

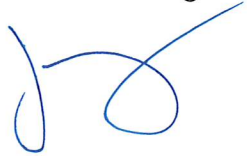
BAL HARBOUR

- V I L L A G E -

OFFICE OF THE VILLAGE MANAGER

LETTER TO COUNCIL

NO. 012-2019

To: Mayor Gabriel Groisman and Members of the Village Council
From: Jorge M. Gonzalez, Village Manager 
Date: January 25, 2019
Subject: **General Compliment - Bal Harbour Village Building Department**

The purpose of this Letter to Council (LTC) is to transmit to you a positive compliment received regarding the Village's Building Department for providing professional customer service to contractors and residents.

The positive compliment letter from the resident has been attached for your review.

Join me in recognizing Building Director Grace Escalante and her staff for their hard work in promoting a positive, community-oriented Building Department.

If you have any questions or need any additional information, please feel free to contact me or Grace Escalante.

JMG/AC

From: Andre <andre@lcrenovations.com>
Sent: Wednesday, January 16, 2019 3:45 PM
To: Gabriel Groisman <ggroisman@balharbourfl.gov>
Cc: [Jgonzales@balharbourfl.gov](mailto:jgonzales@balharbourfl.gov); Grace Escalante <gescalante@balharbourfl.gov>; Anthony Brina <abrina@balharbourfl.gov>; Olga Kalogeropoulos <okalogeropoulos@balharbourfl.gov>; Nidia Barriga <nbarriga@balharbourfl.gov>; Brian Garces <bgarces@balharbourfl.gov>
Subject: Building Department
Importance: High

To Mayor Bal Harbour Mr. Gabriel Groisman

Dear Mayor,

I know many letters and phone calls come to your office as a complaint in some sort or another. Today I am writing you to commend you on the fine staff of the Bal Harbour Village Building Department.

I am Andre Piovan managing partner/owner of L&C Home and Commercial Improvements. Our company has been operating for some 25 years in and around the South Florida area.

During these years we have been conducting business in Bal Harbour for about 20 of those years, and we are very familiar with the past operating procedures of the BHV building department.

We have dealt with department heads, assistants and inspectors during those times, of which a few were not the friendliest or accommodating.

However, with Graciela Escalante leadership and vision, She has transformed the Bal Harbour Village Building Department into a smooth operating professional organization.

Everyone from, Graciela to the office personnel and the entire staff are very accommodating, friendly and professional.

It has been a pleasure to work with Graciela team in the past, and We look forward towards the future.

Congratulations to:

Mrs. Gabriela M. Escalante	Building Official
Mr. Antony Brina	Chief Building Inspector
Mrs. Olga Kalogeropoulos	Permit Clerk
Mrs. Nidia Barriga	Permit Clerk
Mr. Brian Garces	Permit Clerk

Thank you.

Sincerely,

Andre Piovan

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