

Housing Customer Survey

Chatsworth Maint

Denzil	6/23/2015	H-52483	3133356706	fp2236@wayne.edu	Dining room 3 lights not working. Need replacement and repairs to remove dimmer switch and install normal switch. authenticated user: Denzil Dsilva - fp2236 requester ip address: 141.217.233.228
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)	2				2
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	Took a long time to fix the dimmer. Bulbs not replaced yet.				

Average: 1.3

DeRoy Maint

Bruna Savagin	6/23/2015	H-52920	3134655413	fq9115@wayne.edu	Bed frame of bigger room is bent, and mattress is sagging. Consequently, I cannot sleep properly. I would like a new bed frame and mattress. authenticated user: Bruna Aparecida Savagin - fq9115 requester ip address: 198.109.114.66
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

Shameemah Mohame	6/17/2015	H-52348	3138089811	fp8856@wayne.edu	Carpet in the living room is pulling away from the walls. authenticated user: Ashley Fry - ej8471 requester ip address: 141.217.23.210
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	Though it says the work is being completed I don't see a single thing being changed. I need this to be fixed ASAP. I did hutrt my self because of the nails pointing out and I don't need to tolerate this.				

Average: 1.0

Shameemah Mohame	6/17/2015	H-52613	3138089811	fp8856@wayne.edu	My stove is not working. The burners in the front are not functioning at all.The front right burner never functions and the front left functions occasionally. Please do attend to this. This is my second working order regarding this. authenticated user: Shameemah Mohamed Thawoos - fp8856 requester ip address: 35.16.77.85
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 stove was not even attended, as I observe. And nothing works properly. I'm totally disappointed.	
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	Nothing was fixed so far though it says the work order is complete	

Average: 1.0

E - Auxiliary

Abdullah Alhumood	6/24/2015	H-52607	3137250667	humood@wayne.edu	there is water dripping from the ceiling of the living room. right next to the A/C vent. and i can hear water dripping from inside the AC since I moved to the apartment last week but now the water is dripping into the living room. authenticated user: Abdullah Alhumood - et4108 requester ip address: 141.217.233.200
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)					11
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)					11
Communication/Updates from date of request to completion (1=poor, 5=very good)					11
Please include a comment or suggestion to help us improve our service. Those submitting a com					NO ONE CAME TO ME AND NO OR ASKED ABOUT THE PROBLEM, ALTHOUGH THE LEAKING STOPPED BUT I HAD TO WAIT 2 WEEKS FOR A RESPONSE WHICH WAS CLOSING THE ORDER AND MARKING IT AS COMPLETE. PS: I STILL HEAR WATER DRIPPING INSIDE AC

Average: 1.0

David Johnson	6/25/2015	H-53012	8438135220	fn9187@wayne.edu	The bathroom sink appears to be leaking from the hot water inlet. authenticated user: David Johnson - fn9187 requester ip address: 141.217.232.230	
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)					4	4

Average: 4.3

Header Al Rufaifi	6/17/2015	H-52500	3136750087	fr9213@wayne.edu	Resident hears water dripping from air conditioning and the carpet in front of the unit in the wall is wet. authenticated user: Ashley Fry - ej8471 requester ip address: 141.217.23.210
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
Joe Hutting/313-399-5	6/18/2015	H-52619	577-2127/74357	ac7417@wayne.edu	leak in ceiling in back hallway of ghafari hall leading to back doors of Einstein bagels.	
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)					3	3
Communication/Updates from date of request to completion (1=poor, 5=very good)					5	5
						Average: 4.5
Rishad Bhoir	6/25/2015	H-52792	2482501335	fc6807@wayne.edu	Air conditioning is not working properly. No cool air. Kindly fix the problem at your earliest. authenticated user: Rishad Bhoir - fc6807 requester ip address: 35.16.78.84	
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					Kindly reduce the time taken to solve the issue.	
						Average: 4.0
						Report Average: 2.7