

Housing Customer Survey

Atchison Maint

Enrique	10/12/2015	H-54897	7347172587	fw3787@wayne.edu	Ashley Hepp 10/09/2015 14:11 - The handle on the door on the inside of the bathroom is stuck. authenticated user: Enrique Rodriguez - fw3787 requester ip address: 35.16.101.151
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	It's not fixed. I received the e-mail that the handle was fixed over the weekend while I was away. When I came back, I found the door handle still stuck. Expect another request.				

Average: 1.0

Chatsworth Maint

Antowan Zyada	10/9/2015	H-55067	8476505920	fo5804@wayne.edu	Ashley Hepp 10/09/2015 11:47 - HELLO, A lamp bulb needs to be changed in the kitchen above the sink. Thank you a lot authenticated user: Antowan Zyada - fo5804 requester ip address: 35.16.64.149
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)	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	Thanks				

Average: 4.0

miriam Greenberg	10/12/2015	H-54941	7342234967	ngreenberg@wayne.edu	Ashley Hepp 10/09/2015 11:54 - There are two small cupboard at entrance to kitchen - the glass doors are missing from one of the cupboards. I reported this to Angelica the day I moved in. Please replace. Thank you. authenticated user: Miriam Greenberg - aa3319 requester ip address: 141.217.11.106
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
Please include a comment or suggestion to help us improve our service. Those submitting a com	The work was not done, but I received notice that the work was completed.				

Average: 1.0

Poonam Bhardwaj **10/2/2015** **H-51579** **6504451167** **fs3639@wayne.edu** Carpet change
Washroom ceiling problem
authenticated user: Poonam Bhardwaj - fs3639
requester ip address: 35.16.195.170

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 Repaired, No assistance Received.	

Average: 1.0

DeRoy HK

Deja Moore-Grant **10/20/2015** **H-55395** **3136232270** **eo2406@wayne.edu** Ashley Hepp 10/20/2015 14:31 -
Glass is on my living room floor, is it possible to get a vacuum cleaner up here to get it up.
authenticated user: Deja Moore-Grant - eo2406
requester ip address: 35.16.67.10

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)	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 came to vacuum too early in the morning, 8:30am!	

Average: 4.5

DeRoy Maint

Dulani Bajjala Kumbu **10/9/2015** **H-54787** **313-330-6257** **fv4161@wayne.edu** Ashley Hepp 10/09/2015 13:27 -
Exhaust fan on the stove is not working.
authenticated user: Psoccrates Stansberry - cl5547
requester ip address: 141.217.23.210

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

Hannah Smith **10/9/2015** **H-55080** **5862957905** **fb8842@wayne.edu** Ashley Hepp 10/09/2015 12:34 -
EXTREMELY URGENT!: Ceiling all along the living room window is leaking consistently from multiple areas.
The carpet is soaked near window.

*** I have health issues that does not allow me to stay in a damp room and I do not want it to turn into mold.
authenticated user: Hannah Smith - fb8842
requester ip address: 35.16.73.100

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 literally nothing done to fix this...	

Average: 1.0

Nicole Evans	10/9/2015	H-55022	2483424853	fn7500@wayne.edu	Ashley Hepp 10/09/2015 13:54 - My apartment window is leaking very badly and it is going to destroy the new dry wall and carpet that was just put in if its not fixed ASAP. authenticated user: Nicole Evans - fn7500 requester ip address: 35.16.73.219	
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					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					He is a very great worker and was very nice but the sand bags just catch the water and the walls are still getting ruined when it rains	

Average: 3.5

E - Auxiliary

Madusha Lakshani W	10/9/2015	H-55150	3138280707	fp1089@wayne.edu	Ashley Hepp 10/09/2015 14:27 - Three power ports do not work, including the one connected to the refrigerator. I am in a huge trouble. Please respond me as soon as possible. It is highly appreciated. authenticated user: Madusha Lakshani Watuthanthrige Perera - fp1089 requester ip address: 141.217.233.193	
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

Santhosh Gunda	10/12/2015	H-54790	4696446765	Fc0339@wayne.edu	Ashley Hepp 10/12/2015 10:37 - Hi, Sink erator got Jamed please fix that . Thank you authenticated user: Santhosh Gunda - fc0339 requester ip address: 35.16.64.152	
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

Vinicius Rios de Lima 10/12/2015 H-54945 3129347097 ft2813@wayne.edu Ashley Hepp 10/12/2015 11:40 -
The air conditioning is not working again.
It was repaired and was doing well, but now is not working again.

authenticated user: Vinicius Rios De Lima - ft2813
requester ip address: 141.217.224.150

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)	4	4
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	I never now when they are coming to fix something, maybe they can tell us before coming.	

Average: 4.0

Towers Maint

Jack Glantz 10/14/2015 H-54912 248-766-9279 jack.glantz@wayne.edu Ashley Hepp 10/12/2015 12:33 -

The curtains on the windows do not close properly. There is a metal chain to adjust them, and on the chain are small metal fasteners to restrain them. The fasteners need to be readjusted/opened, likely with pliers
authenticated user: Jack Glantz - ed2638
requester ip address: 141.217.225.31

Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	2	2
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	So I submitted a work order and got an automated message right away. Then nothing for five days. Then the work is done out of nowhere. It's just odd that there's little communication in the system. BTW, Rick is a good guy, and I hope you all treat him well. That's all. Have a good day. :)	

Average: 4.3

Marianna Love 10/12/2015 H-54946 6166348864 mariannalove99@yahoo.co Ashley Hepp 10/12/2015 12:36 -
My suite door is out of power. Is able to open without one card swipe
authenticated user: Marianna Love - fw4290
requester ip address: 35.16.99.34

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
Please include a comment or suggestion to help us improve our service. Those submitting a com	A whole week open to somebody to kidnap me and my roommate	

Average: 3.0

Nayema Khandaker 10/12/2015 H-54603 5862249798 Fv7507@wayne.edu Ashley Hepp 10/12/2015 12:49 -
Need fixing of door hinges on closet. Also, dripping shower ceiling and shower head.
authenticated user: Nayema Khandaker - fv7507
requester ip address: 35.16.96.145

Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	1	1
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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	THESE WERE NEVER FIXED. No one ever came to fix these issues!!	

Average: 1.0

Rajas	10/19/2015	H-54963	3139808045	fw3687@wayne.edu	Ashley Hepp 10/12/2015 13:23 - Toilet light is flickering and switches on-off on its own. authenticated user: Rajas Moghe - fw3687 requester ip address: 35.16.99.34
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

Adrian Fernando	10/15/2015	H-54835	6822410060	90adri@gmail.com	Ashley Hepp 10/14/2015 09:12 - Stove burners are not working,two burners are not working authenticated user: Adrian Fernando - fr1645 requester ip address: 35.16.74.99
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 friendly and professional response, very happy with the job,				

Average: 5.0

Christa Raicevich	10/14/2015	H-54588	3136275144	fv7464@wayne.edu	Ashley Hepp 10/13/2015 12:22 - In the second bathroom, the sink cabinet is missing its bottom shelf. authenticated user: Christa Raicevich - fv7464 requester ip address: 35.16.66.184	
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					Maintenance staff was very quick to respond to my request for a work order and completed the task at hand as requested.	

Average: 5.0

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	4	4
Communication/Updates from date of request to completion (1=poor, 5=very good)	4	4

Average: 4.3

Report Average: 3.5