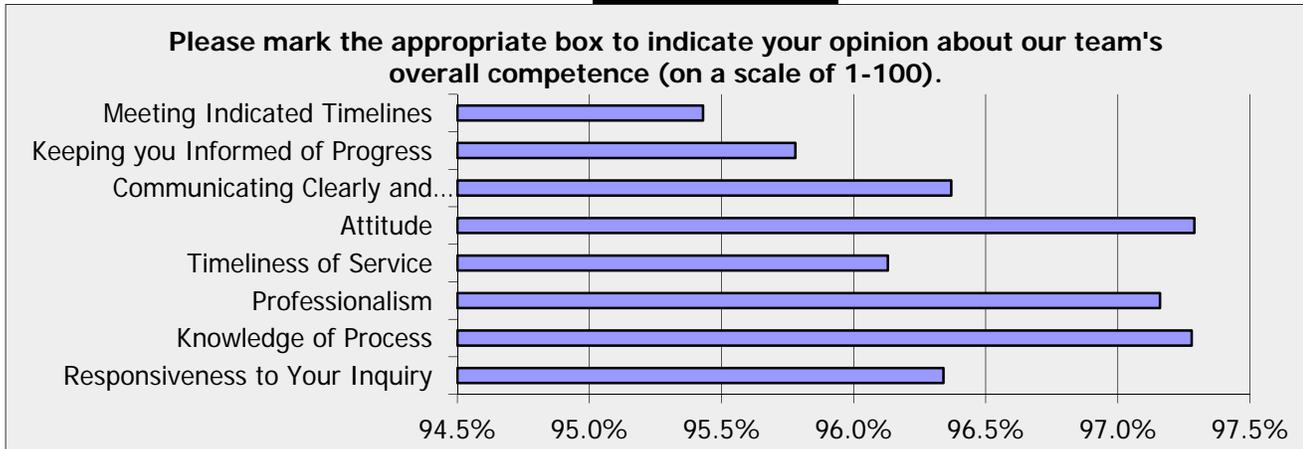




City of Aurora

Building & Permits - Satisfaction Testimonials

2012 Testimonials



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.

16 Nov 2012 E-mail

Herman, Dan and Mike.

We really appreciate your time yesterday it was sincerely invaluable. We are looking forward to working with you on this project.

09 Nov 2012 - Inspection Results E-mail

They are seasoned experts who without a second thought, go above and beyond.

04 Oct 2012 - Inspection Results E-mail

Gary and for that matter absolutely everyone I worked with at Aurora was awesome

30 Oct 2012 E-mail

Thank you so much. I appreciate the time you took to talk to me and help me resolve this issue. We are looking forward to be in our new building and hope to meet you some time in the future.

14 Sept 2012 Inspection Result Response

Martin, Nice job on the inspection today. It's nice to see a (fairly) young guy who knows his stuff and does a thorough job. I felt bad that I didn't notice that the wire was too small. I wouldn't have hooked it up had I known. Shame on me. Anyway, that's why you're the inspector, and I'm not!! I figured you hear about it when people are unhappy with what you do, so I thought I'd let you know that I'm impressed with your work!!

28 Aug 2012 Inspection Survey Response

Many thanks Herman. The city of Aurora building and permits division is a **pleasure to deal with**... Thanks again.

23 Aug 2012 Permit Ready 4 Pick-Up Response

Nancy **your team was Excellent, Train the other cities on how to be as efficient as you are.** Thanks for the great service

07 Aug 2012 Homeowner Response

Just thought I would let you that our contractor has suddenly started answering our phone calls and was here Sunday to talk about a schedule to finish the job! I am thankful for your help in this situation and am glad your advice worked so fast and to assist us in getting this stalled job finished. Thanks.



City of Aurora

Building & Permits - Satisfaction Testimonials

31 July 2012 Inspection Survey Response

Martin was **very helpful** and answered many of my questions. He even went as far as explaining his answers and requests.

31 July 2012 Front Counter Survey

First time in quite a while pulling permits in Aurora and so far a **very professional** and pleasant experience. Thanks to all the ladies in the front office for helping with the process!!

07 July 2012 Survey Response

Make A Wish provides wishes for children with life threatening medical conditions. At one point [due to unforeseen circumstances] we felt we would need to walk away from the wish because of the unforeseen problems and add'l costs. Aurora Building & Permits was able to explain issues in detail, make recommendations, refer us to sources that might be able to help out and understanding the timing of this project, provided quick turnaround on inspections and answering our endless questions by phone and email. **Priceless guidance.** I would guess it would require more patience and more effort to work with "contractors" that are less experienced and have an endless amount of questions. That would be us! **We feel very fortunate to have had the opportunity to work with such a kind and patient administrator. We were very impressed with the City of Aurora.**

07 July 2012 Permit Ready for Pickup Survey

Doug & Gary are **absolutely wonderful personnel** to work with!

29 June 2012 Plan Review Survey Comment

Speaking with Mike and Pam was a pleasant and informative experience that aided greatly ... **Excellent Service** from all within the Department

26 June 2012 Inspection Survey Comment

Ron Rithaler was **very professional, thorough, and informative.**

01 June 2012 Survey-Rated Service 100% Excellent

Your customer service representative [Pam] was **extremely kind and very easy to work with.** I felt you went above and beyond to help me get my permit.

31 May 2012 E-Mail

Thank you for the [application acknowledgment] update! **Great system** you have in place!

31 May 2012 E-Mail

I want to thank you for all your cooperation and help with Rebuilding Together Aurora (RTA) this year. I sat in board meetings this year and heard ... how cooperative you were and how you tried to help RTA by making the permit process an easier one for us and all the help with inspections during the event this year by ...[Building & Permits]. Your help means a lot to RTA. Thank you! This organization depends on many people. When you see people like yourself trying to help and make our jobs easier it is very heart felt. God bless you for all your efforts.

14 May 2012 E-Mail

Matt and I certainly enjoyed meeting with you to discuss our plans... Our experience working with Aurora Development Services Department was very positive. We appreciate your professionalism and your willingness to meet with us to discuss our development project. We hope to get the chance to work with Aurora in the future.

14 May 2012 E-Mail

Thank you for your patience and consideration. The city of Aurora seems to specialize in competent employees.

9 May 2012 E-Mail

Thank you. It has been a pleasure working with you, **I really like your notification system.**



City of Aurora

Building & Permits - Satisfaction Testimonials

8 May 2012 E-Mail

I am so glad that the Mayor recognized the amazing, above-and-beyond work that your department's staff provided to us. The RTA April Rebuilding Event went very smoothly, and we were able to assure that we provided homeowners with safety and health in their homes on a variety of levels.

10 Apr 2012 E-Mail

[Aurora Building & Permits you] received many accolades [from ICC's Major Jurisdiction Committee] for your national best practices submission. Three have been approved and ICC is posting these best practices on our website.

Corey M. Roblee - International Code Council.

22 Mar 2012 Letter to Mayor Weisner

"It is with great pleasure that I am writing today to comment your city's Development Services/Building & Permits Division. Our Store Planning and Operations team had the distinct pleasure of working with your CSR's in the Buildings & Permits Division; they have provided expert assistance and superlative attention to our needs ...[enabling] us to open early, practically unheard of in the world of retail construction.

As a nationwide retailer, our Store Planning & Operations team must call upon the services of building and permitting departments quite regularly. We can say without reservation that the level of service provided by the Aurora Building & Permits Division has been, by far, one of the greatest experiences we have ever had. We hope you will have the opportunity to express our appreciation for their hard work on our behalf.

12 Mar 2012 E-Mail

"Best service we have ever received from any municipality! Thank you."

28 Feb 2012-Greeting Card

"I wanted to let you know how much I appreciated the time you took with me back in November when I first started my building remodel. I will not forget the time you took to go over my plans with me. I also want to commend you on the staff you have down at the Division of Building & Permits. All of the folks I have dealt with were awesome. I always felt that they cared about my needs. Growing up in this town and living and working here my whole life gives me a special connection to Aurora. Now experiencing first hand, the kind of people that work in your department really makes me proud to call Aurora home. Keep up all the good work."

6 Feb 2012-Email

Thanks for all of your help [with Engineered Custom Lubricants]. Your entire staff has been great. It's been a pleasure working with you and your team. **AURORA ROCKS.**

2 Feb 2012-Email

I would like to echo Mark Roman's comments concerning your help in attaining the Certificates of Occupancy for phases 1 & 2 and Pre-stock permit for phase 3 of Follett. Your help and advice through the process was, and is, greatly appreciated. All of your field staff have, and continue to be, professional, responsive and helpful. It is a pleasure to continue to work with you and your staff.

30 Jan 2012-Email

We are all taken care of. Thank you for checking with me. I want to let you know that **City of Aurora's building permit process is so much easier than most to navigate, with the ability to easily check the status online and with your personal perseverance in quickly returning calls, emails, and general inquiries. All of it is much appreciated.**