

Housing Customer Survey

Chatsworth Maint

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|---|---|---------|------------|------------------|--|
| David Johnson | 5/5/2015 | H-51742 | 8438135220 | fn9187@wayne.edu | I am experiencing a blockage in the drain of my kitchen sink. I think it's in the P-trap. It's on there pretty good. I recommend bringing a pipe wrench. Although it is not a complete blockage so a plunger might clear it. |
| | | | | | Apologies if this is a duplicate. I tried to submit this once before and it wasn't clear if it went through. 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) | 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 | Nobody came up to look at it. I ended up fixing it myself | | | | |

Average: 1.0

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|--------------|-----------|---------|------------|------------------|---|
| Shiuan Chang | 5/21/2015 | H-50655 | 3133546965 | fm7304@wayne.edu | Light fixture in the bathroom is not working. authenticated user: Shiv Enaker - eu5775 requester ip address: 141.217.23.210 |
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|--|---|--|--|--|---|
| 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

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|---------------|-----------|---------|------------|------------------|---|
| Antowan Zyada | 5/21/2015 | H-52284 | 8476505920 | fo5804@wayne.edu | From last inspection of you, the four Drip Pan of my stove need to be replaced. |
|---------------|-----------|---------|------------|------------------|---|

Thank you!
authenticated user: Antowan Zyada - fo5804
requester ip address: 35.16.65.172

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

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|----------|-----------|---------|------------|--------------------|---|
| Miwa Ito | 5/27/2015 | H-52234 | 7016309283 | miwa.ito@wayne.edu | Please take care of leaking in the master bedroom, from the ceiling around the right of the window frame (towel is placed under the leakage). The leakage happens when it rains. authenticated user: Miwa Ito - fj6636 requester ip address: 35.16.78.207 |
|----------|-----------|---------|------------|--------------------|---|

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| Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good) | 1 | | | | 1 |
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|---|--|---|
| Quality of work performed by maintenance staff (1=poor, 5=very good) | 1 | 1 |
| Please include a comment or suggestion to help us improve our service. Those submitting a com | Please do not close the request as no work has been done yet. I saw the maintenance staff left "pig socks" in my bedroom, but I need to "fix" the problem, not the temporary solution. I heard that a project to solve the leakage problem is ongoing and need to keep my order open until the work is done. | |

Average: 1.0

E - Auxiliary

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|---|---------------|---------|--------------|------------------|--|---|
| Amanda | 5/20/2015 | H-52008 | 313-577-2121 | fi7020@wayne.edu | Mechanical Check authenticated user: Amanda Funk - fi7020 requester ip address: 141.217.23.210 | |
| 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 | Great Work ;p | | | | | |

Average: 5.0

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|---|-----------------|----------------|--|-------------------------|--|
| Joe Hutting/313-399-5 | 5/6/2015 | H-51829 | 577-2127/74357 | ac7417@wayne.edu | please check and repair leaks in ceiling in front of gold n greens and in the back hallway - ghafari |
| Please include a comment or suggestion to help us improve our service. Those submitting a com | | | The leak has not been repaired. There has to be a total building shut down to repair the leak. | | |

Average:

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|---|-----------|---------|--------------|------------------|---|---|
| Mohammad Farsiabi | 5/20/2015 | H-51764 | 248-872-8531 | ed3525@wayne.edu | Hello, The kitchen Water-Saving Faucet Aerator is broken and water spreads on all appliances. Could you please replace it with a new one? Thank you authenticated user: Mohammadmahdi Farsiabi - ed3525 requester ip address: 141.217.220.168 | |
| 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) | | | | | 3 | 3 |
| 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) | | | | | 3 | 3 |
| Please include a comment or suggestion to help us improve our service. Those submitting a com | | | | | Thank-you | |

Average: 3.0

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|--|-----------|---------|--------------|------------------|---|---|
| Yan Li Zhao | 5/20/2015 | H-52256 | 313-655-7285 | ee0086@wayne.edu | Urgent - Leaking coming from ceiling. authenticated user: Najamah Allah - ej2633 requester ip address: 141.217.23.216 | |
| 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 |

Towers Maint

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|---|----------------------|---------|------------|------------------|---|---|
| Henrique Baumgratz | 5/21/2015 | H-52189 | 3136583544 | fr0071@wayne.edu | The Bathroom bulb burned out. Replace the Bathroom bulb. authenticated user: Henrique Baumgratz Lopes Agostinho - fr0071 requester ip address: 141.217.224.244 | |
| 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 |
| 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 work wasn't done | | | | | |

University Towers Maint

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|--|----------|---------|------------|------------------|---|---|
| Jeffrey Shank | 5/8/2015 | H-52073 | 2484203712 | fk7843@wayne.edu | RA helping resident Jeffrey, Bathroom 1, sink clogged and shower leaking authenticated user: Cindy Yang - ea2803 requester ip address: 141.217.59.50 | |
| 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) | 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 |

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|---|--|---------|------------|-----------------------|--|---|
| Karan Patil | 5/21/2015 | H-52269 | 2485504535 | karan.patil@wayne.edu | Closet doors not working properly. Rollers and other spare parts missing authenticated user: Karan Patil - ft6156 requester ip address: 141.217.14.151 | |
| 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) | 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 |
| Please include a comment or suggestion to help us improve our service. Those submitting a com | The service was prompt and upto my expectations. Thank you Tanzil :) | | | | | |
| 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) | 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 |
| Please include a comment or suggestion to help us improve our service. Those submitting a com | The response was prompt and problem was solved. Thank you Tanzil and Housing department :) | | | | | |
| 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) | 5 | | | | | 5 |
| Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good) | 5 | | | | | 5 |

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|---|--|---|
| Communication/Updates from date of request to completion (1=poor, 5=very good) | 4 | 4 |
| Please include a comment or suggestion to help us improve our service. Those submitting a com | The response & service was prompt and problem was solved. Thank you Tanzil and Housing department :) | |

Average: 4.5

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|--|----------|---------|------------|-------------------------|--|
| Nityashree Talluri | 5/5/2015 | H-51777 | 2012450647 | yashree.talluri@wayne.e | lights in the corridor not working authenticated user: Nityashree Talluri - fl5894 requester ip address: 35.16.193.163 |
| 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

Report Average: 4.0