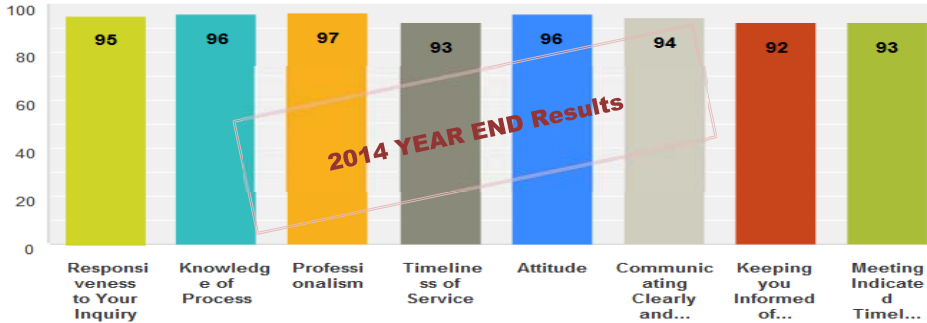




City of Aurora

Building & Permits - Satisfaction Testimonials



2015 Testimonials

02 December 2015 Certificate Ready

Thank you Mr. Beneke! It was a pleasure working with Aurora!

30 Oct 2015 Permit ready for pickup

Thanks so much for your help with this project. As I said on a call this morning with all of our attorneys, lenders, investors, and IHDA – I have been absolutely blown away by how proactive you and your department have been in helping us to meet our deadlines. Very few other cities would be helping to make a project happen the way Aurora has – it is very much appreciated!

11 Sept 2015 Permit ready for pickup

Thanks very much, April. I must tell you... your dept. is the most efficient I've ever dealt with in processing permits, and keeping us abreast of things. Thank you for your wonderful communication. So many others could learn a lot from all of you!

10 Sept 2015 Inspection Scheduling follow-up

The plan examiners were very helpful when I called to clarify their corrections. A pleasure to do business with!

10 Sept 2015 Inspection Scheduling follow-up

I love with our email system because it keeps me updated immediately on things that are going on with my jobs and I wish all municipalities had a program like this! I'm canceling an inspection my sub called for which I know I will not be ready.

31 Aug 2015 CPO opening follow-up

Thank you for the quality reviews and inspections! Your department was a pleasure to work with and I look forward to continuing our strong building relationship in Aurora!

24 Aug 2015 Homeowner phone call

Very patient, customer oriented service, a wonderful experience. Kudos to all of the ladies in Building and Permits!

24 Aug 2015 Inspection result follow-up

Herman: Thank you so much. It's been a pleasure working with you & The Aurora City Building Department. [CPO tenant contractor]

Commented [JPC1]: Frank Avino favino@trinidadllc.com
Project Manager
TRINIDAD CONSTRUCTION, LLC

Commented [JPC5]: Jerry McKeown from McKeown Classic Homes

Commented [JPC6]: Ron French
NICET Cert No. 138055
Project Designer/Manager • Chicago Fire Protection Group
Shambaugh & Son, LP an EMCOR Company
2820 Thatcher Road, Unit 1 • Downers Grove, IL • 60515
direct 630.725.0500 x24 / cell 630.300.8029
email rfrench@shambaugh.com

Commented [JPC2]: David Block AIA AICP
Director of Development
VeriGreen Residential Development
566 West Lake Street, Suite 400
Chicago, IL 60661
dblock@verigreendevlopment.com
(312) 382-3259 direct
(617) 905-6690 cell
(312) 382-3250 fax

Commented [JPC7]: Melissa Jane Kobeck New May street resident that called dozens of times this month. 630-930-2875

Commented [JPC3]: From: cfitzpatrick@heritagesignsLtd.com [mailto:cfitzpatrick@heritagesignsLtd.com]
Sent: Friday, September 11, 2015 10:53 AM
To: Obrien, April
Subject: Re: Permit Application is Approved - Pending Pick Up

Commented [JPC8]: Don Janik [mailto:djanik@retailconstructioninc.com]

Commented [JPC4]: Architect



City of Aurora

Building & Permits - Satisfaction Testimonials

20 Aug 2015

Sue, you are truly a prize and the City of Aurora is very lucky to have you. Your response to my issues were **more than perfect. You did an excellent job running triage** on my problem and immediately realized that we needed action fast. You got us the information we needed at the closing table and helped us close our three and a half million dollar refinance.

20 Aug 2015 Inspection result follow-up

Been a pleasure working with the city. Thank you very much! [Contactor at CPO]

10 Aug 2015 Pre-Application Meeting follow-up

John, Thank you again for taking the time to meet with us this afternoon. **I was impressed with your department's organization and turn-around times for permit processing.**

05 Aug 2015 Coordination email followup response

HERMAN! YOU GO! Truly thank you for all your hard work and efforts to date! **YOU are kicking butt and have our back!** We are working hard too! My best!!!! (Simon-Chicago Premium Outlet Mall)

05 Aug 2015 Permit Application Process Survey

Sue and Nancy are the **epitome of professionalism, extremely easy to work with, extremely helpful and they just make the whole process much easier.**

Every community should have permit employees as dedicated as these two ladies. I can't say enough good and positive things about them. (Sue even chased me down the street one day when I left my wallet on the counter!) **Just great people!**

23 Jul 2015 Permit Application Process Survey

Sharon Burden was phenomenal. I went in with no idea how to handle it, and she went above and beyond and even processed my request via email.

31 Jul 2015 Permit Application Process Survey

Sue's level of customer is almost indescribable. We were at a closing table refinancing our building. An elevator inspection violation was interrupting us. Sharon took the call and help us get the inspections from Thompson quickly. Sue immediately billed the inspections took my fees and issued the elevator certs immediately put them in the mail. If that was **not enough, the next day I needed a documentation for the closing to show everything was cleared and Sue faxed it over (this is the key word here) IMMEDIATELY.** Sue is fantastic and the team of Sue and Sharon cannot be beat. Gosh I'm glad to be in business in Aurora!

10 Jul 2015 Permit Application Process Survey

As the permit manager at Midwest Sign & Lighting, I work with all the villages and cities. Your town hands down as been the best to do permits for. I'm still amazed in the timely and sufficient manner. Keep up the **FANTASTIC WORK!!**

08 Jul 2015 Permit Application Process Survey

Keep up the good work!

01 Jul 2015 Email Thank You

I just wanted to send this email as a thank you to Joshua Ream. I have worked with the City of Aurora on several permits now, and Josh has had a hand in completing every one of them. He has always taken time to help in whatever I have needed. Whether it is responding to my questions in a prompt matter (which is not the case with many municipalities), or following-up with another department in the City of Aurora in order to get the permit processed in a timely matter. Take it for what it is worth; I just wanted to let you know, **and I look forward to working with Josh, and the City of Aurora in the near future.** -Thanks again!

Commented [JPC9]: Mark Clements
Property Manager / Leasing Agent
Mark.Clements@BoxerProperty.com

Commented [JPC10]: Tony <tonygroveconst@yahoo.com>

Commented [JPC15]: Mark Clements Boxer Property Management
mark.clements@boxerproperty.com

Commented [JPC11]: John David (JD) Boone
A M King Construction Company, LLC
P: 704.365.3160
C: 919.452.3749

Commented [JPC16]: Signage sub-contractor

Commented [JPC12]: Christina Quesenberry
Vice President - Tenant Improvement
Premium Outlets@ SIMON@
60 Columbia Rd, Building B, third floor
Morristown NJ 07960
973.403.3195 | phone
cquesenberry@simon.com | email
www.premiumoutlets.com

Commented [JPC17]: Guy Dragisic / Olympic Sign Co.
gdragisic@olysign.com

Commented [JPC13]: Identity sign & Lighting, Inc.
major1051@aol.com

Commented [JPC14]: Allen Dressel
dressela@naperville.il.us



Commented [JPC18]: Adam McCabe
Project Manager
773.551.1051
amccabe@reachnetsolutions.com



City of Aurora

Building & Permits - Satisfaction Testimonials

29 Jun 2015 Ground Breaking Praises

Herman, I wanted to personally thank you for your assistance in seeking a resolution to this specific matter. It just **further exemplifies what Duke already understands, that you and your team are partners with Duke** in the development of this Industrial Park. At the groundbreaking ceremony, I publicly proclaimed we were approved and had a building permit **thanks in no small part to you specifically, and your team**, in working with us so diligently through some last minute details that arose. I was **singing your praises and if you know me at all, then you know how infrequent this ever occurs**. Thank you for all of your help.

26 Jun 2015 Awaiting C.O. Pickup

Herman – Thank you for the update. It **has been great** working with your department on this project. Josh has been extremely helpful in keeping things moving through the system and answering my questions on some unique situations promptly and thoroughly.

26 Jun 2015 Awaiting C.O. Pickup

Thank you. God Bless you all. **You just don't know how good I feel.**

25 Jun 2015 Awaiting Permit Pickup

Yes it did go very smoothly. Each time I have been **very impressed and appreciative** that you do not have long lead times and show up promptly. Thank you for the rapid response.

25 Jun 2015 Inspection Scheduling followup

Rick was very patient and helpful.

09 Jun 2015 Inspection Scheduling followup

Mr. Beneke, You have the **very best staff** in your department. From the great ladies in the front to your field inspectors, which **I love them all**. Thanks to your great team. You ladies are the best!!!!!! Thank You from the bottom of my BBQ heart.

23 Apr 2015 Awaiting Permit Pickup

They are the **best building department I've ever had the pleasure to work with**. Team work means everything.

01 Apr 2015 Awaiting Permit Pickup

Ms. Priebe helped me last year when I replaced my drive way. She was extremely friendly and helpful then and she was the same this time. **Great city employee!**

31 Mar 2015 Awaiting Permit Pickup

Excellent Service, Very pleasant. **Share your secret of your efficiency with other villages ;)**

10 Mar 2015 Awaiting Permit Pickup

Nancy is the best. She is very patient and really knows her job. Thanks Nancy for helping me through the process. Thank You.

22 Feb 2015 Plan Review Survey

From the front desk to all of the inspectors they are a **great team. Excellent Service.**

Commented [JPC19]: **Mark A. Roman**
Director of Preconstruction



9377 W. Higgins Road Suite #600
Rosemont, IL 60018
Direct: #847-232-5444
Fax: #847-232-5691
Cell: #630-430-7246

Commented [JPC20]: Jeannine Martin
CoreBuilt Contracting, Inc.
Tel (847) 423-8167
Cell (312) 513-2690
martin@core-built.com

Commented [JPC23]: kandaceward@rabinepaving.com

Commented [JPC21]: Re: 918 E. New York St. Aurora; New York Centre, LLC
Guy Alessia <stopguy@aol.com>

Commented [MD24]: Thomas BBQ – Andre Thomas

Commented [JPC22]: [<mailto:rmkelley@sbcglobal.net>]
Randy Kelley
2668 Providence Ave
Aurora, IL

Commented [JPC25]: foodservice@comcast.net Andre Thomas