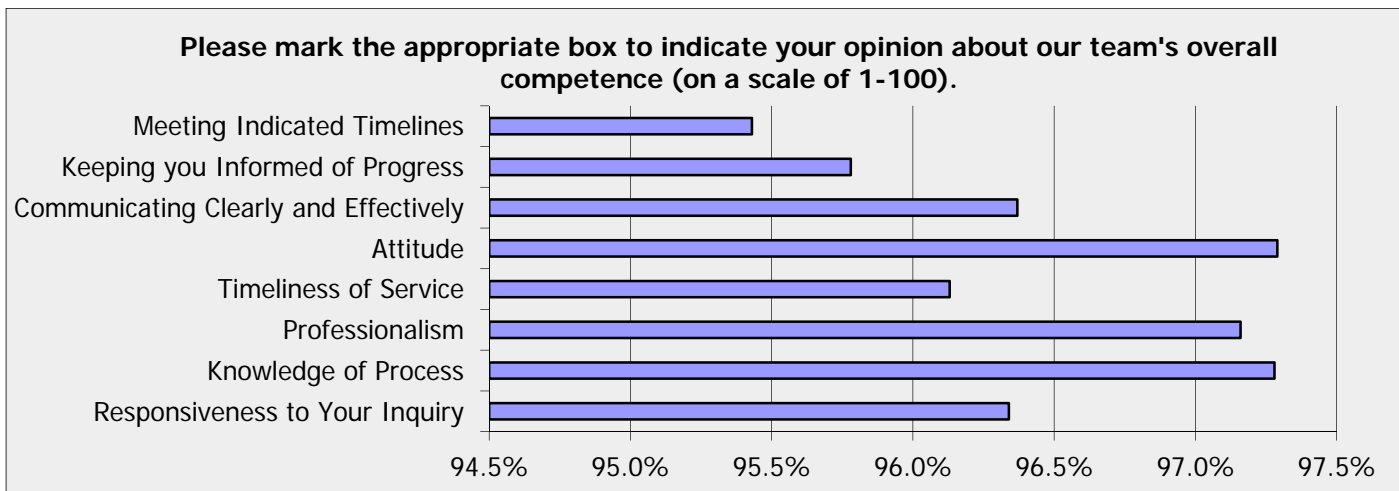




City of Aurora

Building & Permits - Satisfaction Testimonials

2010 Testimonials



23 Dec 2010-Email

“It was such a pleasure to work with you... though large, the City of Aurora has managed to build a "small community" feel, which makes everyone feel like family. It truly is a diamond in the rough, a very special city.”

13 Dec 2010-Customer Satisfaction Survey

“So fast, so expedient, excellent service. Thank You!”

22 Nov 2010-Email

“Thank you for your continuing support and watchful eye in assisting the Illinois Department Professional Regulation as well as your Community with these undesirable ... contractors. May the City of Aurora be the model for other Villages and/ or Cities in Illinois to follow.”

28 Sept 2010-Letter

“I wanted to take this time to thank you for your support and assistance with our move. I understand that moving is not an easy process but with your help and the help of your staff the process has been and will be a success. Please convey my sincerest gratitude to them as well for all of their contributions to making this achievement possible. It has been my pleasure to work with each of you.”

21 Sept 2010-Customer Service Survey

“Best City I’ve worked with in the last 3 years. Counter staff was friendly and Plan Reviewer was the most down to earth and realistic I have ever met.”

21 Sept 2010-Customer Service Survey

“Office staff and Inspectors are the best at the City, Excellent and Knowledgeable.”

21 Sept 2010-Customer Service Survey

“I have worked all over the US and this was the most pleasant experience I have ever had; from the office to the field inspectors. All were pleasant, friendly, and over the top helpful.”

3 Sept 2010-Letter

“I just wanted to send a quick note thanking you for your exemplary service this past Thursday. Your efficiency and tenacity in locating 25-year old building plans for our facility was truly amazing. These documents will prove quite helpful in our upcoming system remodel. What surprised me even more, though, was what an absolute pleasure it was working with you. Thank you so much for your help and making what could have been a very tedious and laborious process a truly delightful experience.”



City of Aurora

Building & Permits - Satisfaction Testimonials

September 2010-E-mail

“Just a tardy note of thanks for working with [us on this project]. They are hoping to eventually take the entire vacant space on a long term basis so the ability to perform ‘above their expectations’ was certainly noticed.”

Jun 2010-Customer Service Survey

“No suggestions [for improvement], It is a real PLEASURE to work with each one of our contacts in the Building & Permits offices. – Thank You!”

12 May 2010-Customer Service Survey

“Please share with Mayor Weisner that we applaud Aurora’s forward thinking and progressive efforts towards Sustainability. From my perspective, it appears that Aurora is a leader among the progressive groups to encompass this expansive view, and for that we are grateful.”

5 Apr 2010-Customer Service Survey

“Continue to providing excellent service that you do. We are lucky as local constituents to have such a responsive staff at the Aurora Permits and building department.”

March 2010-Customer Service Survey

“Just wanted to say I have worked all over the U.S. and this was the most pleasant experience I have ever had from the office to the field inspectors. All were pleasant, friendly, and over the top helpful.”

March 2010-Customer Service Survey

“Office staff and inspectors are the best at the city. Excellent and Knowledgeable.”

Feb 2010-Customer Service Survey

“A pleasure to deal with extremely competent persons who care about serving the public.”

Feb 2010-E-mail

“I would like to thank you from the bottom of my heart for your guidance, co-operation and help in every step of the process.”

20 Jan 2010- Customer Service Survey

“Awesome”

18 Jan 2010- Customer Service Survey

“True Professionalism”