

Housing Customer Survey

E - Auxiliary

David Johnson	11/21/2014	H-48848	8438135220	fn9187@wayne.edu	Status on work order H-48438. I was told that it would be fixed last week. Even with all my windows open I am still being sweated out. authenticated user: David Johnson - fn9187 requester ip address: 141.217.233.54
Are you satisfied with the quality of work completed?					0
Did our staff respond promptly?					1
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					2
Comments:					Work has yet to be completed
					Average: 2.3
Kaushik Innamuri	11/20/2014	H-49150	3132651393	iamurikaushik@gmail.com	1) Sink dispenser is not working. authenticated user: Kaushik Innamuri - fr6209 requester ip address: 24.209.70.159
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					1
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5
					Average: 5.0
Mary Whitney	11/6/2014	H-48878	1 (586) 601-8168	fh2810@wayne.edu	Toilet keeps draining its water so there is very little left in the bowl. We've avoided using it to prevent further issues. *EMERGENCY* authenticated user: Mary Whitney - fh2810 requester ip address: 35.16.96.217
Did our staff respond promptly?					1
					Average:
Ramin Sakhtemani	11/14/2014	H-49036	3134045431	fq3924@wayne.edu	Hello, The garbage disposal is broken. the left-side sink is also clogged. could you please take care of it? Thanks authenticated user: Ramin Sakhtemani - fq3924 requester ip address: 141.217.220.72
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					4

The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	4	4
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Are you satisfied with the quality of work completed?	1	
Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	4	4

Average: 4.3

Zachary Rich **11/5/2014** **H-48875** **2483207934** **zachary.rich@wayne.edu** My air conditioning is only putting out hot air. I set the air as cold as it will go, but it is still 73 degrees in my room (which is way too hot). Please fix this. It has been like this for a couple days now.
 authenticated user: Zachary Rich - eu7441
 requester ip address: 141.217.225.153

Are you satisfied with the quality of work completed?	1	
Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Are you satisfied with the quality of work completed?	0	
Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	3	3
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	1	1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	The air conditioner is working... it has been working, it just will not go below 71 degrees. 71 degrees is still too hot for me to sleep.	

Average: 4.0

Towers Maint

Briana Collins **11/21/2014** **H-49066** **313-605-3488** **ez6508@wayne.edu** Replace bathroom light above sink.
 authenticated user: Briana Collins - ez6508
 requester ip address: 141.217.23.186

Are you satisfied with the quality of work completed?	1	
Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	3	3
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	3	3

Average: 4.0

Gursimran Virk	11/14/2014	H-49033	519-903-7211	rsimrank.virk@gmail.cc	The light fixture in my room is not providing constant light -- it flickers. I need a light bulb change. authenticated user: Gursimran Virk - fq4777 requester ip address: 35.16.107.154
Are you satisfied with the quality of work completed?				1	
Did our staff respond promptly?				1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)				5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)				5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)				5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)				5	5
					Average: 5.0
Henrique Lopes	11/9/2014	H-48835	3136583544	fr0071@wayne.edu	Fix the shower. Piece of plastic output water is worn out, needs to be replaced because the water comes out with a very strong pressure. authenticated user: Henrique Baumgratz Lopes Agostinho - fr0071 requester ip address: 141.217.224.75
Are you satisfied with the quality of work completed?				1	
Did our staff respond promptly?				1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)				5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)				5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)				5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)				5	5
					Average: 5.0
Nicholas Geelhood	11/3/2014	H-48666	7347886645	Fo6702@wayne.edu	The caulk around the bathroom sink has gaps and is stripping allowing water to leak down into the vanity of water splashes upon the counter. authenticated user: Nicholas Geelhood - fo6702 requester ip address: 35.16.96.142
Are you satisfied with the quality of work completed?				0	
Did our staff respond promptly?				0	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)				2	2
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)				3	3
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)				5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)				1	1
Comments:					I believe a leak should have been addressed sooner as it can be damaging and it took over a week, I believe. The areas that the technician did caulk was proficient, but he did not caulk the rear area of the sink due to the difficulty. He was professional and courteous, but did not know his way around the job. (He told me cure time would be 2 hours while it is usually 24-72 hours). I was never updated when the technician would visit. Overall, untimely, okay quality with missing areas, great courtesy, and no knowledge of the time they would visit.
					Average: 2.8

Raphael Barbosa Alve **11/4/2014** **H-48818** **(313)9188760** **fs4527@wayne.edu**

The cord that I pull to open the window in my dorm is broken. Could you fix it, please?
authenticated user: -
requester ip address: 141.217.224.170

Are you satisfied with the quality of work completed?	1	
Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Are you satisfied with the quality of work completed?	1	
Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

Average: 5.0

Renato **11/17/2014** **H-49016** **3138084811** **fr0385@wayne.edu**

If is possible, I would like that you replace the light of the sink because this burned. And also replace the shower curtain.
Thanks
authenticated user: Renato Arruda de Oliveira - fr0385
requester ip address: 141.217.224.76

Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	3	3
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	3	3
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	The shower curtain was not changed. And I would like know if you will change for me. Thanks.	

Average: 4.0

University Towers Maint

Abhijeet Girmal **11/19/2014** **H-48809** **3136036697** **fl5371@wayne.edu**

the door of closet is derailed in the second bedroom and window of the same bedroom is too much hard to open.
authenticated user: Abhijeet Girmal - fl5371
requester ip address: 35.16.72.235

Are you satisfied with the quality of work completed?	1	
Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	4	4
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5

I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
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Average: 4.8

Dennis Kuo	11/19/2014	H-48936	7149306872	denkuo@gmail.com	Towel hanger of the middle bathroom fell apart and needs to be replaced. This was submitted on October 18 as Service Request # 257242 BUT NOBODY EVER CAME TO FIX THIS!!!!!!!!!!!!!! authenticated user: Dennis Kuo - ek1679 requester ip address: 141.217.220.105
Comments:					This was the second time I sent the request, and was never fulfilled the first time. However, the second request for maintenance was fulfilled in good time and he did a great job.
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					0
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					2
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					2

Average: 3.5

Juan Liu	11/6/2014	H-48676	765-430-4969	fj7508@wayne.edu	The handle of the refrigerator in our apartment is broken. authenticated user: Juan Liu - fj7508 requester ip address: 35.16.62.223
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					1
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5
Comments:					good job

Average: 5.0

MENGDI LI	11/6/2014	H-48594	3134565730	et2458@wayne.edu	The light bulb in the inner bathroom is not working,maybe needs to be changed. authenticated user: Mengdi Li - et2458 requester ip address: 141.217.220.107
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					1
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5
Comments:					good

Average: 5.0

