

Housing Customer Survey

DeRoy Maint

Asaa Harajli	7/18/2015	H-53218	3135229001	ez7026@wayne.edu	Ashley Hepp 07/15/2015 15:34 - My freezer is not freezing things. I need someone to fix it. authenticated user: Asaa Harajli - ez7026 requester ip address: 68.40.161.53
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	My problem was not solved				
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)	1				1
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	2				2
					Average: 3.3

University Towers Maint

xiaoyang Li	7/16/2015	H-53189	3076408975	fp6057@wayne.edu	Ashley Hepp 07/15/2015 15:55 - I have sent the requests and got a reply to separate them.Please fix 4 degree fridge, always has water dripping from the top rack where near the light. Thanks authenticated user: Xiaoyang Li - fp6057 requester ip address: 146.9.241.27
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 quick response. Thank you so much				
					Average: 5.0

Report Average: 4.1