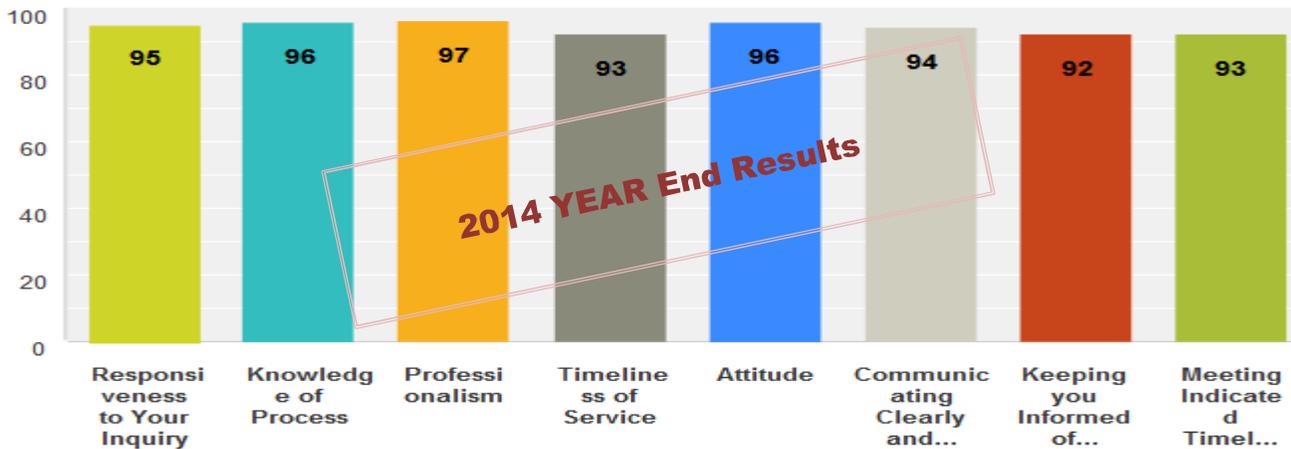




City of Aurora

Building & Permits - Satisfaction Testimonials



2014 Testimonials

18 Dec 2014– Follow up Email compliment

Hello Herman/Gary: Jean McComsey, our Operations Director, has just informed me that all is in place for us to collect our permit. Please accept our sincere thanks for helping expedite this process. Over the last 2 years or so we have had quite a few dealings with city of Aurora, our experience has always been good and we can honestly say that the **City of Aurora is a pleasure to deal with.** Again thank you.

19 Nov 2014– Customer call compliment

Your permit clerks do a **"Bang up Job!"** Wished Chicago took a cue from Aurora as he was standing in line at Chicago Permits.

09 Oct 2014– Handwritten Card - Resident

John, Thank you so much for all that you and your staff have done for our Family!

24 Sept 2014– Follow up Email

Herman, **Thank you so much for everything** you and your team have done to get this project completed.

24 Sept 2014– Award Announcement

Congratulations on this Community Service Award! **This is what I call a city department.. and city workers making the city work for its citizens. God bless you for all that you have done for this city and RTA.** This is a well-deserved award for your department.

22 Sept 2014– Award Announcement

Congratulations to the Building and Permits Division for your national recognition! Rebuilding Together Aurora is honored to be a part of your award and is thrilled to be a part of your success. The City of Aurora and RTA is a great collaboration, and RTA hopes to continue working with your division and all of the city departments to creatively resolve home modification issues throughout the year.

Thank you for letting us know about this award. **Excellent work!**

28 Aug 2014 – Inspection Result E-mail

Herman, Great news and please extend our thanks to everyone at the Division of Building and Permits! **Very professional and courteous through-out the process.**

15 Aug 2014 – Inspection Result E-mail

Thanks! Nice work [Aurora University], everyone.

30 July 2014– Follow up Email

Your department remains the most architect-friendly, process timing friendly we've experienced in the greater Chicago area. Sincere thanks for all you do!!



City of Aurora

Building & Permits - Satisfaction Testimonials

28 July 2014– Follow up Email

I wanted to take a moment and thank you and your staff for all of your dedication and hard work helping the Aurora Housing Authority to make our way through the inspection and permit process for our new headquarters at Jericho Circle. Your staff showed great professionalism provided excellent customer service throughout the entire construction process and made sure that my staff was fully informed every step of the way. I cannot adequately put into words how valuable the expertise and assistance your staff provided was to the AHA in this process.

As we attempt to move our Housing Authority into the 21st Century, we certainly will cross paths with you and your staff in the future. We are pleased to say that based on our experience with this project we look forward to working with your team again.

17 July 2014 - "Soft Opening" ceremonies for the first Habitat for Humanity house at Solfisburg.

Jeff Barrett of Habitat highly praised the Engineering and Building staffs for being incredibly responsive and really working with Habitat and its volunteers to bring the project to completion. Jeff had very high praise for your City divisions. Thanks for working with Habitat through some difficult predevelopment issues.

17 July 2014 Permit Awaiting Pickup Email

Sweet, Thanks Sharon! I also wanted to note here that I really love the service I get from you guys (front office and reviewers) – it really is superb!! Please forward this along to whomever you think needs to see it. - Cheers.

08 July 2014 – Permit Awaiting Pickup Survey Best permit process our company has EVER used.

17 June 2014 – Inspection Schedule Email

This is how government is supposed to work--a citizen asks a question and gets an answer almost immediately! I am impressed. Thank you so much for checking on this for us.

12 June 2014 – Follow up Email

Thanks Herman! Its been a pleasure working with you and the Aurora team.

09 June 2014 – Inspection Schedule Email

Doug does an excellent job and your front staff is the best I have ever dealt with. Keep up the good work.

09 June 2014 – Follow up Email

[April] Just a quick email to say thank you with your help last week...So far this has been a very smooth process and I owe a large part of that to you... walking me through the process. Thank you again.

09 June 2014 – Inspection Schedule Email

Your are the very best! Keep up the good work just treating homeowners like they are part of your family!

02 June 2014 – Inspection Schedule Email

Excellent, Rapid, Professional response. Very helpful to the property owner. Quite honestly, we work with a number of municipalities in the greater Chicago area and Aurora is the most pleasant, most helpful permit staff by a long ways. The benefit of this for us as architects and for Aurora in terms of encouraging economic development is terrific. Doesn't mean that the inspections are any less "picky" - just that the staff actually assists us in strategies to meet the requirements. Much appreciated. [Aurora] is building one of the best departments of its kind anywhere. Keep up the good work!

13 May 2014 - Inspection Results Email

Excellent service. Doug always goes out of his way to answer any questions I may have.

07 May 2014 - Inspection Schedule Email

[Sharon] I am extremely impressed with the customer service of your department!

02 May 2014 - Plan Review Email

John, I will kiss you!! Thank you very much.



City of Aurora

Building & Permits - Satisfaction Testimonials

14 April 2014 - Plan Review Email

Thank you so much for keeping up with our changes! I can't speak highly enough about how great you guys are to work with!

14 April 2014 – Hand written card.

Thank you so much for your assistance in helping us meet our tight timeframe for moving into our new space! You saved us from jumping through some major hoops [with movers and logistics] and helped ensure we would be ready to receive our clients the next business day. Have a blessed Easter.

14 April 2014 – App Acknowledgement Email.

Thanks Pam, outstanding communication on permits...

09 April 2014 – Plan Review Survey.

Excellent [Service] KEEP UP THE SAME WORK. It is working well.

02 April 2014 – Inspection Results Survey.

I called to find out when the inspection would be done and found out it was scheduled for today the day after the roof was installed. Which I think is excellent and quicker than I expected.

01 April 2014 - Inspection Results Survey

I have to say your system is AWESOME for inspections I wish all were the same as yours.

26 March 2014 - Inspection Results Survey

Doug was very professional and knowledgeable about his job, Doug walked through each step with our team. He was very friendly and nice to work with.

03 Mar 2014 –Permit Awaiting Pickup Survey

Everyone was very helpful and gave great information about the process. The online tracking site is terrific. Keep up the good work.

28 Jan 2014 –Inspection Scheduling Survey

Dawn -Very Pleased. You make it easy to want to be a part of the Aurora experience!

20 Dec 2013 – Inspection Results Email.

I just wanted to say THANK YOU for all of your assistance as we've put back together our lower level after the flooding earlier this year. You and your team have been great to work with... We're thankful for your assistance in helping to get our building back up and fully operational. We look forward to serving the community in an even greater way now that we have the extra space.

Please pass on our appreciation to your team! Thank you and Merry Christmas!

18 Dec 2013 – Inspection Results Email.

Dan, Thank you very much for your assistance and insight on how to best navigate this complex phasing and scheduling issue that we needed to adhere to for this project. I also want to thank all of your inspectors for their patience with this process as I know it was probably tedious at times, given the numerous trips they had to make to view the different phases & elements. As John and I told you from the on-set of the project we want to comply with what you and your staff need to their jobs effectively and your open communication made this expedited process a success. This has been critical to our success in complying with the Phonak's requests and has enabled them to make their international deadlines for production and brought hundreds of jobs into Aurora which is great for the area. I just wanted to say thanks again, and have a wonderful Holiday Season. Thank You.

02 Dec 2013 –Submittal Meeting Follow Up

Thank you for your time today. We [The Patio Restaurant] appreciate the City of Aurora and the building department's efforts of working concurrently with submittals and promoting a "get it done" environment. I look forward to a good working relationship with all involved.