

Housing Customer Survey

Atchison Maint

Ashton Phoenix Lewa **2/8/2016** **H-57010** **9894752916** **fv1227@wayne.edu** Our shower is not draining properly
authenticated user: Ashton Lewandowski - fv1227
requester ip address: 141.217.230.126

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)	3	3
Please include a comment or suggestion to help us improve our service. Those submitting a com	It would be nice to have the maintenance staff arrive at a later time	

Average: 4.3

E - Auxiliary

Amber Epperson **2/1/2016** **H-57012** **3137432726** **Fw6276@wayne.edu** The heat is broken so it's very cold in the room.
authenticated user: Amber Epperson - fw6276
requester ip address: 35.16.111.103

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	wonderful response time	

Average: 5.0

Fei Fang **2/11/2016** **H-56976** **313-539-5064** **ffang@med.wayne.edu** Shower head in the first bathroom (the small one near the entrance) is draining slowly and has become very loose. Please replace it with a new one. Thank you!
authenticated user: Fei Fang - fy6516
requester ip address: 35.16.76.157

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)	3	3
Please include a comment or suggestion to help us improve our service. Those submitting a com	N/A	

Average: 4.3

Guilherme **2/18/2016** **H-57309** **13134237771** **fy6492@wayne.edu** Is leaking water from my sink
authenticated user: Guilherme Henrique Domingos De Franco - fy6492
requester ip address: 35.16.38.172

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
Lindsey Wortley	2/4/2016	H-56627	7346355536	fo8919@wayne.edu	Ashley Hepp 02/04/2016 13:06 - Our furnace/thermostat is not working, when the thermostat is set to heat only cool air comes out. authenticated user: Lindsey Wortley - fo8919 requester ip address: 35.16.96.194	
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)					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					It would be helpful to have someone call or email on the day the mechanic will be coming to the dorm.	
						Average: 2.3
Max Denny	2/22/2016	H-57385	2313606354	ft9365@wayne.edu	I think that I blew a fuse or threw a breaker. Three of the outlets in my room aren't working after I plugged in an old extension cord. When I plugged it in I heard a pop and then some of my lights went out. There are still some working outlets on the other side of the room. authenticated user: Max Denny - ft9365 requester ip address: 35.16.102.37	
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)					3	3
						Average: 4.3
Oludamilola Akinfen	2/4/2016	H-57101	5863358141	Fw3193@wayne.edu	I have a concern about the air filter in my room. It is filled with dust and needs to be changed. Thank you authenticated user: Oludamilola Akinfenwa - fw3193 requester ip address: 35.16.43.148	
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)					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)					5	5
						Average: 4.3
Rachel Hackett	2/9/2016	H-57170	2483265120	ft9800@wayne.edu	The shower in the bathroom needs to be fixed because it drips water constantly, which is creating a huge amount of black mold. authenticated user: Rachel Hackett - ft9800 requester ip address: 35.16.97.79	
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**Ghafari Maint****Maria Voorhees 2/17/2016 H-57250 5179604509 fq9381@wayne.edu**

Shower drain is backed up, shower overflows after about only 3-5 minutes of running. On Sunday the unit above me flooded from a similar shower issue, causing water leakage into my room. While I only have limited plumbing experience and I don't know how the plumbing is layed out in Ghafari, I think this might be related to a drainage issue affecting multiple units rather than just being a coincidence. If you need me to be at home while you are working my hours of availability are as follows: Mondays, Wednesdays, and Fridays I can be at home prior to 11am and after 5pm. Tuesdays and thursdays I can be home between 12:30 and 1:00, from 4pm to 6pm, and after 8pm. I will not be home this weekend. In the interest of getting this issue fixed as soon as possible, it is fine with me if maintenance personnel enter my room when I'm not home. Please contact me by telephone or text message at the number above if you need any additional information. Thank you.

authenticated user: Maria Voorhees - fq9381
requester ip address: 141.217.53.4

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 don't know it could have been handled better, the issue was fixed quickly and the technician was polite and professional.	

Average: 5.0

Shantinique McCadne 2/20/2016 H-57343 313-577-7950 ney-shantinique@arama Doors at Gold N Greens need to be painted.

authenticated user: Shantinique McCadney - as1573
requester ip address: 141.217.23.185

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)	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)	4	4
Please include a comment or suggestion to help us improve our service. Those submitting a com	Very pleased, thank you!	

Average: 4.3**Towers HK****Rachel Wahla 2/17/2016 H-56757 5862461927 fp1358@wayne.edu**

The shower curtain provided by Wayne State is very moldy and the RA said we can get a new one.

authenticated user: Rachel Wahla - fp1358
requester ip address: 35.16.100.63

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

During our RA inspection, we had asked her what we can do because our shower curtain was so moldy. The RA put in a service request before winter break for a new shower curtain. We came back from winter break and our shower curtain and not been replaced nor were we given a new one. This prompted me to put in my own service request for the shower curtain, thinking the RA had not done it. I put one in the week we got back from break. I accidentally submitted three requests for the same thing and I received a confirmation email for all three and one was accepted and two were denied because of repeat submission. We still had not gotten a new curtain. Last week, my roommate emailed the RA asking what do we do and it was then she put in another request. On Tuesday, a man came to our door with a new shower curtain. He tossed the curtain on our couch, said "Merry Christmas" and walked out. This was extremely unprofessional and downright rude. Not only did we have to wait two months for our moldy shower curtain to be replaced but the man that brought it in was unnecessarily rude. Towers sent someone into our room to clean the mold off the walls, which was nice but hardly made up for the wait for service and the disrespect of the man who brought us the new curtain.

Average: 1.0

Towers Maint

Bruno Reis Silveira **2/3/2016** **H-57072** **3133589101** **no.reis.silveira@gmail.c** There is a burnt light in the shower room
authenticated user: Bruno Reis Silveira - fz1439
requester ip address: 141.217.224.203

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

Danielle Seedorf **2/23/2016** **H-56992** **269-986-5248** **fe9561@wayne.edu** My door handle (Room 921A) has been broken since August. This is the fourth work order I have submitted and no one ever looked at it. I would like to have the phone number so I can call and find out why no one has been to my room.
authenticated user: Danielle Seedorf - fe9561
requester ip address: 35.16.96.172

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 I keep getting emails saying the work was completed and still no one has come up to fix the door.

Average: 1.0

Derek Rocha **2/15/2016** **H-57067** **3138773723** **fy5805@wayne.edu** The sink near the toilet is with the drain almost totally clogged, useless. Me and my roommates need it unclogged as soon as possible. Thank you.
authenticated user: Derek Camargos Rocha - fy5805
requester ip address: 35.16.100.88

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)	2	2

Average: 4.3

Evan Cole **2/24/2016** **H-57417** **2482025630** **fo7392@wayne.edu** The light in our bathroom is dead, we need a new bulb most likely.
authenticated user: Evan Cole - fo7392
requester ip address: 35.16.98.74

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 has been done to fix our problem.	

Average: 1.0

Frank Lazur **2/7/2016** **H-57077** **5864919872** **fh6349@wayne.edu** 707AB Ethernet is missing, toilet paper holder is broken, towel holder in foyer is broken
authenticated user: Frank Lazur - fh6349
requester ip address: 35.16.105.150

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)	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)	5	5
Please include a comment or suggestion to help us improve our service. Those submitting a com	The ethernet is now there but it does not work	

Average: 4.5

Jazmine Cooper **2/23/2016** **H-57352** **734 277 6429** **fe1209@wayne.edu** The shower head sprays water EVERYWHERE and leaves puddles on the floor after showers even with the
shower curtain is closed all the way.
authenticated user: Jazmine Cooper - fe1209
requester ip address: 35.16.97.107

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 would be helpful to know what time to expect the technicians.	
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 would be nice to know what time the technicians are coming.	

Average: 5.0

Kayla Belavek **2/28/2016** **H-57383** **8108951864** **ft8595@wayne.edu** The sink in my dorm was recently checked out and supposedly fixed (Work Order #H-57302), but the sink is
still backing up (once or more per day). I can get it go back down, but I don't want it to flood our dorm if we're
not there. Thank you.
authenticated user: Kayla Belavek - ft8595
requester ip address: 35.16.99.111

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)	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)	5	5
Please include a comment or suggestion to help us improve our service. Those submitting a com	The problem was not fixed. My sink still backs up. Please learn how to fix the problem.	
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)	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)	5	5
Please include a comment or suggestion to help us improve our service. Those submitting a com	Did not fix the problem the first or the dsecond time.	

Average: 3.3

Shantinique McCadne **2/22/2016** **H-57348** **313-577-7950** **ney-shantinique@arama** Light inside the middle walk in cooler (Dairy Cooler) need to be replaced.
 authenticated user: Shantinique McCadney - as1573
 requester ip address: 141.217.23.185

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 very pleased! Thank you so much!	

Average: 5.0

Yakeem Tatum **2/17/2016** **H-57325** **7026007090** **fx0687@wayne.edu** The Ethernet jacks in the living room and rooms 223 B and C are not functioning at all. The light in the bathroom is not working. The shower head is also leaking. Can we schedule a time in which the maintenance person can come? The sooner the better. We request that the time is scheduled to prevent a surprise popup. At least one of the residents in the room should be present at the time of the visit.
 authenticated user: Yakeem Tatum - fx0687
 requester ip address: 35.16.103.155

Response Time/Timeliness of repairs to my specific maintenance request (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 Ethernet jacks were not fixed and are still not functioning.	

Average: 4.0

University Towers Maint

Alexandria Green **2/24/2016** **H-57146** **313-293-4242** **ft2231@wayne.edu** Ashley Hepp 02/24/2016 11:42 -
 The garbage disposal has been jammed by an unkown object.
 authenticated user: Alexandria Green - ft2231
 requester ip address: 141.217.59.49

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)					2	2
Please include a comment or suggestion to help us improve our service. Those submitting a com					Tanzil and Thomas did a great job. They were helpful, efficient, and professional.	
						Average: 4.3
gowtami datla	2/1/2016	H-57036	3138191015	fg8188@wayne.edu	Toilet in the first bathroom is not working. Please fix it as soon as possible.Thank you.authenticated user: Gowtami Datla - fg8188requester ip address: 35.16.72.44	
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)					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
						Average: 4.5
Juan Liu	2/24/2016	H-57151	765-430-4969	fj7508@wayne.edu	Ashley Hepp 02/24/2016 11:44 - The second bulb in our corridor is broken. It needs to be replaced. Thank you so much. authenticated user: Juan Liu - fj7508 requester ip address: 35.16.64.248	
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					Maintenance staff is awesome.	
						Average: 5.0
Yankun Xi	2/24/2016	H-57183	7654215618	fs3450@wayne.edu	Ashley Hepp 02/24/2016 15:57 - The window blind in my room is partially damaged before I moved in. Several of the slats are broken and dropped from the cords. They are fragile because of oldness and I'm afraid the remaining ones have the same problem and about to broken. authenticated user: Yankun Xi - fs3450 requester ip address: 35.16.39.37	
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)					4	4
Please include a comment or suggestion to help us improve our service. Those submitting a com					The completeness letter comes so late. The work was done several weeks ago and I am confused at the first look.	
						Average: 4.8
						Report Average: 4.0