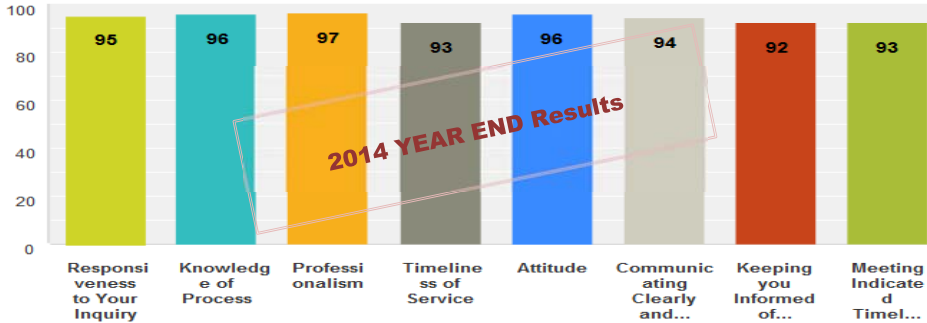




City of Aurora

Building & Permits - Satisfaction Testimonials



2016 Testimonials

12th and 13th Dec 2016

Folks, thank you for your hard work in wrapping up the TCO process... And a **big THANK YOU to your entire team for working through a complex set of inspections to help us make sure we stayed on our tight schedule.** See you at the ribbon-cutting!!!

12 Dec 2016 Application Process Survey response

Sue was excellent to work with. She made me feel very comfortable when asking questions. She was very knowledgeable and provided me with a thorough list of what was expected to be submitted. She was always very pleasant and willing to help. Sue made this process 100% easy for me to navigate and understand.

01 Dec 2016 Inspection Survey response

Rick Shaw is excellent.

23 Nov 2016 Permit Ready Survey response

April was excellent. [Aurora's] always friendly knowledgeable staff always a perfect experience. The ladies are all friendly and helpful.

18 Nov 2016 Application Process Survey response

Permitting is the worst part of my job. Every municipality does it differently. Sue really helped me with all the paperwork and managed to work with 3 of us at the same time. **She was fabulous.**

17 Oct 2016 Inspection Scheduling Survey response

Sue was very informative and treated me very nice! Had to explain in detail what type of basement wall repair work was going to be completed. After explanation she acted very professionally and helped me fill out all the paper work. **She did an excellent job for me!!! A+ A+ A+ +**

15 Sept 2016 Application Process Survey response

Sue explained to me the process as I am a new employee for my company doing a job which requires me to meet people like Sue. **Sue guided me through the process** which I have found is different with most cities and villages I have come in contact with in my short time with this company. Sue treated me very well and made sure I was in total understanding of the process and what I needed to do next to complete the process. Prior to this position with this company I worked for the city of Lockport for almost 28 years and in that time there have been a handful of employees who have "cared" about their job like Sue does, which is the greatest attribute for an employee. Thank you Sue.

30 Aug 2016

Thank you for your **responsiveness and professionalism.** Given the challenges we have faced with scattered site renovation **we truly appreciate it.**



Commented [Aurora1]:
David Block AIA AICP | Director of Development
566 W. Lake Street | Suite 400 | Chicago, IL 60661
Direct: 312.382.3259 Cell: 617.905.6690
Email: dblock@evergreenreg.com
Website: www.evergreenreg.com

Commented [Aurora2]: Michael Cornell
mcornell@bcmcontractors.com
Boreas scattered site housing 40 units



City of Aurora

Building & Permits - Satisfaction Testimonials

22 Aug 2016

Ok. I have to tell you guys. I deal with a lot of cities and villages. **The way you handle permits is incredible. Great job!**

21 Jul 2016 Permit Ready Survey response

Sue was fantastic. Went over and above.

07 Jun 2016 Permit Ready Survey response

Nancy, worked out the most convenient option for me and very quickly emailed her findings to me so I would not have to make a second trip to the city office.

26 May 2016

Nancy, Our group @ Station Blvd really **appreciates the assistance and professionalism our team is greeted with each and every time.** Thanks to you and your colleagues @ the front desk for **keeping a sometimes anxious process supportive and collaborative.**

29 APR 2016 Application Process Survey response

[Sharon was] very helpful

29 APR 2016 Trade Plan Reveiw Survey response

Excellent. I did not speak with Mr. Olson, but his comments were clear and concise.

19 Mar 2016 Subject: A letter of appreciation

We want to tell you how appreciative we are for all the help in our time of need that you and your staff have provided to us. **Each one of your staff members were very professional and willing to go the extra mile!** I can't tell you enough that you have a **great staff.** We know nothing about the process of acquiring a permit and to add to our frustration we were very far behind the 8ball due to the actions of a very poor general contractor. You and your staff were greatly helpful to us at every turn! They answered every question we had no matter how seemingly insignificant and guided us through every step of the process getting us back on the right path to properly finishing our project and getting our kitchen back.

17 Mar 2016 Permit Ready Survey response

Susanne has been amazing to work with.

08 Mar 2016

It has been a pleasure working with all of you and I will miss Chicago Premium as one of my centers. As a group, **you are the most communicative building department that I work with out of 21 centers throughout the country. I appreciate the partnership** shown over the past few years and we look forward to maintaining our positive relationship...

18 Feb 2016

Inspection communication systems?
I think your [inspection communications systems are] **very helpful.** The Owner seems to like it as well.


03 Feb 2016

You really live the five out of five stars that you receive nationally for your efficiency. Thank you again for your guidance during our transition and your quick analysis and response, this shows how you really set the standard nationally for intelligence and efficiency in your processes. (Not only do I believe it, but I have seen it!) Sincere compliments.

07 Jan 2016

Your **Building department staff is one of the best in Chicagoland!**

Commented [Aurora3]: jcasnm5@sbcglobal.net Jay Hambrick Plumbing Inc (779) 875-0871

Commented [JPC6]: Brian Graham
Tenant Manager
Premium Outlets

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T 973.403.3171 M 917.691.2997
bgraham@simon.com
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Commented [Aurora7]: John David (JD) Boone
A M King Construction Company, LLC
P: 704.365.3160
C: 919.452.3749

Commented [JPC4]: Mark A. Osman
Senior Project Manager
Construction Equity, LLC
The Plaza on New York - Field Office
500 Station Blvd, Aurora, Illinois 60504
847.847.8505
mosman@evercorecompanies.com

Commented [JPC8]: Ann LeClair

Commented [JPC9]: Guy Dragasic / Olympic Sign
Cogdragasic@olysigns.com

Commented [JPC5]: ruserious34@att.net
Sincerely,
Ruth and Tim Madden
541 N Westlawn
Aurora, IL 60506