

DISCOVER THE AURORA DIFFERENCE!

The city of Aurora Building Division is pleased to work with you on your construction or remodeling project. We strive to provide an atmosphere of courtesy, respect and accountability. Our goal is to exceed your expectations and we want you to know our commitment is to make your experience with us as fast, friendly and professional as possible.

Thank you for Discovering the Aurora Difference!
We appreciate your business and the opportunity to work with you.

The city of Aurora Building Division

OUR PLEDGE TO YOU



- City staff will deliver prompt, courteous service.
- Provide you with the names and contact information of all of the Permit Center staff who serve you.
- Strive to provide information by the next business day when you request information from a city staff member via phone or email message.
- You are always entitled to a second opinion about your code issue or question. Please feel free to ask to speak to a supervisor, we don't mind!
- Supply estimates of the building plan review and permit fees for your project, including estimated timeframes for completion.
- You will speak with a live person when you call the Permit Center during normal business hours.
- We will supply a written interpretation of the building code regulations applicable to your project outlining the intent of the code and we strive to work with you to develop solutions for your project needs.

**Your satisfaction is our priority,
if we could have done something better please let us know!**