

Housing Customer Survey

Atchison Maint

Ann Mark **8/24/2016** **H-59902** **2482029984** **ann.mark@wayne.edu** Broken room window curtain. The curtain came undone from the rope. authenticated user: Ann Mark - fv5997requester ip address: 35.16.115.2

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	Thanks	
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)	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	Thanks	

Average: 4.8

DeRoy Maint

Amyra Woods **8/15/2016** **H-59677** **3133787776** **eh3128@wayne.edu** The blinds in the living room do not turn in order to let light into the room. The blinds system does not open all the way either.authenticated user: Amyra Woods - eh3128requester ip address: 35.16.33.183

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

Kunto Wibowo **8/15/2016** **H-59682** **3132124602** **fq6129@wayne.edu** There are several big leaks on the top of the window in the living room. authenticated user: Kunto Wibowo - fq6129requester ip address: 35.16.24.100

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)	1	1
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)	4	4
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 technician could not do anything with the leaking problems. It is very disappointing and I don't blame him because the problem is from the exterior of the building that I thought lack of maintenance.	

Average: 3.3

Michael Zhao **8/22/2016** **H-59795** **313-682-6464** **mzhao@med.wayne.edu** The blinds in the bedroom are broken, and I'd like them fixed.Thanks!authenticated user: Michael Zhao - gc8983requester ip address: 35.16.38.164

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	Perfect.	

Average: 5.0

Rohail Hameed	8/1/2016	H-59432	3135772121	gc6872@wayne.edu	Resident says that light in kitchen is out authenticated user: Tamika Davis - eq2532requester ip address: 141.217.23.173
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
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
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

Average: 4.8

Yu Jing	8/23/2016	H-59654	3133553604	fk0959@wayne.edu	Two slides of window shades in the living room are missing. ip address: 182.245.16.32	authenticated user: Yu Jing - fk0959requester
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

E - Auxiliary

Sarosh Irani	8/31/2016	H-60071	2484946014	ga0449@wayne.edu	The faucet in our bathroom gives a constant drip. Additionally, the seal on our window is broken, as there is a fog coating the inside of the window. authenticated user: Sarosh Irani - ga0449 requester ip address: 35.16.0.95	
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)					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	Respond more quickly. A lot of water was wasted over the two days the faucet continued to drip.	
Average: 4.5		
Wei Wang	8/27/2016	H-59416 3136085070 fi4564@wayne.edu
the food waste disposer under the water tank in the kitchen stops working authenticated user: Wei Wang - fi4564 requester ip address: 141.217.203.132		
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
Average: 4.8		

Towers Maint

Elyssa Mathy	8/29/2016	H-59868	616-212-9960	ft9822@wayne.edu	The shower head isn't working, water just trickles out. authenticated user: Elyssa Mathy - ft9822requester ip address: 35.16.8.9
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	It took a while for the request to be completed but it seems like it was just a misunderstanding, when I called and explained the situation more it was fixed that day.				
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	This action was not completed, my shower still doesn't work				
Average: 3.0					
Lamelkuel Lightfoot	8/29/2016	H-59959	(313) 848-3115	cn1306@wayne.edu	Please fix my blind madam or sir.authenticated user: Lamelkuel Lightfoot - cn1306requester ip address: 208.54.40.232
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)	4				4
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	Just move bed next time. You will receive a 5 for all.				
Average: 4.8					

University Towers Maint

Chandni Patel	8/31/2016	H-59311	7347801186	eh4413@wayne.edu	Kitchen sink: water leaking into cabinets below the sink authenticated user: Chandni Patel - eh4413 requester ip address: 35.16.1.85	
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)					4	4
Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good)					4	4
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					We waited too long (over 1 month!) for our problem to be fixed- and it was only half done! Please work on improving communication- we don't appreciate waiting and never knowing when the problem is going to be fixed. A couple of days is understandable, but for having a leaking sink with MOLD growing in our cabinet for over a month is not acceptable.	

Average: 2.5

Juan Liu	8/29/2016	H-57954	7654304969	fj7508@wayne.edu	Two kitchen cabinet is broken. One door of the cabinet down besides the refrigerator is almost falling down. The other cabinet above tap water is completely broken. authenticated user: Juan Liu - fj7508 requester ip address: 35.16.63.12	
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					Awesome!	

Average: 5.0

Report Average: 4.3