

Housing Customer Survey

Atchison Maint

Lucia Ruiz	12/2/2015	H-55270	810-336-6484	ft7397@wayne.edu	Hello. The board of the floor map that is supposed to be behind the main door, completely fell and needs to be taped back on securely, as we don't have that type of tape. The board is left on the floor, to the left of the door once entering. Also, the first dresser on the right, has a door that is not closing. Even if slammed, it stays shut for less than 3 seconds. It is only the right side of the dresser specifically on the right once entering the room. Thank you so much. authenticated user: Lucia Ruiz - ft7397 requester ip address: 141.217.173.132
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)	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	I never got an email of when the service request performance was completed. I rated a 4 for the quality of work performed by maintenance staff because the dresser door began having the same issue again about a month and a half after I noticed it got fixed.				

Average: 3.3

Chatsworth Maint

Denzil	12/26/2015	H-51614	3133356706	fp2236@wayne.edu	Ashley Hepp 11/18/2015 09:07 - Some window blinds are missing. Needs to replace. (Preferred visit time 1:30 PM to 5:00 PM) authenticated user: Denzil Dsilva - fp2236 requester ip address: 141.217.233.228
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 had the worst experience. The work order was put in April 2015 and was closed in November without even completing the work. Nobody even bothers to provide service to the haunted chatsworth towers. Absoutely no support from the housing dept.. Did a number of follow ups regarding work orders with Angelica and C Ringer a number of times but no response from them.				

Average: 1.0

Towers Maint

Ann Mark	12/15/2015	H-56312	2482029984	fv5997@Wayne.edu	Plumbing issues. Toilet over squirting when flushed authenticated user: Ann Mark - fv5997 requester ip address: 35.16.98.219
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

Kate Haworth **12/4/2015** **H-56138** **248-697-7583** **fi1149@wayne.edu** The light above the sink that's near the toilet went out, could someone please come by and change it?
 authenticated user: Kate Haworth - fi1149
 requester ip address: 141.217.225.12

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	Never saw the maintenance staff, but I found the light fixed this morning, very quick work.	

Average: 4.8

Shakirra Berry **12/4/2015** **H-56133** **313-948-0868** **FI0826@wayne.edu** Hole in ceiling over shower
 authenticated user: Shakirra Berry - fi0826
 requester ip address: 35.16.98.219

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)	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)	3	3
Please include a comment or suggestion to help us improve our service. Those submitting a com	This task is not complete. There is an even bigger hole in the ceiling now. I hope this will be finished as soon as possible.	

Average: 3.0

University Towers Maint

Baldish obero **12/8/2015** **H-56077** **3137449393** **fq4552@wayne.edu** toilet sink not working
 authenticated user: Baldish Oberoi - fq4552
 requester ip address: 35.16.77.161

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)	5	5
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	Try to do the stuff as quickly as possible.	

Average: 3.3

Hrishikesh **12/8/2015** **H-56019** **616-238-5770** **fy2001@wayne.edu** 1) Bathroom Blockage
 authenticated user: Hrishikesh Patil - fy2001
 requester ip address: 35.16.79.180

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	Quick response.	
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	

Average: 5.0

Report Average: 3.8