

Housing Customer Survey

Chatsworth Maint

Yang Wang 11/19/2015 H-52822 8606172016 fc4839@wayne.edu Ashley Hepp 11/19/2015 11:23 -
The bathroom mirror in the unit is broken.
authenticated user: Isabell Groves - fb2096
requester ip address: 141.217.23.216

| | | |
|---|-----------------------------------|---|
| 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 | No one came to replace the mirror | |
| 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 | No one came to replace the mirror | |

Average: 1.0

DeRoy Maint

Wafaa sweidan 11/20/2015 H-55830 3133294826 Et2975@wayne.edu Ashley Hepp 11/20/2015 11:05 -
The screen of the window fell off
authenticated user: -
requester ip address: 35.16.74.24

| | | |
|---|--------------------|---|
| 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, thank you | |

Average: 5.0

Towers Maint

Ariel Saafir 11/18/2015 H-55512 3134612168 fv7466@wayne.edu Room light keeps flickering and bathroom sink gets stopped up.
authenticated user: Ariel Saafir - fv7466
requester ip address: 35.16.110.60

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

| | | | | | |
|---|-------------------|----------------|-------------------|-------------------------|---|
| Christina Warmbrunn | 11/18/2015 | H-55199 | 2488353745 | fv1017@wayne.edu | Towers Residential (Room 820 Suite D) part of wall paint came off from command hook strips, I sent a work order a while ago in the start of the school year, but nobody has come to room to fix it. Can someone come to paint over it if possible? authenticated user: Christina Warmbrunn - fv1017 requester ip address: 35.16.99.154 |
| Please include a comment or suggestion to help us improve our service. Those submitting a com | | | | | It wasn't completed. |
| 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) | | | | | 3 3 |
| Attitude, appearance, and professionalism of maintenance staff (1=poor, 5=very good) | | | | | 2 2 |
| Communication/Updates from date of request to completion (1=poor, 5=very good) | | | | | 1 1 |
| 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 | | | | | Nothing was done |

Average: 1.4

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|---|-------------------|----------------|-------------------|-----------------------------|--|
| Christopher White | 11/18/2015 | H-55215 | 2985251755 | christopher6@aramark | This is for SubWay Entrance door will not lock. Lights out in back Kitchen. authenticated user: Jamone Lewis - em8190 requester ip address: 141.217.225.73 |
| 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 | | | | | no ever came!!! we have to enter threw the back of the building! this is my third time putting in a request for this to be fixed! |
| 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) | | | | | 3 3 |
| 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) | | | | | 3 3 |
| Please include a comment or suggestion to help us improve our service. Those submitting a com | | | | | the drawer is still broken. I don't believe anyone came to loo at it. |

Average: 2.0

| | | | | | |
|----------------------|-------------------|----------------|-------------------|-------------------------|--|
| Egoitz Labaca | 11/18/2015 | H-55127 | 3139854173 | fz3140@wayne.edu | The small ligh over the sink does not work properly authenticated user: Egoitz Labaca - fz3140 requester ip address: 35.16.228.102 |
|----------------------|-------------------|----------------|-------------------|-------------------------|--|

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 | The seervice was perfect | |

Average: 5.0

| | | | | | |
|---|---|----------------|---------------------|-------------------------|--|
| Kate Haworth | 11/24/2015 | H-55958 | 248-697-7583 | fi1149@wayne.edu | One of the lights above the toilet went out, could someone please come and change it? authenticated user: Kate Haworth - fi1149 requester ip address: 141.217.225.17 |
| 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) | 3 | | | | 3 |
| Please include a comment or suggestion to help us improve our service. Those submitting a com | To be honest, I never saw the maintenance staff, but the work was done quite fast. No complaints. | | | | |

Average: 4.5

| | | | | | |
|--|-------------------|----------------|-------------------|-------------------------|--|
| Madilyn Mikolowski | 11/19/2015 | H-55155 | 5862025203 | fv9265@wayne.edu | Our toilet was broken Saturday and was fixed Monday. It's broken again for it won't flush, but it will fill the toilet with more water. authenticated user: Madilyn Mikolowski - fv9265 requester ip address: 35.16.100.45 |
| 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) | 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) | 1 | | | | 1 |

Average: 3.0

| | | | | | | |
|---|-------------------|----------------|-------------------|----------------------------|--|---|
| Tyara McMillan | 11/19/2015 | H-55712 | 3135163564 | jericamac@gmail.com | Over my shower in my ceiling is a hole and it's soft/wet I think the dorm over me shower is coming through my ceiling it was leaking last night. PLEASE SERVICE SOON Thank you! authenticated user: T'Yara Mcmillan - fv5812 requester ip address: 35.16.101.216 | |
| 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) | | | | | 4 | 4 |
| 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 sent in a request several times about this issue and it was canceled but once finally serviced they were quick, friendly, and very helpful. | |

Average: 4.3

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|--|-------------------|----------------|-------------------|-------------------------|--|
| Tyffany Smith | 11/22/2015 | H-55873 | 8104718186 | fl9947@wayne.edu | Water staying in shower while shower is running authenticated user: Tyffany Smith - fl9947 requester ip address: 35.16.102.174 |
| 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

| | | | | | | |
|---|------------|---------|--------------|---------------------|--|---|
| Vaneitta Goines | 11/18/2015 | H-55217 | 916-572-6809 | Mizgoines@gmail.com | Change shower head to shorter and lower one. We're all shorter and cannot get the flow to go onto us instead of against the wall. The water flow is aimed too high. authenticated user: Vaneitta Goines - fy4076 requester ip address: 35.16.99.34 | |
| 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) | | | | | 4 | 4 |
| Please include a comment or suggestion to help us improve our service. Those submitting a com | | | | | He went above and beyond, suggesting what would meet our need, not just specifically what we asked for. Very much appreciated! | |

Average: 4.5

Report Average: 3.2