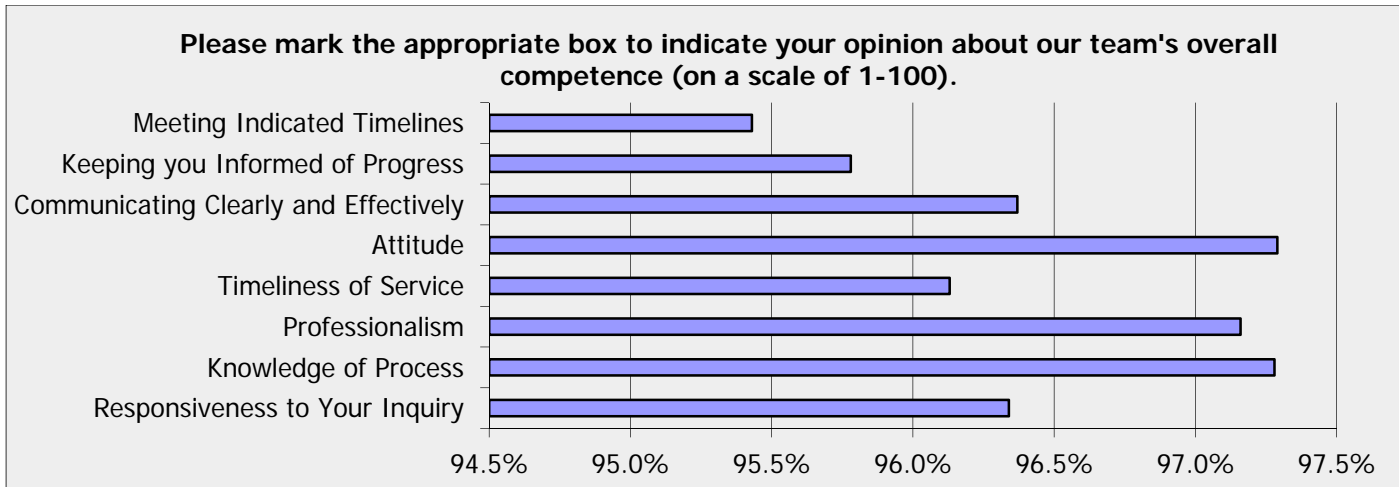




City of Aurora

Building & Permits - Satisfaction Testimonials

2009 Testimonials



Oct 2009-Letter

“I would like to take this opportunity to thank and compliment the outstanding Economic Development and Building Department Staffs within the City of Aurora... I had the opportunity to sit in on the meetings between team and yours and was always thoroughly impressed with the knowledge and level of professionalism exhibited by the City’s staff. The city team went above and beyond to deliver on the city’s commitments. The work spearheaded by Sherman and Herman along with the dedicated efforts of their respective teams ensured the successful project. I am happy to say that I have seen firsthand why ‘ The City of Aurora is Second to None’. Thanks for enabling this type of commitment to flourish.”

Oct 2009-Letter

“Because our experience was so exceptional, we felt compelled to write your office [Mayor]. The inspector handled our inspections in a expeditious and professional manner, his knowledge was impressive and thoroughly appreciated during various stages of our installations. We wish to extend our gratitude to your office for recognizing the importance of quality professionals dedicated to serving the citizens of Aurora.”

22 July 2009-E-mail

“The right people are at the table making sound decisions and the developers seem glad to be doing business in Aurora. It looked great to me.”

July 2009-Customer Service Survey

“Over the past 6 years I have pulled multiple permits to expand our manufacturing facilities. In every case I have been impressed with the organization and timelines of our meetings. As a business owner who considers time = \$, I appreciate the effectiveness of getting answers from the Dept of Building and Permits. I want to take a moment to acknowledge my appreciation for the professionalism and no-nonsense approach that Herman and his department conducts themselves by. It encourages me as a businessman with a growing company to continue to expand locally versus elsewhere.”

25 June 2009-Customer Service Survey

“Best building department I’ve worked with in 30 year career”.

25 June 2009-Customer Service Survey

“Day in, Day out – excellent service, very pleased”.



City of Aurora

Building & Permits - Satisfaction Testimonials

25 June 2009-Customer Service Survey
“Same as always, Great customer service”.

5 May 2009 E-Mail

“I wanted to thank you and your staffs for the time spent in explaining your city occupancy requirements. Your response time to our inquiries was extremely quick when compared with other municipals, and your personnel very knowledgeable and professional. Both our attorney and our realtor spoke very highly of your city. Please pass on our gratitude. I will look forward to the opportunity of utilizing your services in the future.”

28 April 2009 E-Mail

“Thank you to you and your staff for all the help today. I wish all the building and permit departments were as great as you guys.”

28 April 2009-Customer Service Survey

“It is always a pleasure working with this group. They go out of their way to give me timely answers. I wish everyone was as easy to work with as this group of people”.

14 April 2009-Customer Service Survey

“Excellent service every time – Don’t change this team of Ladies”.

2 April 2009 E-Mail

“Tenant is open for business thanks to all parties making this happen in the time frame it was done. I doubted it would happen, but in Aurora it can get done. Need more deals in your town. Thanks again.”

30 March 2009 E-Mail

“Wanted to congratulate the City of Aurora Team for making my investment worthwhile especially in this economy. Thanks to the permit staff and all those who touched this project. Good job folks!”

20 Feb 2009 E-Mail

“Personally very impressed with your dedication to the project. My witness to your presence well after normal work hours last night made me very proud of our city government. I have been around city hall long enough to know when people are going above and beyond to get a job done. I know you have.”

15 Jan 2009-Customer Service Survey

“...she is always courteous and makes sure the question has been answered. By the tone of her voice, it sounds like she has a smile on her face. It is a nice change of pace from other company’s customer services I have contacted. Keep up the great work”.