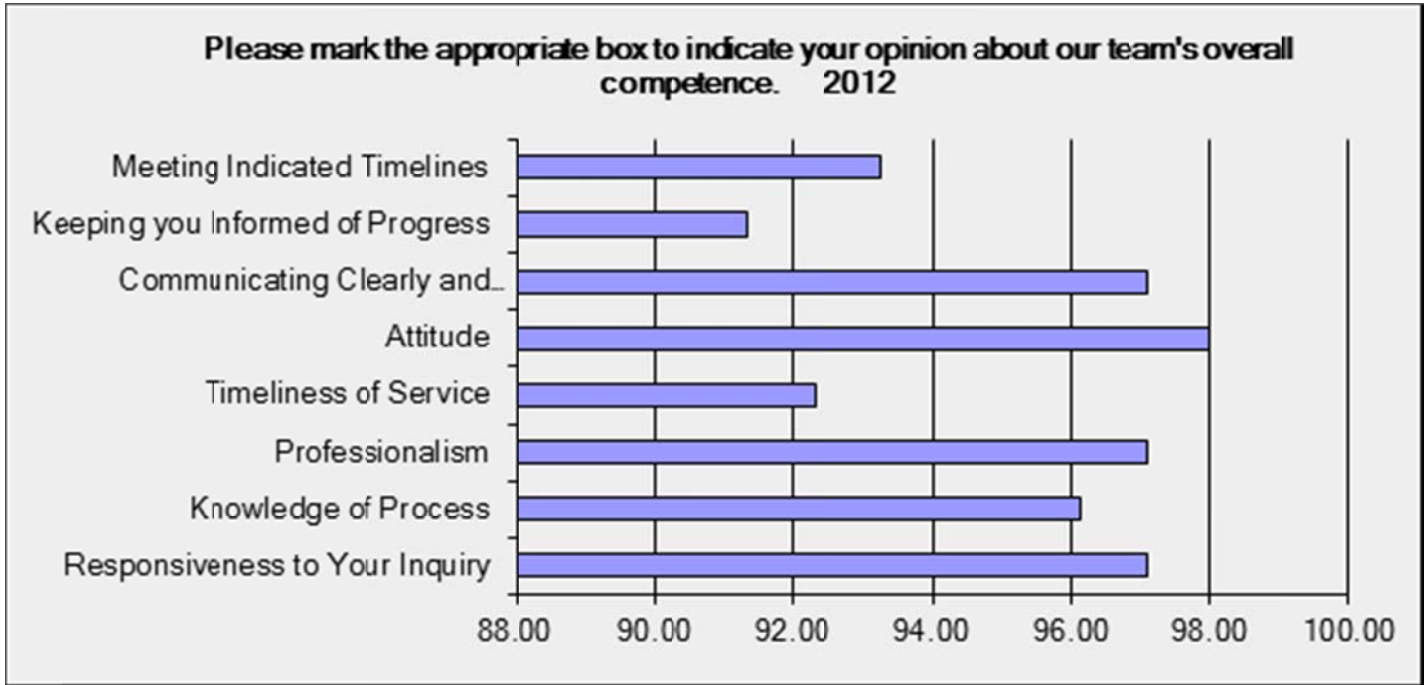




City of Aurora

Building & Permits - Satisfaction Testimonials

2013 Testimonials



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!

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.

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



City of Aurora

Building & Permits - Satisfaction Testimonials

13 Dec 2013 – Field Changes meeting.

Dan, Thanks again for meeting with me today. I appreciate all the understanding and organizing on your part to allow me to maintain progress for the owner on this project.

13 Nov 2013 – Pre-Submittal Meeting Follow Up

John & Herman,

It was great to see everyone again, [we] look so forward to doing this next phase with your group and utilizing your new technology, Great presentation.

Thanks again... Chicago Premium Outlet Expansion Project.

12 Nov 2013 – Pre-Submittal Meeting

The most organized building department I've ever met with. Chicago Premium Outlet Expansion Project.

08 & 10th Nov 2013 – Follow up Emails from China

Thank you so much for sending these [development tracking and processing] materials to us. It is very useful and helpful. Aurora is a very beautiful city and will have a brilliant future. [You are] welcome to visit China and Shenzhen.// Thank you for your valuable time.

01 Nov 2013 – Customer Service Email

Our priest, Msgr. Arquimedes Vallejo has been at your office a few times to get a permit for work we are having done and he has asked me to let you know that he is very impressed with the high level of customer service that Sharon Burden and Nancy Priebe have expressed, they made the process easier. Thank you for all the work you do for the people of Aurora.

18 Sept 2013 – Inspection Result Email

We only do occasional work in Aurora but have found this to be the most professionally operated and easiest municipality in which to work. Makes for a very smooth experience for the end user.

18 Sept 2013 – Application Ready 4 Pickup

Excellent Service Thanks!

28 Aug 2013 – Application Acknowledgement

Email

Speaking for owner & VP; I can quote Evercore Construction VP, Don Nicolson as saying "That was the easiest & friendliest meeting with a city I've ever had." I've met with the folks at Building & Permits twice this week and found everyone to be very helpful and professional. Our thanks to Dawn, Dan and Herman, Evercore Companies is looking forward to being a part of the City of Aurora.

15 Aug 2013 – Inspection Result Email

Thank you all for your help and support throughout this project it was greatly appreciated.

14 Aug 2013 – Homeowner Inspt'n Result Email

Thank you for your thoroughness and ensuring everything was done correctly...

05 Aug 2013 – Inspection Result Email

I would like to thank, and commend your remarkable office and inspection staff for all the help they put forward on this project. I had not expected the inspection team to be as helpful as they were, actually going out of their way to lead me in the correct direction as far as the ADA rules and BOCA codes were concerned. Once again I commend your staff on an outstanding 30 day project.

13 June 2013 – Customer Satisfaction Survey

I do a lot of work in different towns. Your inspection process is the best I have run across. Very EASY to follow your timing and very informative info on what you require. Excellent Service.

07 June 2013 – Licensing Email

Thank you for making this application so easy for us. Your system is Awesome!

06 June 2013 – Inspection Survey

Please clone Rick Shaw, if all of the city employees conducted themselves in the same manner there would NEVER be any issues.



City of Aurora

Building & Permits - Satisfaction Testimonials

May 2013 - Inspection Result Email

Rick ... Thanks again for coming out today and performing an inspection and for your help throughout the project. Our on-site superintendent Jake had **nothing but good words** about working with the City. Thanks

22 May 2013 – Inspection Result Email

Great news! We look forward to serving patients in our new dental suite here at Highland on Thursday. Thank you to you and your staff!

22 May 2013 – Inspection Result Email

We are a fast-paced society and anything [automatic inspection result e-mails] that moves information quicker is a good thing. Good job.

21 May 2013 – Plan Review Result Email

Your cooperation and patience through this process has been **amazing**. We look forward to construction this summer.

17 May 2013 – Plan Review Result Email

Thank you for your help with this situation and the very timely and organized response to our initial permit application. **It is a pleasure working with a city as well run and organized as Aurora.**

25 Apr 2013 – Inspection Result Email

Ron is the best. He is **the best**. Ron is always willing to provide the best advice and very good at his job!

25 Apr 2013 –Email

Thank you all for your support and assistance during our project construction and opening!

22 Apr 2013 – Inspection Result Email

Ron is very knowledgeable and even pointed out items that needed correction and took time out of his day to come back that afternoon and re-inspect to keep the house moving along. That was very accommodating of him to do so and **much appreciated**.

22 Apr 2013 –Email

We [Ruddy Brothers & Rush Copley] **cannot express how grateful** we are.

06 Mar 2013 – Front Counter Email

“Excellent [Service] Pam had all the answers or knew where to find them!”

28 Feb 2013 – Front Counter Email

“Thank you very much Pam-I am very appreciative of your fast reply and all the great information! **I would be thrilled if even a few of the other cities I deal with in the US were as efficient as you are** (including my own hometown of Indianapolis). It is a pleasure dealing with you.”

14 Feb 2013 – Field Revision Email

“Construction has gone well and **your staff has been an asset to the project team**, working well with our [ppk architects] office and E.P. Doyle [general contractor] in the execution of this project for Cadence Health. Thank You”

14 Feb 2013 – Permit Ready for Issue Email

“Award winning process does not describe the **professionalism and commitment each and every team member contributed to the process. It was truly ‘No Stress’**. This was by far the most efficient, non-political, highly professional team I have ever worked with in my 20+ years in real estate dealing with **various communities**. Not once did I ever walk in and wait for one minute even as other people were at the counter. Someone always stopped and took care of me. The service exceeded my expectations and made me feel I was at a high quality hotel or restaurant NOT at a government office trying to get permits dealing with all of the red tape. Thank you so much. My wife and I chose Aurora [over] Barrington because we heard such great things about [Aurora] being proactive and it has been the **best choice!**”



City of Aurora

Building & Permits - Satisfaction Testimonials

13 Feb 2013 – Contractor Licensing Email

“Pam Thank you so much for all your help. Not only did you make everything clear for me, but you responded so promptly. I really appreciate it!”
[same person called on the telephone and stated]
“This is one of the most customer service friendly cities I have worked with.”

1 Feb 2013 – Inspection Result Email

“Herman thanks for working with us and our tenant, Brighton Best, on this project. It is great a feeling to be done with this project and to know that Brighton Best is very happy with their new space! It has been a pleasure working with you and all the staff there in the Building Department. I look forward to future projects in Aurora! THANKS!”

05 Feb 2013 – Personal phone call to supervisor

“I am a new homeowner to Aurora on 4th Ave. Please let Martin, Rick and Doug know that they are great guys and were very helpful with my project helping me through contractor issues. Thank you Aurora Building and Permits.”

01 Feb 2013 – Inspection Result Email

“Excellent [Service] for the size of your department, it runs exceptionally smoothly.”

08 Jan 2013 – Letter via Mail

“In the process of picking up permits, we found the front counter staff extremely helpful, very supportive and cheerful. I would hope that this Department is not overlooked as it does a tremendous job of presenting your City as a welcoming committee.”

08 Jan 2013 – Pre-Submittal E-mail

Aurora [is] a great partner. Thank you for your time last week and both Mike and I were impressed by your team and willingness to work fast and together!

07 Jan 2013 – Inspection Results E-mail

Herman; A pleasure to work again with yourself, the Building Dept. and the City of Aurora.

04 Jan 2013- Inspection Result E-mail

Excellent - Ron is always a pleasure to deal with. Any issues are very clearly explained...Ron very clearly explains his reasoning and makes suggestions.

27 Dec 2012 - Inspection Results E-mail

...Our customer service experience with Aurora was excellent. Nancy was very knowledgeable, professional and helpful in getting us through this process. We enjoy working with the City of Aurora.

13 Dec 2012 - Inspection Results E-mail

Best Building Department I have yet to deal with. Very good communications with all.