

Housing Customer Survey

Atchison Maint

Martha DenHerder	3/30/2016	H-57857	6165661536	rtha.denherder@wayne.edu	Our shower will not drain properly,the water accumulates while you take a shower, we have already removed the hair. authenticated user: Martha Denherder - fv5420 requester ip address: 35.16.231.206
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)	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	They knocked very loud at the door. That is my only complaint.				

Average: 4.5

E - Auxiliary

Kejiang Ye	3/30/2016	H-57817	4124260818	fy2713@wayne.edu	The pipe under the kitchen sink has leaking problem. Cloud you help fix it. Thank you! authenticated user: Kejiang Ye - fy2713 requester ip address: 35.16.70.236
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 service, I appreciate!				

Average: 5.0

Tara DeLecce	3/21/2016	H-57737	814-327-8334	fi0645@wayne.edu	The hot water faucet in the bathroom sink will no longer turn off. It just stays on full power no matter what. The bathroom faucet has been leaky for about a year now, and I've had it looked at twice before, and both times I was told it was fine, but now it is to the point where it can't be ignored anymore, it really needs fixed. authenticated user: Tara Delecce - fi0645 requester ip address: 141.217.233.17
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 was pleasantly surprised this time because the last two times I mentioned the bathroom sink I was told there wasn't a problem.				

Average: 4.0

Ghafari Maint

Brianne Lambrecht	3/25/2016	H-57792	2483035704	nnne.lambrecht@wayne.edu	Unclog shower drain authenticated user: Brianne Lambrecht - ft9936 requester ip address: 35.16.104.50
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	Notify by email or something in advance when someone will be coming. Had no clue the person was coming, so it's lucky I was there when she did.	
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

Average: 5.0

Molly Stajniak	3/7/2016	H-57584	248-303-8795	ez8828@wayne.edu	Our bathroom shower drain and bathroom sink drain seem to be partially clogged because they drain fairly slowly. I would like this to get fixed at your earliest convenience. Thank you very much, Molly Stajniak; Ghafari Hall Room 317 Resident.authenticated user: Molly Stajniak - ez8828requester ip address: 141.217.228.62
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	She worked very quickly and was very nice.				

Average: 5.0

Towers Maint

Shantinique McCadney	3/2/2016	H-57401	3135777900	ney-shantinique@arama	Lights are out at the Pizza Station in Towers CafÃ© and need to be replaced. authenticated user: Shantinique McCadney - as1573 requester ip address: 35.16.97.189
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 lights at the Pizza station were not replaced.				
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)	1				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 spotlights facing the Grill and Homezone stations were not replaced.				

Average: 1.0

University Towers Maint

Zachary Meyer	3/14/2016	H-57664	906-360-9117	zmeyer@med.wayne.edu	My fridge is dripping water and the light bulb inside of it is either burnt out or not working. It doesn't seem to be refrigerating anything. I think it's broken. Save me.authenticated user: Zachary Meyer - fy3419requester ip address: 141.217.220.91
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 thought he did a great job.

Average: 5.0

Report Average: 3.8