

# Housing Customer Survey

## Atchison Maint

<b>Julia Hoelzle</b>	<b>3/11/2015</b>	<b>H-50905</b>	<b>7347528314</b>	<b>fo6160@wayne.edu</b>	The shower in the dorm room will not drain. Unsure exactly why. We can't use it because of this. We were hoping you guys could come and check it out. It would be very appreciated. authenticated user: Julia Hoelzle - fo6160 requester ip address: 35.16.101.77
Are you satisfied with the quality of work completed?				1	
Did our staff respond promptly?				1	
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 request was completed promptly and well. Everything is working great now and I trust that if something else were to go wrong they would be right back to get the job done. I'm satisfied with the service.

**Average: 5.0**

## Chatsworth Maint

<b>Shiuan Chang</b>	<b>3/27/2015</b>	<b>H-51090</b>	<b>3133546965</b>	<b>fm7304@wayne.edu</b>	The spring doorstop of the dressing room door is broken. authenticated user: Shiuan Chang - fm7304 requester ip address: 35.16.65.227
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**

<b>Tim Hays</b>	<b>3/24/2015</b>	<b>H-51199</b>	<b>ew1560@wayne.edu</b>	test	
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				Test	
Please include a comment or suggestion to help us improve our service. Those submitting a com				Test	

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Average: 5.0

Zhanguo Yue	3/5/2015	H-50839	6822412869	zhanguoyue@gmail.com	The overhead light in our kitchen needs change bulbs. It's very dark now. It seems two of the three bulbs were done. Thanks. authenticated user: Zhanguo Yue - fr1390 requester ip address: 141.217.233.53	
Are you satisfied with the quality of work completed?					1	
Did our staff respond promptly?					1	
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					Thanks	

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Average: 5.0

## E - Auxiliary

Celia Staniak	3/2/2015	H-50700	000-000-0000	ev6281@wayne.edu	I think the radiator has been leaking in the bathroom. The floor was very wet near the radiator and toilet this morning authenticated user: Celia Staniak - ev6281 requester ip address: 141.217.23.210	
Are you satisfied with the quality of work completed?					1	
Did our staff respond promptly?					1	
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

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Average: 4.8

Lauren coats	3/20/2015	H-51039	2485953205	Ep5240@wayne.edu	Heat stoped working and their is a paint chipping in shower with a huge water bubble authenticated user: Lauren Coats - ep5240 requester ip address: 66.87.115.218	
Are you satisfied with the quality of work completed?					0	
Did our staff respond promptly?					1	
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					The bubble was busted not fixed nor was it cleaned up. It's been days with this holes. Their could be mold and asbespe growing in the wall because it was very moist and warm.	

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Average: 1.0

<b>Lucas Liska</b>	<b>3/24/2015</b>	<b>H-51109</b>	<b>248-686-6882</b>	<b>fo1859@wayne.edu</b>	Toilet will not stop flushing. Water constantly on and no movement from handle makes a difference authenticated user: Lucas Liska - fo1859 requester ip address: 35.16.199.42
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)	3				3
Please include a comment or suggestion to help us improve our service. Those submitting a com	Ended up fixing the issue temporarily myself the day work order was submitted. Maintenance was done a day after work order sent. But the technician was very professional and completed what work needed to be done quickly.				

**Average: 3.5**

<b>Shiuan Chang</b>	<b>3/27/2015</b>	<b>H-51089</b>	<b>3133546965</b>	<b>fm7304@wayne.edu</b>	The bulb holder of the bathroom is broken. Bulb on the right-hand side doesn't light and sometimes the bulb on the left-hand side will flash. Situation didn't change after I change several bulb. authenticated user: Shiuan Chang - fm7304 requester ip address: 35.16.65.227
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**

## Ghafari HK

<b>Aja Pettiford</b>	<b>3/27/2015</b>	<b>H-51044</b>	<b>3135851648</b>	<b>fi6887@wayne.edu</b>	The lounge is really dirty. Food everywhere and the trash is full authenticated user: Aja Pettiford - fi6887 requester ip address: 141.217.23.232
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	They did an amazing job. the lounge has never looked so clean. Great job, thank you.				

**Average: 5.0**

## Towers Maint

<b>Christine Constantine</b>	<b>3/3/2015</b>	<b>H-50617</b>	<b>7345895752</b>	<b>ee2213@wayne.edu</b>	Windows are constantly dripping water creating a huge water mess when it is somewhat warm enough and completely ices over, filling the window well and spilling over, when it's cold enough. The paint on my wall below the window is bubbling due to the amount of thawing water present and there's a bad draft that makes the room really cold to be in at night. My window doesn't not close properly therefore it does not seal properly. authenticated user: Christine Constantine - ee2213 requester ip address: 35.16.192.152
Are you satisfied with the quality of work completed?	0				
Did our staff respond promptly?	0				
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	There was not entry slip anywhere. My window still drips and I will be submitting a request every day until my request is taken care of	

**Average: 1.0**

<b>Hassan Alkhwaildi</b>	<b>3/11/2015</b>	<b>H-50707</b>	<b>3132657487</b>	<b>ft8883@wayne.edu</b>	there is a light in our living room is not working. authenticated user: Hassan Alkhwaildi - ft8883 requester ip address: 141.217.225.17
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					1
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**

<b>Veena Bhavsar</b>	<b>3/14/2015</b>	<b>H-50934</b>	<b>2489902794</b>	<b>fh9538@wayne.edu</b>	The toilet in our bathroom does not flush properly. It must clogged. Please fix it as soon as possible.It is appreciated. Thank You. authenticated user: Veena Bhavsar - fh9538 requester ip address: 141.217.224.178
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					1
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**

## University Towers Maint

<b>Ashwini Uday Kamat</b>	<b>3/24/2015</b>	<b>H-51153</b>	<b>3136415069</b>	<b>fj7294@wayne.edu</b>	Kitchen sink blocked authenticated user: Ashwini Kamat - fj7294 requester ip address: 35.16.69.57
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
Please include a comment or suggestion to help us improve our service. Those submitting a com	Great response time.Very satisfied with the service.				

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**Average: 5.0**

<b>Harinder Rai</b>	<b>3/19/2015</b>	<b>H-51060</b>	<b>5866106578</b>	<b>hrai@med.wayne.edu</b>	Please unclog both toilets! Thank you so much! authenticated user: Harinder Rai - ci8563 requester ip address: 141.217.220.60
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					1
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
Please include a comment or suggestion to help us improve our service. Those submitting a com					Fantastic work! Thank you so much gentlemen!

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**Average: 5.0**

<b>Karan Patil</b>	<b>3/12/2015</b>	<b>H-50944</b>	<b>2485504535</b>	<b>karan.patil@wayne.edu</b>	Kitchen sink not draining properly. Help needed as soon as possible. authenticated user: Karan Patil - ft6156 requester ip address: 35.16.67.222
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					1
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)					4
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)					4
Please include a comment or suggestion to help us improve our service. Those submitting a com					Great work by Mr.Tanzil Coleman and his friend :)

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**Average: 4.5**

<b>Lingzhi Li</b>	<b>3/11/2015</b>	<b>H-50924</b>	<b>3135021657</b>	<b>fb1620@wayne.edu</b>	sink stuck authenticated user: Lingzhi Li - fb1620 requester ip address: 141.217.210.63
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					1
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

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**Average: 5.0**

<b>Varun Nathani</b>	<b>3/20/2015</b>	<b>H-51059</b>	<b>3477863264</b>	<b>arun.nathani@gmail.com</b>	Bulbs fused in the bathroom. authenticated user: Varun Nathani - fl2802 requester ip address: 35.16.78.77
Are you satisfied with the quality of work completed?					1

Did our staff respond promptly?	1	
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

**Average: 1.0**

**Xiaojia Niu**      **3/24/2015**      **H-51141**      **313-335-6410**      **xiaojia19910516@gmail.cc**      Hi ,I'm UT 905, there is something wrong with the sewer in our kitchen, water can't go through it, can you help me repair it? Thank you.  
 authenticated user: Xiaojia Niu - fs9911  
 requester ip address: 141.217.220.178

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 good	

**Average: 5.0**

**Report Average: 4.3**