

Housing Customer Survey

Atchison Maint

MARIANE DE CARVA **1/5/2015** **H-49623** **3134422624** **rianecarvalhos@ymail.c** The light in the bathroom isn't working.
authenticated user: Mariane de Carvalho Sabarense - fs7441
requester ip address: 35.16.103.97

| | | |
|---|---|---|
| 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

E - Auxiliary

Adrian Fernando **1/22/2015** **H-49992** **6822410060** **fr1645@wayne.edu** Toilet flush is not working properly
authenticated user: Adrian Fernando - fr1645
requester ip address: 35.16.77.107

| | | |
|---|---|---|
| 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

Christopher White **1/30/2015** **H-49882** **2485251755** **christopher6@aramark** Digital thermometer broken. Piece of rubber disconnected from the floor.
authenticated user: Aarti Sajani - ez8543
requester ip address: 141.217.23.186

| | | |
|---|--|---|
| I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree) | 5 | 5 |
| Comments: | the rubber on the floor still isnt fixed | |
| 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 |

Average: 4.5

Chu **1/30/2015** **H-50098** **6262387197** **648945249@qq.com** The tap of the tub in bathroom is broken.The water cannot be changed totally from the upper tap.
authenticated user: bb7363g13 Johnson - bb7363g13
requester ip address: 35.16.197.155

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

Average: 4.8

Harpreet Singh **1/30/2015** **H-50039** **313 833 3764** **hsingh@eng.wayne.edu** Garbage disposal not working
authenticated user: Harpreet Singh - aa8289
requester ip address: 35.16.197.233

| | | |
|--|---|---|
| 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) | 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-Strongly agree) | 5 | 5 |
| I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree) | 2 | 2 |

Comments: VERY GOOD JOB BUT TAKEN UP VERY LATE

Average: 3.8

Michael Vargo **1/23/2015** **H-49948** **7344760285** **ER1544@wayne.edu** Kitchen:
1. Garbage disposal leaks both when on and off
2. Faucet leaks constantly when on
3. Refrigerator deposits large puddles of water inside the cold box itself without any evidence of frosting on the inside. Suspecting poor drainage or possibly refrigerator coolant failure to keep cold box cold enough.
(lightbulb is also burnt out)

First Bathroom:
1. Sink drains slowly as if clogged

Second Bedroom:
1. Bedroom door is warped from the wood-glue melting in the heat of the apartment central air heating system.
Door will not close fully without force.

Thank you for your assistance in these work orders. Your hard work to keep our apartment building functional, clean and healthy is immensely appreciated. Please give us a call if you have any questions.

Sincerely,

Michael Vargo
authenticated user: Michael Vargo - er1544
requester ip address: 35.16.75.164

| | | |
|--|---|---|
| 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 |
| Comments: | I am very impressed with the speed at which all of the items on the work order were completed. Very satisfied and am grateful we have excellent technicians serving our WSU housing department. Excellent job and thank you! | |

Average: 4.8

| | | | | | |
|---|------------------|----------------|-------------------|-------------------------|---|
| Qassim Alosaif | 1/30/2015 | H-50070 | 3133386251 | fs1265@WAYNE.EDU | I would like you to come and check the spout of the tapwater in bathroom #1. I think it is broken. authenticated user: Qassim Alosaif - fs1265 requester ip address: 35.16.72.167 |
| 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) | | | | | 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-Strong | | | | | 1 |
| I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree) | | | | | 1 |
| Comments: | | | | | Ok |

Average: 1.0

| | | | | | |
|---|------------------|----------------|-------------------|-------------------------|---|
| Raigene Cook | 1/16/2015 | H-49827 | 3134349722 | fo1084@wayne.edu | Hi, The shower head has low pressure and it is hard to take a shower. Also when the shower is on it makes loud squealing noises like the pipes are going to bust and lastly, the shower head looks to be quite old so can we possibly get a new one. Thanks, Raigene authenticated user: Raigene Cook - fo1084 requester ip address: 35.16.99.72 |
| 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 |
| 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 | | | | | 4 |
| I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree) | | | | | 5 |

Average: 4.5

| | | | | | |
|---|------------------|----------------|-------------------|------------------------------|--|
| santhosh kumar kalik | 1/15/2015 | H-49695 | 3132642327 | anthosh0339@gmail.cor | Sink erator is not working authenticated user: Santhosh Kumar Kalikota - fq6166 requester ip address: 35.16.195.70 |
| Did our staff respond promptly? | | | | | 1 |
| My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree) | | | | | 3 |
| 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 |
| Are you satisfied with the quality of work completed? | | | | | 1 |

Average: 4.5

Taewon Kim **1/14/2015** **H-49772** **3135052803** **fj0484@wayne.edu** Garbage disposal at sink seems stuck.
When I turn it on, the blade won't spin and just make some noise.
authenticated user: Taewon Kim - fj0484
requester ip address: 141.217.232.110

| | | |
|---|---|---|
| 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 |
| 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: 4.8

XIAOQING GUAN **1/22/2015** **H-49977** **3134551575** **es5879@wayne.edu** The sink with disposer is partially clogged in the kitchen.
authenticated user: Xiaoqing Guan - es5879
requester ip address: 146.9.23.251

| | | |
|---|---|---|
| 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) | 5 | 5 |
| 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 |

Average: 4.5

Towers Maint

Arielle Uejo **1/17/2015** **H-49787** **8087287096** **fp6712@wayne.edu** The shower light is broken.
authenticated user: Arielle Uejo - fp6712
requester ip address: 35.16.103.37

| | | |
|---|---|---|
| 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 | 2 |
| 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 |

Comments: My request was filed on Friday night and it was fixed on Monday. That response was timely.
However, my roommate filed the same request twice before earlier in the week and it was never fulfilled.

Average: 4.3

Hassan Alkhwaiodi **1/8/2015** **H-49686** **3132657487** **san.alkhwaiddi1@gmail.com** Toilet seat broken.
 authenticated user: Jamone Lewis - em8190
 requester ip address: 141.217.224.97

| | | |
|--|---|---|
| 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) | 2 | 2 |
| 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-Strongly agree) | 2 | 2 |
| I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree) | 1 | 1 |

Average: 1.5

Lorater Becklines She **1/10/2015** **H-49706** **3137280841** **lordlorater@wayne.edu** The light in my room is disturbing seriously. It is just flashing steadily and affecting my eyes. I honestly need and immediately replacement.Bulb has been flashing like that for almost three days and have really slowed down my concentration.
 authenticated user: Becklines Shey Nangeri Lorater - ft7550
 requester ip address: 141.217.224.137

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

Comments: I weighted more than 14hours before the job was done. I think, you can do best if you upgrade on your punctuality skill

| | | |
|---|---|--|
| Are you satisfied with the quality of work completed? | 1 | |
| Did our staff respond promptly? | 0 | |

Average: 4.5

Mateus Villas Boas **1/7/2015** **H-49553** **3136030165** **fs3680@wayne.edu** Water is getting stuck in the sink near the bathroom and inside the shower box. If someone could come to unclog the sink and the shower room we would be grateful.
 authenticated user: -
 requester ip address: 141.217.225.226

| | | |
|--|---|---|
| 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 |

Comments: Very good work! Thank you

Average: 5.0

Patrick Erickson **1/15/2015** **H-49863** **734-788-1843** **fh2648@wayne.edu** The light in the shower room doesn't turn on.
 authenticated user: Patrick Erickson - fh2648
 requester ip address: 141.217.224.239

Comments: Great response time. Thank you guys

| | | |
|--|---|---|
| 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

| | | | | | |
|--|------------------|----------------|---------------------|-------------------------|--|
| Sienna Wong | 1/20/2015 | H-49841 | 248 525 1181 | fn9686@wayne.edu | There's water dripping from my window. authenticated user: Sienna Wong - fn9686 requester ip address: 141.217.225.5 |
| 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) | | | | | 4 |
| I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree) | | | | | 3 |
| 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: | | | | | The solution didn't really fix my problem. There's still water dripping from my window because of the two missing screws at the top of it. Now there's just something to soak up the water at the bottom, but it's still dripping. |

Average: 4.3

University Towers Maint

| | | | | | |
|--|-----------------|----------------|---------------------|-------------------------|---|
| Jianhua Huang | 1/8/2015 | H-49383 | 313-577-3854 | fv1092@wayne.edu | The light bulb in the refrigerator went out without warning today, and it no longer bright. We don't know why and please check it, thanks a lot. authenticated user: Jianhua Huang - fv1092 requester ip address: 141.217.220.251 |
| 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: | | | | | completed efficiently |

Average: 5.0

| | | | | | |
|---|-----------------|----------------|-------------------|-------------------------|---|
| Vivek Kumar | 1/8/2015 | H-49611 | 3133166074 | fl4244@wayne.edu | The 2nd bedroom door-side wardrobe is not closing smoothly and need to be checked for any malfunction. Request you to have a look and do the needful. authenticated user: Vivek Kumar - fl4244 requester ip address: 35.16.75.249 |
| 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

| | | | | | | |
|---|-----------------|----------------|-------------------|-------------------------|--|---|
| YAN BAO | 1/8/2015 | H-49413 | 3135773827 | fr7038@wayne.edu | Two lights in the inside bathroom don't work. authenticated user: Yan Bao - fr7038 requester ip address: 141.217.221.206 | |
| Did our staff respond promptly? | | | | | 0 | |
| My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree) | | | | | 1 | 1 |
| 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 | | | | | 1 | 1 |
| I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree) | | | | | 3 | 3 |
| Comments: | | | | | No one has shown for that repair request till now. | |

Average: 1.5

Report Average: 4.2