much. Maintenance snaked drain also replaced showerhead but still drips authenticated user: Raman Srinivasan - fp2077 requester ip address: 141.217.230.191	
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 was not in my room when the repairs happened, but they were done perfectly and the note left was very clear in what was done and the place looked exactly as I left it.	

Average: 5.0

Ghafari Maint

Aja Pettiford	4/6/2015	H-51295	0000000000	fi6887@wayne.edu	The shower head is always dripping water. authenticated user: Aja Pettiford - fi6887 requester ip address: 35.16.192.160	
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
Please include a comment or suggestion to help us improve our service. Those submitting a com					Thanks for the help. The leaking also helped stop the rusty.	

Average: 4.8

Towers Maint

Chris White	4/27/2015	H-50417	2485251755	-christopher6@aramark	Subway: Two lights to be replaced and a rubber strip needs to be put back on the floor with some glue.	
authenticated user: Veronica Gonzales - fh3793requester ip address: 141.217.23.186						
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)					1	1
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

Christopher white	4/9/2015	H-51232	2485251755	-christopher6@aramark	2 light bulbs in subways dinning area needs to be changed. And menu 2 menu board lights behind the counter are out as well. authenticated user: Kajun Lloyd - cq4472 requester ip address: 35.16.193.80
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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)	5	5
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	he came to change two of my menu board lights and ended up doing something wrong and making all of the go out. some one came back a few days later to check them but did nothing to fix them. there still out! can someone tell me when they will be fixed??	

Average: 2.5

Delaney Sullivan	4/6/2015	H-51138	2485049293	fq3323@wayne.edu	Bedroom light above door is burned out authenticated user: Delaney Sullivan - fq3323 requester ip address: 141.217.225.37
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)	4				4
Please include a comment or suggestion to help us improve our service. Those submitting a com	Very timely, I appreciate it				
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)	4				4
Please include a comment or suggestion to help us improve our service. Those submitting a com	Very timely, I appreciate it				
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)	4				4
Please include a comment or suggestion to help us improve our service. Those submitting a com	Very timely, I appreciate it				

Average: 4.8

Igor Noberto Camelo	4/20/2015	H-51501	(313)338-4765	gor.noberto@wayne.edu	The Light bulb of my room is not working. My room is the 1121A. authenticated user: Igor Noberto Camelo - fs5074 requester ip address: 141.217.224.142
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

Pooja Chaku	4/23/2015	H-51657	2482504051	pooja.chaku@wayne.edu	The light in the bathroom went out and needs to be replaced authenticated user: Pooja Chaku - fh0865 requester ip address: 35.16.104.214
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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 response time was less than a day and he fixed the light quickly and efficiently. Good service!	

Average: 5.0

University Towers HK

Placidia Frierson	4/27/2015	H-51574	577-1686	pfrierson@wayne.edu	Urgent request-Dishwasher in room 193 has overflowed. Water has flooded the kitchen floor and run underneath walls into main hallway. authenticated user: Placidia Frierson - ac5011 requester ip address: 141.217.220.149	
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					Technicians diagnosed and corrected problem quickly.	

Average: 5.0

University Towers Maint

Adrian Fernando	4/27/2015	H-51197	6822410060	fr1645@wayne.edu	Closet door has broken off the hinges and come apart, need that to be fixed. Towel holder inside the bathroom has broken. authenticated user: Adrian Fernando - fr1645 requester ip address: 35.16.74.224	
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					Very prompt and professional response by the maintenance staff.	

Average: 5.0

Jaymie Ziegler	4/24/2015	H-51659	2487678991	Fr3564@wayne.edu	The full bath with a tube shower doesn't drain very quickly. Also if you flush the toilet it will run forever unless you take the top off and lift up the black plastic lever to make it stop. Thank you!! authenticated user: Jaymie Ziegler - fr3564 requester ip address: 35.16.73.27
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	5				5
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
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
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
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	My sick was left very messy could have been cleaned up but they responded fast and fixed the problems	
Please include a comment or suggestion to help us improve our service. Those submitting a com	My sick was left very messy could have been cleaned up but they responded fast and fixed the problems	

Average: 5.0

Satish	4/23/2015	H-51662	5869950615	fq4397@wayne.edu	There is clog / block in our restroom toilet which needs to be cleared as soon as possible. authenticated user: Satish Muralidharan - fq4397 requester ip address: 35.16.67.117	
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					Excellent	

Average: 5.0

Report Average: 4.5