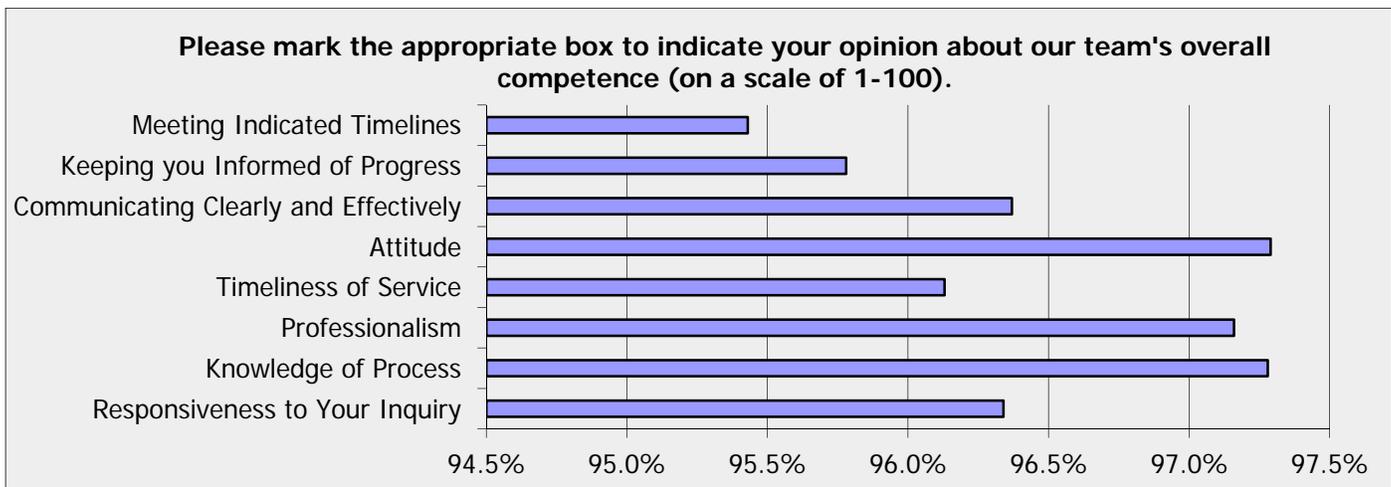




City of Aurora

Building & Permits - Satisfaction Testimonials

PRE-2009 Testimonials



24 Nov 2008

“Thanks to you and Mike for helping us get Midwest Warehouse into the space at Butterfield. We appreciate working with your teams and look forward to many more deals.”

22 Feb 2008 E-Mail

“Had a very favorable experience recently when dealing with Building and Permits. He was extremely impressed with Mike’s professionalism, friendliness, and quick response to his needs.”

18 Feb 2008 E-Mail

“Extremely pleased with the service provided by the building and permits department and wanted to let you both know he is proud at how tax money is being handled with great city staff who are responsive to the general public.”

16 Nov 2007 E-Mail

“Dan, first I want to give you a very, very sincere Thank you! For being willing to stop out on your own time last night to go over some code issues. Your dedication to professionalism and customer care is unmatched in all of my past experiences in the building industry. Thank you very much!”

14 Nov 2007- E-Mail

“I want to give you a very, very sincere thank you! For being willing to stop out on your own time last night to go over some code issues... Your dedication to professionalism and customer care is unmatched in all of my past experiences in the building industry. Thank you very much.”

12 June 2007

“So often it seems that people are very quick to be critical of another, yet quite slow to compliment for someone for a courteous job, well done. I have been in the trades for nearly 30 years and have worked in the smallest of rural communities in central Illinois, Iowa and Indiana to the downtown metropolis of Los Angeles, New York City and Washington D.C. Rarely if ever have I worked with counter staff, review and support personnel and field inspectors that consistently offer prompt and courteous service, a return phone call when promised and a genuinely good attitude. You have such a great staff!”

2 June 2007

“Thanks, I found the tool helpful to see the progress. After I received the permit, the site worked fine for me. It was my first experience with a permit.”



City of Aurora

Building & Permits - Satisfaction Testimonials

30 May 2007

“Wiseman-Hughes Enterprises would like to thank you for all your hard work in getting us our 6 model permits at Plaza on New York. We know you all worked diligently, especially Sharon in putting in the extra hours to turn around those permits. We are very excited about this new development and hope you will come visit to see the progress you all had a part in. We look forward to working with you on a continuous basis and are willing to assist in anyway to ensure accurate and quick permit issuance.”

18 May 2007-E-mail

“It is rare when staff can both represent the city professionally and bring value to a project being discussed with innovation and creativity.”

7 May 2007 - E-Mail

“Thank you for your assistance with this permit yesterday. You were very pleasant in spite of all the phone calls you were managing. I wish this experience was true at more building departments. You were exemplary.”

24 April 2007 – E-Mail

“Thanks for the hard work you and the rest of the Building and Permits Division put in for the quick turn-around... The only down side is that we can't blame Aurora for any scheduling delays.”

6 April 2007

“I don't know of any other municipalities that use a similar system. At least I have not been exposed to them, yours was the first. The site was actually very helpful in tracking and scheduling inspections as well as seeing the comments that were reported back. I know we used a mixture of both the website and calling the buildings and permits office depending if we were in the trailer or on site with just our phone. The site was easy to navigate once I had the structures down. Being able to schedule an inspection up to 11:00 pm is convenient if we forgot to call by 5:00pm. I am sure we did not use all the benefits it offers but what we did use worked great.”

26 October 2006

Dear Mayor Weisner:

I just wanted to take this opportunity to personally express my gratitude to you and your leadership, professionalism and diligence related to River Street Plaza. Since late March, when the project received City Council approval you and your key staff have not only met, but have exceeded, the obligations and duties outlined in our development agreement as well as the usual challenges that confront a major urban redevelopment such as River Street Plaza. You have guided the City and its departments in a manner that has allowed the project to proceed with the necessary speed and professionalism, which I demand from my company and its contractors. For this I thank and commend you. The most recent example of this (and there are other examples) is the River Street road and infrastructure improvement project nearing completion in front to River Street Plaza. I am told it is going to be completed on schedule and will be ready for our project as promised. Your staff expertly managed this project and have shown that they are ready, willing and able to accomplish even the largest, most complex projects proactively and expediently. In summary, I am very pleased with the City of Aurora's true interest and great efforts expended to date to make the dream of River Street Plaza into a reality...

October 24, 2006

“I spoke with a very helpful person yesterday, who assisted me in identifying the items needed for the permit process. Please pass this on to the people who answer the phone my appreciation for being so helpful, prompt and courteous. It is a great example of customer service that you don't see as often as one would like.”



City of Aurora

Building & Permits - Satisfaction Testimonials

May 26, 2004

“Thank you for all your help with the opening of the Chicago Premium Outlets. I knew from the beginning this project would be a challenge, but did not anticipate how difficult the last few weeks would be. You and your staff are to be commended. It was the most successful opening in Chelsea history. Almost 100 tenants opened, food tenants and the restaurant opened. Never before have we ever had food open!! Your Department was instrumental in getting us open on schedule. With over 100 tenants at one time, plan changes, inspection issues, and us hovering all around, you worked extremely well with us. You and your department went above and beyond the call of duty. I thoroughly enjoyed working with you. Lots of sign permits were approved for us in order for every storefront sign to be up May 19th ! Everyone in your Department and on my team, especially you two, put in a lot of time and energy on this project. My staff and I all have families at home, and when the pressure of work is difficult and you are away from your family, it sometimes makes for a tough day or weeks in our case. It was nice to work with such professional and personable people who made this difficult situation easier. Thank you for all the office meetings and being so accommodating when we needed to come down. Len and I spent a lot of time in your office. Bet you are happy to clean up your office now and be almost done with all the plans. I hope you two can enjoy now a more relaxed and peaceful summer with your families. Once again, thank you and your staff for all your hard efforts.”

4 October 2003-Beacon News

“I deal with customer service all the time in the Building and Permit Department, and the girls there have been very helpful to me. When I call, I always get my answers right away. I don't get bounced from department to department.”

June 6, 2003

“I am writing this letter to express to you my thanks for the great job your staff has been doing toward accelerating the permit process and enabling a swift occupancy of our building by our new tenant. Your

staff went above and beyond the call of duty and turned around plan review comments and ultimately a building permit within two weeks of submittals by our architect and contractors. Without this swift turnaround and the comfort level our leasee and we had with your staff toward the ability to achieve that turnaround it is unlikely that this lease would have been secured. Again, thank you very much. It truly has helped make this deal happen.”

March 1, 2002

“I am writing this letter in appreciation of one of your Plan Examiners, who has been of the utmost help with regard to many of the transactions that my company has had through City of Aurora. He has always been very courteous and punctual when it comes to dealing with my staff or myself. He has great customer service acumen, which has served me well in a business. I have dealt with numerous Building Departments and Villages, but he has often gone beyond his job description to help find a suitable solution. I am very happy that the City of Aurora has such capable personnel in dealing with clients and I look forward to dealing with him in the future.”