

Housing Customer Survey

Atchison Maint

Celine Shamoun **9/17/2015** **H-54544** **5866750061** **Fv5832@wayne.edu** Ashley Hepp 09/17/2015 08:44 -
Hallway light next to doorway is becoming detached from ceiling. Also, the air conditioning might not be working properly anymore because the room is not cooling down recently even on the coldest setting.
authenticated user: Celine Shamoun - fv5832
requester ip address: 35.16.104.176

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)	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	If work order problem needs replacement part and there is no replacement parts, maybe maintenance staff could leave remarks for a follow up to come back and replace said part.	
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: 4.4

Chatsworth Maint

Aja Pettiford **9/17/2015** **H-54531** **3135851648** **fi6887@wayne.edu** Ashley Hepp 09/17/2015 09:11 -
New drip pans for the oven
authenticated user: Aja Pettiford - fi6887
requester ip address: 35.16.66.30

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 job got done fast and quickly. Thank you so much. Also fixed the isle thay wasn't laying flat.	

Average: 5.0

Brandon Wright **9/20/2015** **H-54249** **973-412-5888** **nrrwright973@gmail.com** Ashley Hepp 09/17/2015 09:03 -
kitchen sink drainage problem. I think there may be a blockage. Water drains very slowly.
authenticated user: Brandon Wright - fx9484
requester ip address: 35.16.79.126

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
Communication/Updates from date of request to completion (1=poor, 5=very good)	5	5

Average: 5.0

DeRoy Maint

RIJIL JOHN	9/17/2015	H-53670	3139794217	fx3166@wayne.edu	Ashley Hepp 09/17/2015 14:11 - Blinds in hall are not properly folding. Could you please repair it.
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)				2	2
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
					Average: 3.5

E - Auxiliary

Alvaro Luis Almeida	9/28/2015	H-54529	3134422907	fx5570@wayne.edu	Ashley Hepp 09/21/2015 09:35 - the A/C is broke. Before, the fan was with noises. Since Friday, the A/C is not working, there is hot, I can't sleep or work there. authenticated user: Alvaro Luis Guimaraes Oliveira e Almeida - fx5570 requester ip address: 35.16.77.191
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				Are you kidding me? The A/C was or is broke???? You came here, "fix" the A/C, it is doing noises and couple days the A/C is broke again. I am here two or three weeks with it off. Here is hot like the hell and nothing is done. I made other request and nothing. When really will you fix it? But fix well done, I don't want to spend time about it.	
					Average: 1.0

Jinhan Yu	9/21/2015	H-54264	3139209149	fb2480@wayne.edu	Ashley Hepp 09/21/2015 09:28 - In the middle of the living room (near the air conditioner) is leaking, please come and check. Thank you. authenticated user: Jinhan Yu - fb2480 requester ip address: 141.217.232.120
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

Kauhsik Innamuri	9/21/2015	H-53470	3132651393	iamurikaushik@gmail.co	Ashley Hepp 09/21/2015 11:52 - Every morning since the last plumbing fixes, there has been water outage. No hot water (sometimes no water at all) from showers, kitchen sink and wash basin. authenticated user: Kaushik Innamuri - fr6209 requester ip address: 12.165.188.171
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

Morgan Caudill	9/17/2015	H-54355	7342861185	fv8255@wayne.edu	Ashley Hepp 09/17/2015 14:26 - A/C seems to be not working. Our room is always as hot as it is outside. authenticated user: Morgan Caudill - fv8255 requester ip address: 35.16.231.79
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)	4				4
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)	4				4

Average: 4.0

Radhika Rastogi	9/12/2015	H-53367	2482389054	eq3722@wayne.edu	Ashley Hepp 09/04/2015 12:18 - The outlet in the bedroom closest to the entrance on the near left wall does not work. Nothing plugged in it gets electrical power, even with the switch turned on and off. Please ensure that the electrical power is functioning. Thank you. Please note that this is separate from the issue with the outlet on the near right wall. authenticated user: Radhika Rastogi - eq3722 requester ip address: 35.16.74.90
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)	3				3
Please include a comment or suggestion to help us improve our service. Those submitting a com	The main problem was that I was told that the problem was fixed, as the issue was that my switch was not turned on and that's why my outlet was not working. However, regardless of the position of the switch in my bedroom, there is still no electricity coming from that outlet (as tried my multiple devices including my lamp, charger, and extension plug. I have tried it with both positions, so I am mainly disappointed that no repair occurred.				

Average: 3.0

Towers Maint

Isabella Warmbrunn	9/24/2015	H-54421	248-835-2207	warmbrunn@wayne.edu	Ashley Hepp 09/21/2015 10:42 - Main lightbulb in room 820C is flickering. I think I need a new lightbulb authenticated user: Isabella Warmbrunn - fv2676 requester ip address: 35.16.104.236
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

Average: 4.3

Vinicius Rios de Lima 9/22/2015 H-54394 3132658542 ft2813@wayne.edu

Ashley Hepp 09/21/2015 10:35 -
The light above the sink does not work.
We can't use the sink with no light!
authenticated user: Vinicius Rios De Lima - ft2813
requester ip address: 35.16.106.141

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

University Towers Maint

Essa Al nashib 9/21/2015 H-54488 3136053977 essaaa1@hotmail.com

Ashley Hepp 09/21/2015 12:46 -
The bathroom sink doesn't drainage water very well. it takes a lot of time for water to go away.
authenticated user: Essa Al Nashib - fv7783
requester ip address: 35.16.74.190

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	The maintenance staff were great, and the service was geater.	

Average: 4.8

HARINI SHREEDHAR 9/23/2015 H-53691 2487959066 ft5903@wayne.edu

Ashley Hepp 09/21/2015 13:38 -
Kitchen sink is blocked. Water isn't going.
authenticated user: Harini Shreedhar - ft5903
requester ip address: 141.217.221.189

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)	3	3
Please include a comment or suggestion to help us improve our service. Those submitting a com	Good work!!	

Average: 4.0

Karan Patil 9/22/2015 H-54408 2485504535 ft6156@wayne.edu

Ashley Hepp 09/22/2015 09:07 -
Kitchen sink blocked. Help needed asap
authenticated user: Karan Patil - ft6156
requester ip address: 141.217.220.232

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)					4	4
Please include a comment or suggestion to help us improve our service. Those submitting a com					Thanks a lot with prompt and immediate help :)	
						Average: 4.0
Saad Alshahrani	9/21/2015	H-54468	6087704596	fp4858@wayne.edu	Ashley Hepp 09/21/2015 13:13 - Stove coil is not working. Oven is not working HAndle of the hall room window is broken authenticated user: Sri Lakshmi Vengala - fo9759 requester ip address: 141.217.59.50	
Response Time/Timeliness of repairs to my specific maintenance request (1=poor, 5=very good)					2	2
Quality of work performed by maintenance staff (1=poor, 5=very good)					2	2
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)					4	4
Please include a comment or suggestion to help us improve our service. Those submitting a com					The window has not been fixed yet, as the guys told me it would be fixed by the company, but no one showed up so far.	
						Average: 2.3
Shruthi B Balajiga	9/21/2015	H-54223	3137537845	fk1770@wayne.edu	Ashley Hepp 09/21/2015 13:40 - The sink in the bathroom which had a tub is clogging. Please check.. authenticated user: Shruthi Balajiga - fk1770 requester ip address: 141.217.220.230	
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					all great	
						Average: 5.0
						Report Average: 4.1