

Housing Customer Survey

Chatsworth Maint

Zhao Yang	7/14/2016	H-59273	6172306819	et2481@wayne.edu	The bathtub has been clogged for weeks. If I take a shower for only 30s, the water will not go into the drain and start to accumulate. Can you come to check please? Thank you. authenticated user: Zhao Yang - et2481requester ip address: 141.217.233.57
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					

DeRoy Maint

Corey Hamilton	7/25/2016	H-59142	4055145213	fx1941@wayne.edu	The ceiling above shower is falling into the tub. Water is dripping as well.authenticated user: Corey Hamilton - fx1941requester ip address: 35.16.66.159
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	Experience was excellent and Felipe was extremely nice. I further appreciated when I crossed paths with Felipe later and he inquired about whether I was having any more issues.				
Average: 5.0					

E - Auxiliary

Parag	7/1/2016	H-59022	3132343573	fq8160@wayne.edu	Washroom one bulb not working. It happens every time. I assume there must be some connection problem. authenticated user: Parag Ramesh Shahir - fq8160 requester ip address: 129.9.75.197
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)					22
Quality of work performed by maintenance staff (1=poor, 5=very good)					11
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good					55
Communication/Updates from date of request to completion (1=poor, 5=very good)					33
Please include a comment or suggestion to help us improve our service. Those submitting a com					one bulb which was not working has been fixed and the other one is now not working. I don't know what has happened but out of 2, one which was working properly is now off.
					Average: 2.8

Report Average: 4.3