

Housing Customer Survey

Atchison Maint

Asia Hightower	2/6/2015	H-50263	3134041699	asiac313@gmail.com	Our sink stopper isn't working properly, in the back you can't push it down so that the stopper will let water drain out faster and it is subsequently stuck. Thanks! authenticated user: Asia Hightower - ev4173 requester ip address: 35.16.97.153
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
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:					They responded in a timely manner and did a great job.

Average: 5.0

Wanza Mason	2/18/2015	H-50510	5867411511	fi1610@wayne.edu	The caulk between the wall and sink under the mirror is becoming damaged over time. Not sure if its because of the steam from the shower. authenticated user: Wanza Mason - fi1610 requester ip address: 141.217.23.247	
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
Comments:					She is awesome! =)	

Average: 5.0

DeRoy Maint

Hsin-Ting Shih	2/23/2015	H-50623	2488263985	fk5877@wayne.edu	Light bulb in a round mask above the hallway broke. authenticated user: Hsin-Ting Shih - fk5877 requester ip address: 141.217.232.57
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

Indika Hewavitharana **2/18/2015** **H-50514** **3133034212** **es3891@wayne.edu** The sink in bathroom is blocked. A cap might have feel down the sink.
authenticated user: Isabell Groves - fb2096
requester ip address: 141.217.23.210

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

Alireza Babaloo **2/9/2015** **H-50275** **2022851271** **ft2925@wayne.edu** Heating system makes too much noise, specially at nights it is really a annoying noise
authenticated user: Alireza Babaloo - ft2925
requester ip address: 35.16.193.14

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

Domonyque Jones **2/19/2015** **H-50466** **3136804040** **fp1693@WAYNE.EDU** Our heat will not go past 69 degrees and it is very cold in our room.
authenticated user: Domonyque Jones - fp1693
requester ip address: 35.16.104.138

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

Jasmine Buckley **2/11/2015** **H-50202** **3136959056** **ci9817@wayne.edu** There are 3 outlets in the living room that are cracked. Two are cracked outlet covers and 1 is cracked at the
part where the holes are located. One of the outlet covers is completely off the wall.
authenticated user: Jasmine Buckley - ci9817
requester ip address: 35.16.77.143

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)	4	4
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

Average: 4.5

Juan Liu	2/2/2015	H-49912	765-430-4969	fj7508@wayne.edu	My bathroom is the second one from the door. When I turn on shower, the tap in my bathroom is dripping heavily. I don't think it is the problem with my shower head, since it is a new one. When I take shower, water always dripped from the leaky faucet. authenticated user: Juan Liu - fj7508 requester ip address: 35.16.77.246
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:					Awesome!

Average: 5.0

Karan Patil	2/20/2015	H-50403	2485504535	karan.patil@wayne.edu	1) Bathroom Shower problem 2) Bathroom Tap problem authenticated user: Karan Patil - ft6156 requester ip address: 35.16.67.71
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					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					4

Average: 4.5

Nariman Ammar	2/20/2015	H-50354	(734) 272-5923	iriman.ammar@gmail.cc	Hello, In bathroom 2 towards the end of the hallway the water is so cold even if I switch to hot water both in the sink and in the shower. Please fix ASAP. Thank you. authenticated user: Nariman Ammar - eg3167 requester ip address: 35.16.192.91
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
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					2

The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	2	2
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	3	3
Comments:	The maintenance person came and did some work but I don't think that fixed the problem. after taking to my roommate it looks like it is a general problem. Sometimes the water is hot and sometimes it is freezing cold.	

Average: 2.5

Nishanth Alluri	2/25/2015	H-50451	2482295938	ep9136@wayne.edu	Toilet on the right (first) is broken again...Working staff has been in my room in the double digits since the very beg. of the year. They have worked on the same toilet and has even been replaced. Problem is not resolved. Please do NOT send a worker and have him snake my toilet--This method was tried multiple times and has failed. There is a much larger problem and I believe that the contractor must be brought in to snake the entire piping system. This is ridiculous, considering that this problem has been attempted to be resolved with no solution. This is not the workers fault--rather, administrative failing in following through with the promises made on the initial contractual agreement I signed and my continued compliance and payment to housing and residential. I am very disappointed--to say the least--in the service being provided to me. I hope to hear from you soon with a permanent solution and explanation of continues failure of service. authenticated user: Nishanth Alluri - ep9136 requester ip address: 35.16.72.136
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
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					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					3
Comments:	The initial request took too long to complete. However, when I contacted the administrative staff, the response time was much quicker and I thank you for that				

Average: 3.5

Veena Bhavsar	2/19/2015	H-50465	2489902794	fh9538@wayne.edu	the thermostat isn't working because the heater doesn't give any heat in the entire room. Please fix it because it gets too cold in our room. Thank You. authenticated user: Veena Bhavsar - fh9538 requester ip address: 141.217.225.142
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
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
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					3

Average: 3.3

Towers Maint

Brianna Hall	2/25/2015	H-50576	3132884222	brihall527@gmail.com	Water draining extremely slow in shower. Water overflowing in shower room onto the floor. authenticated user: Brianna Hall - fa8412 requester ip address: 35.16.59.19
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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)	4	4
Comments:	Fixed problem the very next day.	

Average: 4.8

Christine Constantine	2/26/2015	H-50618	7345895752	ee2213@wayne.edu	The door keycard entry system doesn't work very well. We all have to swipe our cards several times before it will register the fact that there is a card in the slot authenticated user: Christine Constantine - ee2213 requester ip address: 35.16.192.152
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
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)					3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					2
Comments:	All 4 of our cards still take several swipes to open the door. There was no note saying anyone had been in the room				

Average: 2.3

Derik Atzinger	2/19/2015	H-50469	7347164323	fb5484@wayne.edu	Main door to room(the door you use your one card for) does not close all the way. Has to be pushed shut to ensure it is locked authenticated user: Derik Atzinger - fb5484 requester ip address: 141.217.225.82
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)					4
Comments:	Rickie has always been the best worker in my mind when it comes to customer relationships and doing the best work he can. Honestly i believe he deserves a raise, i always see him working and talking to students in the halls. Great guy. also hes always made sure that anything hes fixed in my room over the years has stayed fixed by coming back to my room in the weeks following and check up on his work to see if its good or needs to be done better				
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	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4
Comments:	Rickie is the best worker in this building	

Average: 4.8

Sienna Wong	2/16/2015	H-50430	2485251181	fn9686@wayne.edu	There are two screws missing from the top of my window, and water is dripping from the holes. The pig sock used to absorb the water is saturated, too. Because my bed is lofted in front of the window, I don't think you can reach the top of the window to fix it. Instead, could you just leave the two screws for me on my desk and I can put them in myself? Thanks! authenticated user: Sienna Wong - fn9686 requester ip address: 35.16.192.95
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

Average: 5.0

University Towers Maint

Daniella Bárbara Neve	2/16/2015	H-50454	3135026074	fq9132@wayne.edu	We need that you change the light of the bathtub. Thank you authenticated user: Daniella Barbara Neves Martins - fq9132 requester ip address: 35.16.22.167
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)					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)					5
Comments:					I was kept informed about the status of my request, but the technicians did not come in my room. I received an email saying that they came at 5:45 pm in February, 16 and did the service. However, I was here at this time and they neither did not change the light nor came. What happened? Room 723 - Towers

Average: 2.0

Lakshmi Narra	2/11/2015	H-50297	3132642326	fq2161@wayne.edu	In one of the bathroom, water is getting clogged in the toilet bowl. When the flush is turned on, the water arent going away but getting accumulated. Later they are getting drained slowly without maintaining any minimum level. authenticated user: Lakshmi Venkata Ramana Narra - fq2161 requester ip address: 35.16.69.151
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-Strongly agree)	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	4	4

Average: 4.5

Michelle Asiedu	2/9/2015	H-50303	4199138296	asiedumichelle@gmail.co	Toilet in one of the rooms won't flush and is clogged authenticated user: Amma Asiedu - fq0532 requester ip address: 70.210.75.57
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)					1
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5
Comments:					My toilet still doesnt Work/:

Average: 2.0

Placidia Frierson	2/10/2015	H-50168	577-1686	pfrierson@wayne.edu	Children's toilet is backed up in room 193. authenticated user: Placidia Frierson - ac5011 requester ip address: 141.217.220.102
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
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

Average: 5.0

Rachael LaCroix	2/18/2015	H-50480	7343651711	eq1084@wayne.edu	The back shower drain is plugged and there is a large quantity of water sitting in the tub that will not go down. (has not gone down for 12 hours) authenticated user: Rachael LaCroix - eq1084 requester ip address: 35.16.70.110
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)					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
Comments:					They were very fast at fixing the problem and we really appreciate it!

Average: 5.0

sohrab **2/25/2015** **H-50636** **3133949526** **ohrabsurana@yahoo.co** The hydraulic of the apartment main door has come out..
authenticated user: Sohrab Mahendra Surana - fl6143
requester ip address: 35.16.194.45

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

Average: 2.0

Talbot Knighton **2/11/2015** **H-49834** **5716438530** **ew4064@wayne.edu** The sink is clogged (carrot peels I think). Also, the bottom keeps falling out of the drawer to the right of the sink. We have emptied the drawer so that it is easy to access.
authenticated user: Talbot Knighton - ew4064
requester ip address: 35.16.197.97

Are you satisfied with the quality of work completed?	0	
Did our staff respond promptly?	1	
Comments:	The sink was unclogged, but the drawer is still broken and all my silverware is falling into the cabinet below :(

Average:

XIAOQING GUAN **2/11/2015** **H-49859** **3134551575** **es5879@wayne.edu** The door of the foyer can't be closed or open via sliding.
authenticated user: Xiaoqing Guan - es5879
requester ip address: 146.9.23.251

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	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**Report Average: 4.2**