

# Housing Customer Survey

## Chatsworth Maint

<b>Samar Taibah</b>	<b>6/25/2016</b>	<b>H-59011</b>	<b>3135714699</b>	<b>fq3426@wayne.edu</b>	one of the living room windows broke accidentally while I was measuring it to know the size to buy a curtain, I accidentally broke it. authenticated user: Samar Taibah - fq3426 requester ip address: 141.217.232.211
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 work, more than perfect timing. There was no 12 hours between the time I submitted the request and the time the window was fixed. Just perfect				

**Average: 5.0**

## DeRoy Maint

<b>BOSHEN ZHANG</b>	<b>6/6/2016</b>	<b>H-58693</b>	<b>3139207485</b>	<b>fc5991@wayne.edu</b>	The bottom of refrigerator is leaking authenticated user: Boshen Zhang - fc5991 requester ip address: 141.217.232.213
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

<b>Erik Vazquez-Montelo</b>	<b>6/29/2016</b>	<b>H-58940</b>	<b>3135772121</b>	<b>fx7892@wayne.edu</b>	Garbage disposal not working authenticated user: Ni'Esha Wright - fh3756 requester 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)	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

**Average: 4.0**

<b>Juan Liu</b>	<b>6/22/2016</b>	<b>H-58853</b>	<b>7654304969</b>	<b>fj7508@wayne.edu</b>	The toilet in the second bathroom is leaking very seriously. The toilet keeps running after I flush it, and it has a big noise, which is annoying. authenticated user: Juan Liu - fj7508 requester ip address: 35.16.67.113
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**

Kejiang Ye	6/2/2016	H-58523	4124260818	fy2713@wayne.edu	There is a leakage problem under the kitchen sink. I made a maintenance request on this issue several weeks ago. But recently this issue becomes even more serious. I can collect half bottle of water in one day. Thanks. authenticated user: Kejiang Ye - fy2713 requester ip address: 35.16.74.28	
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					Good work!	

**Average: 5.0**

Radhika Rastogi	6/25/2016	H-58836	2482389054	arastog@med.wayne.edu	The toilet in the bathroom near the door has an issue in refilling its water tank. It does so extremely slowly (probably takes something like 30 min-60 min to refill fully) with an annoying hissing sound the entire time. I would appreciate if this could be fixed. Also, two blinds of the curtains have fallen off in the bedroom closer to the door (the second and third blinds from the center on the right side) and I would appreciate if they can be replaced. Thank you. authenticated user: Radhika Rastogi - eq3722 requester ip address: 35.16.65.49	
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)					4	4
Please include a comment or suggestion to help us improve our service. Those submitting a com					Please read the entire order. The toilet was fixed superbly but the blinds were not addressed and both were in the same order. Thank you.	

**Average: 4.3**

Scott Baughan	6/16/2016	H-58826	8107013547	baughan@med.wayne.edu	The pipes below the sink in the bathroom are clogged and leaking badly. It appears that the fit between the U bend and the main sink is compromised because the plumbers tape that was installed there failed. They need to be repaired or replaced. Thank you. authenticated user: Scott Baughan - fe0918 requester ip address: 141.217.232.170	
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)					3	3
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					The pipes were not fixed and still leak.	

**Average: 1.5**

<b>Tyara McMillan</b>	<b>6/8/2016</b>	<b>H-58734</b>	<b>3135163564</b>	<b>jericamac@gmail.com</b>	Air conditioner acting weird again, not getting cold in my room. authenticated user: Tyara McMillan - fv5812 requester ip address: 141.217.23.172
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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	Very sufficient and completed in an expedite time frame. Everything is working great now	

**Average: 4.8**

Yu Jing	6/29/2016	H-58952	3133553604	fk0959@wayne.edu	The water flow from shower header is too little comparing with the one in Deroy 1113. authenticated user: Yu Jing - fk0959 requester ip address: 141.217.203.151
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**

**Report Average: 4.4**