

# Housing Customer Survey

## Atchison Maint

<b>J'Nel Stephens-Dantzl</b>	<b>12/3/2014</b>	<b>H-49307</b>	<b>3134102608</b>	<b>eo2346@wayne.edu</b>	The light above the sink in the bathroom is no longer working. It went out Wednesday afternoon. authenticated user: JaNel Stephens-Dantzler - eo2346 requester ip address: 35.16.105.161
Are you satisfied with the quality of work completed?					1
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					3
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5
					<b>Average: 4.5</b>

## DeRoy Maint

<b>Hao</b>	<b>12/14/2014</b>	<b>H-49391</b>	<b>3134523273</b>	<b>ei9668@wayne.edu</b>	The light bulb in bathroom doesn't work properly. The red surface indication light on stove doesn't work properly. authenticated user: Hao Song - ei9668 requester ip address: 35.16.2.161
Are you satisfied with the quality of work completed?					0
Did our staff respond promptly?					0
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)					1
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					1
Comments:					Completely failed. I believe three people came to solve the problem. However, nobody did the right job which is extremely simple:::: CHANGE THE LIGHT BULB!!!!
					<b>Average: 1.0</b>

## E - Auxiliary

<b>Avinash Narasimha M</b>	<b>12/24/2014</b>	<b>H-49577</b>	<b>3122084599</b>	<b>fk3646@wayne.edu</b>	in sink erator is not working and sink is overflown.and the water flow in restroom is clogged, so do the necessary ASAP. authenticated user: Avinash Narasimha Murthy - fk3646 requester ip address: 35.16.75.104
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					1
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strongly agree)					1
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					2

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**Average: 1.3**

**David Johnson**      **12/12/2014**    **H-48438**    **8438135220**    **fn9187@wayne.edu**    The knob on the radiator in my living room came off.  
authenticated user: David Johnson - fn9187  
requester ip address: 141.217.233.54

Are you satisfied with the quality of work completed?	0	
Did our staff respond promptly?	0	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	1	1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	1	1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	1	1
Comments:	Still Broken	
Are you satisfied with the quality of work completed?	0	
Did our staff respond promptly?	0	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	1	1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	1	1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	3	3
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	1	1
Comments:	Still Broken	

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**Average: 1.5**

**Jennifer Woodard**      **12/4/2014**    **H-49357**    **734-358-7994**    **dx6482@wayne.edu**    Our toilet keeps making noises like it's refilling the tank (approx every 15 minutes). We had the red flapper replaced last night to try to fix the problem, but we're having the same issue still. If you could check it out, I'd really appreciate it!  
authenticated user: Jennifer Woodard - dx6482  
requester ip address: 35.16.197.221

Are you satisfied with the quality of work completed?	1	
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	Thanks for the prompt response and looking into it thoroughly :)	
Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5

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**Average: 5.0**

**Ramona Stamatina**      **12/12/2014**    **H-48740**    **5862911077**    **fo3091@wayne.edu**    Fix toilet - toilet won't flush.  
authenticated user: Ramona Stamatina - fo3091  
requester ip address: 35.16.61.154

Are you satisfied with the quality of work completed?	1	
Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5

I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5

**Average: 5.0**

<b>Wujun Si</b>	<b>12/31/2014</b>	<b>H-49618</b>	<b>3135592808</b>	<b>fk9456@wayne.edu</b>	The sink motor in our kitchen does not work. Thanks (If nobody is in room, please directly come in) authenticated user: Wujun Si - fk9456 requester ip address: 35.16.66.189
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					1
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5
Comments:					Very good service quality

**Average: 5.0**

## Towers Maint

<b>Alyssa Dietrich</b>	<b>12/9/2014</b>	<b>H-49375</b>	<b>7347494280</b>	<b>el5298@wayne.edu</b>	light bulb above sink on bathroom side needs to be replaced authenticated user: Alyssa Dietrich - el5298 requester ip address: 141.217.225.137
Are you satisfied with the quality of work completed?					1
Did our staff respond promptly?					1
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5

**Average: 5.0**

<b>Joe Cuniberti</b>	<b>12/3/2014</b>	<b>H-49337</b>	<b>586-260-4317</b>	<b>ev3208@wayne.edu</b>	Shower is clogged authenticated user: Joseph Unavailable - ev3208 requester ip address: 141.217.224.162
Are you satisfied with the quality of work completed?					0
Did our staff respond promptly?					1
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)					5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)					1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong					5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)					5
Comments:					The clog still exists after 5 minutes of running the water.

**Mateus Villas Boas**      **12/9/2014**      **H-49422**      **3136030165**      **mateusnrb@gmail.com**      I need I new lamp for my room, one of them failed and I am not sure if the other one will last much longer.

Thank you.  
 Mateus Noro Villas Boas  
 authenticated user: Mateus Noro Villas Boas - fs3680  
 requester ip address: 141.217.224.60

Are you satisfied with the quality of work completed?	1	
Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	1	1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	1	1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	1	1
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	1	1
Comments:	Perfect work. Even if I was not in my room, nothing was moved from its place! Thank you!	

**Mercia Peixoto**      **12/9/2014**      **H-49397**      **3137720523**      **fs3671@wayne.edu**      Toilet is clogged.

authenticated user: Mercia Valeria De Araujo Souza Peixoto - fs3671  
 requester ip address: 35.16.99.26

Are you satisfied with the quality of work completed?	0	
Did our staff respond promptly?	0	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	1	1
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	1	1
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	1	1
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	1	1
Comments:	Toilet is still clogged	

## University Towers Maint

**Jas Gill**      **12/2/2014**      **H-49215**      **289-489-5797**      **jjgill@med.wayne.edu**      Kitchen area fluorescent tube lights do not work any more. Need replacement please.

authenticated user: Jaskirat Gill - fr1858  
 requester ip address: 141.217.220.207

Are you satisfied with the quality of work completed?	1	
Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	Excellent. Thank you for the help.	
Are you satisfied with the quality of work completed?	1	

Did our staff respond promptly?	1	
My request was completed in an appropriate time frame. (1-Strongly disagree, 5-Strongly agree)	5	5
I am satisfied with the quality of work performed. (1-Strongly disagree, 5-Strongly agree)	5	5
The technicians were courteous and professional in their response. (1-Strongly disagree, 5-Strong	5	5
I was kept informed about the status of my request. (1-Strongly disagree, 5-Strongly agree)	5	5
Comments:	Excellent. Thank you for the help.	

**Average: 5.0**

**Report Average: 3.3**