



To: Jennifer D Robinson/cfp@cfp,
Cc:
Bcc:
Subject: Fw: Re: Kudos to your permit department!!!.. Elizabeth and Kim
From: Nicholas Mimms/cfp - Thursday 09/22/2016 03:59 PM

History: This message has been replied to.

-----frank kenny <kimandmark@msn.com> wrote: -----

To: "MIMMS@CITY-FTPIERCE.com" <MIMMS@CITY-FTPIERCE.com>

From: frank kenny <kimandmark@msn.com>

Date: 09/22/2016 03:36PM

Subject: Kudos to your permit department!!!.. Elizabeth and Kim

Dear Mr. Mimms,

I am writing you to praise both Elizabeth Beck and Kim West in the permit department for going above and beyond this past week to assist me in expediting the closing out of 2 permits. We sold our home and only became aware of this this past Monday.

We recently had installed a new air conditioning unit and also had a water heater installed not too long ago ...we were not aware until this week that these were not closed out and we're having a very difficult time getting the company that installed them which is Service America to expedite the process of the paperwork. Originally service America in their permit department had told me it would take a minimum of two weeks to close out these permits. However after speaking with Elizabeth back I clearly found out that was not the case.

If it weren't for Elizabeth Beck we probably would have had to delay the closing and it could have created other complications... both Elizabeth and Kim went above and beyond the Call of Duty... they are a needle in a haystackDiamonds in the Rough... I do not exaggerate....

Every time I called Elizabeth she was available to speak with and took action right away to solve anything possible. Elizabeth quickly jumped into action and today I had the air conditioning inspection completed and have the water heater inspection appointment set up for this coming Monday. KUDOS TO HER!!

Kim West also helped to include our situation into her routine to help make it more timely.

In today's world they both are more the exception than the norm and so I want to point out their exceptional efforts to help.

This reflects their character and ethics as a person and I'm so happy to know there are people still in this world that care about the people in our typical ...a lot of times... bureaucracy. It's definitely still gives you the feel of small town service where you are not just a number.

Thank you for employing such helpful considerate people and I hope they are rewarded for their efforts.

Sincerely Kim Kenny