

Housing Customer Survey

Atchison Maint

Jonathan VanPaepeg **4/19/2016** **H-58104** **734-626-6802** **ft9125@wayne.edu** Chain for window blind snapped. authenticated user: Jonathan VanPaepegthem - ft9125requester ip address: 141.217.230.254

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

Chatsworth Maint

Pradeep Kumar Parva **4/22/2016** **H-58146** **5865225040** **fr8839@wayne.edu** Water Clogging in Bath Area (Shower). authenticated user: Pradeep Kumar Parvathaneni - fr8839requester ip address: 141.217.232.203

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

ISAAC ADDO **4/19/2016** **H-58110** **313-378-9362** **fy6962@wayne.edu** Light bulb in the kitchen has died out, and one of the bulbs in the washroom/restroom has also died out. authenticated user: Isaac Addo - fy6962requester ip address: 35.16.0.29

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 comment will be entered into a drawing for a \$50 gift card. I am highly impressed about the work done in my apartment shortly after making the request. I appreciate it and keep it up.

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 comment will be entered into a drawing for a \$50 gift card. I am highly impressed about the solution to the problem. Proud to be in Helen Deroy Apartments.

Average: 5.0

E - Auxiliary

Kevin Brunner	4/17/2016	H-58043	8109904003	fo9662@wayne.edu	The toilet won't stop flushing (very loudly). Jiggling the handle does not make it stop, and I'm concerned it will start leaking. authenticated user: Kevin Brunner - fo9662 requester ip address: 35.16.100.35
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	I figured that a toilet that won't stop flushing might be an urgent request, but since there was no flooding hazard (that I can tell), I guess there wasn't any issue. Still, the response time was very prompt all things considered, since a serviceman was at our dorm the morning after we submitted our service request.				

Average: 5.0

Madison B Ford	4/27/2016	H-58158	248-631-6380	es2236@wayne.edu	My shower does not have any pressure, at all. I woke up this morning and could not shower. Please help. authenticated user: Madison Ford - es2236 requester ip address: 141.217.232.150
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	I received an email saying everything has been completed even though it has not been. the only thing that is fixed is my door knob. I'm talking to Prentis about things and he says it is a larger issue than he can handle and has to call a plumber.				

Average: 5.0

Ghafari Maint

Zill Nasir	4/27/2016	H-58201	(616)690-8687	fz0891@wayne.edu	My toilet seat became unattached and I would like it fixed thank you authenticated user: Zill Nasir - fz0891 requester ip address: 35.16.234.216
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	Very nice and timely				

Average: 5.0

University Towers Maint

Arjun Singh	4/18/2016	H-58087	3134045546	arjun.singh@wayne.edu	Replace 2 fused bulbs in apartment hallway. authenticated user: Arjun Singh - fi8442 requester ip address: 141.217.221.246
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	Housing maintenance services have improved a lot from the past years.I was really surprised and happy that the issue was resolved so quickly :)	
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	Excellent.The maintenance services have improved leaps and bounds. :)	

Average: 5.0

Report Average: 5.0