

What our clients say about us

RE: Marlen Abdala

December 1, 2008

Marcus de la Mora Saiz
Property Appraiser

Dear Mr. Saiz,

I would like to recognize Marlen for her excellent customer service and professionalism.

Marlen, embodies what a public servant should be. She is exceptionally courteous and never promised more than what she was able to deliver. Marlen's attitude is tremendously refreshing and I would encourage all involved in public service to adapt her attitude.

Sincerely,
Joe L. Fernandez
Principal Financial Advisor, Fendz Asset Management, Inc.

RE: Daena Harrell

November 26, 2008

Dear Sir,

We want to bring to your special attention an excellent work of one of your workers: Daena Harrell.

We came on 11-25-08 with questions on our property tax and she was very professional, very efficient and very helpful.

We need more people like her

Best Regards
Mr. & Mrs. Svetlana Braverman

RE: Marlen Abdala

From: Delia Dominguez
Sent: Monday, November 17, 2008

Mr. Saiz de la Mora:

This is to thank you for having such a great employee which is Marlen that has help me through this ordeal in a very professional manner and always keeping me informed of all the details on how to proceed with this situation.

Sincerely,
Delia Dominguez, Office Manager
Miami Parking Authority

RE: Barbara Zaz & Ernesto Alonso

October 31, 2008

Mr. Carlos Alvarez, Mayor Miami Dade County
29th floor, 111 N.W 1't Street

Dear Mr. Alvarez:

This letter is to let you know my experience with your department.

I called GIC 311 to get information on who to contact regarding some special assessment on my property. I was lucky that Barbara Zaz answered my call. She was very courteous and at the same time was very knowledgeable in who to contact in the correct department to answer my question.

I then spoke to Mr. Ernesto Alonso who quickly understood my concern, I gave him the information and one hour latter he called me back with all the information that I requested

It was certainly a pleasure to deal with Ms. Barbara Zaz and Mr. Ernesto Alonso and I congratulate you in having such high quality and efficient employees on your department.

Sincerely,
Octavio Castellanos

RE: Marie Bien-Aime

October 28, 2008

Marcus Saiz de la Mora
Miami-Dade County Property Appraisal Department

In my recently visit to your office, I was received and attended by one of your officers, Mrs. Marie Bien.

For many years in this country, I was not rendered by such an outstanding customer support [and] human to human excellent treatment.

Mrs. Bien demonstrated to me that, the old myth of "All government employees are full of bureaucracy" is not true. On this day, she helped me with courtesy, kindness and professionalism.

I would like to commend Mrs. Marie Bien for her treatment and dedication to me and others. I am sure that if she is not the best, she is probably one of the best in your department. I hope that you could find a way to recompense employees such as Mrs. Bien for her daily work and excellent dedication to others.

Best regards,
Carlos Atunez

RE: Sidalia Quesada

1 de Octubre, 2008

Srta. Sidalia Quesada
Miami-Dade County Property Appr. Dept.

Srta. Quesada:

Quiero dejarle saber mi agradecimiento por la atencion que ud. ha prestado a mi caso y por haberme atendido tan cordialmente desde el primer dia en que hable con ud. por telefono. Ud. fue muy amable y me pudo calmar y me hizo entender lo ocurrido en mi caso de una manera clara y amable.

Es bueno saber que hay personas como ud. que ayudan a las personas que estan necesitadas.

Gracias otra vez por su atencion.

*Sinceramente,
Olga A. Prado*

RE: Shirley Montrope

September 25th, 2008

Dear Mrs. Montrope

Thank you for assisting me last week in filing my 2008 Homestead Exemption.

I apologize for the late date but my life is still not back to normal.

Sorry I couldn't buy you that cup of coffee! Didn't think it was a gift!

*Have a happy week.
Roseanna Martino*

Re: Olga Luaces

September 18, 2008

Miami Dade County Property Appraisal Department
Public Service / Exemptions

Dear Mr. Rolando,

I am told that it was a worker by the name of Olga who was instrumental in returning my Homestead Exemption back to me, and I need to say ""Hats off" and "Many thanks" to Olga, for she is making a difference in the lives of the disabled and the elderly.

*Katherine Hutcherson
Miami Florida 33136*

Re: Property Appraisal Staff

Thursday, September 18, 2008

Thanks a million.

The property appraiser staff is always helpful, professional and willing to go the extra mile in responding to consumer inquiries. I want to let you know that it is appreciated. That is the way government is supposed to work. Kudos to you and the rest of the staff at the Miami-Dade Property Appraiser's office.

Reydel & Esther Santos

RE: Sergio Molina

September 18th, 2008

Dear Mike Postell,

This is a letter of recommendation for an outstanding member of your staff: Sergio Molina.

Mr. Sergio is outstanding. Please convey my sentiment to him.

*Sincerely,
Hollis 'Marshall' Hall*

RE: Caesar Cobelo & Danny Copeland

September 12th 2008

Dear Mr. Wayne Richards,

On Thursday, September 11th, 2008 I visited the table on the first floor for the transfer of my Homestead. Mr. Caesar Cobelo and Mr. Danny Copeland both assisted me with great explanation and help.

Government employees are to be "servants" to and for the people and both of these gentlemen epitomize the meaning of a public servant. They both were pro-active in their efficient service and welcomed my questions and concerns. I wanted to buy them a coke for their help, but they told me that they could not accept my offer because it was against policy. They not only have great service skills, but integrity.

I know that many times people only send letters for a request or to make nasty complaints, but not to praise employees for their service. Therefore, I wanted to take this-time to share with you my experience with your employees at the closing minutes of the business day on Thursday. I wish that all government employees handled themselves as these two fine gentlemen, with great professionalism and courtesy. It would make a difference in our world today.

*Donald G. Reeves
Miami Beach, FL*

RE: Liz Filippetti

September 10th, 2008

It is with great pleasure that I write this letter to let you know of the prompt efficiency of Miss Liz Filippetti to take care of the problem on my Proposed Property Taxes.

Employees like Miss Filippetti will make Miami-Dade a valuable agency serving the public and she deserves our recognition.

*Sincerely
Maria Nela Kovacs*

RE: Deblyn Palmer

September 7th, 2008

This letter is intended to compliment the professional and polite attention dispensed to me and my wife by Ms Deblyn Palmer, while disputing an increase in the assessment of my home.

Her attitude was surprisingly greatly above the attitude of the average bureaucrat, which unfortunately we tax payers meet frequently in similar situations. She felt that there was certain validity to my claim, and took upon herself to find the files of my house, and send new appraisers to confirm my statements.

Subsequently, two polite appraisers visited my home, and while my claim was not 100% accepted, they did recognize the validity of my statements. They agreed to make some adjustments, revising some things downwards, (less than what I was looking for), which regardless, I accepted gratefully, This could never had happened without Ms Deblyn Palmer's professional attitude in following through my claim to ensure fairness to the taxpayer.

I compliment you for having Ms. Deblyn Palmer in your department.

*Sincerely,
Armando Polo*

RE: Sidalia Quesada

September 5th, 2008

Thank you for all your help on this!

Eugenia and Gus Kyriakos

RE: Rolando Lauzurique

September 4th, 2008

This letter is in reference to office clerk, Rolando Lauzurique. A few months ago I visited your office in order to acquire information regarding my property taxes. Mr. Lauzurique was very resourceful and went out of his way to explain and answer all my questions.

It is indeed a please to meet someone who treats the public in such a professional, dedicated and caring manner.

*Respectfully Yours
Mrs. Iris Macias*

RE: Liz Filippetti

August 15th, 2008

Hello Liz

I just wanted to send you an e-mail to thank you once again for taking care of t his situation. You contributed in helping my aunt save more than \$5,500 and we are really fortunate you were able to guide us in the right direction.

*Sincerely
Derek Capo*

RE: Ruth Birdwell

August 11, 2008

Ruth,

I just want to say Thank You for all your time and interest during the process of the DR420 – DR420MMP. No matter how many phone calls or questions I had or how many messages I left, you always answered with respect and always willing to help.

I really appreciate all your help and I wish you the best of the best.

Thank you. Thank you!

Sincerely



Anny Chez
Finance Director
City of Sweetwater

RE: Angela Cromer and Kathryn Hart

August 7th, 2008

Attention Supervisor
Property Appraisal Department

I would like to give a compliment to two young ladies that waited on me approximately two months ago.

I was and still am having problems with the City of Miami Gardens regarding an addition on my house. I explained to them the best I could. Angela Cromer and Kathryn Hart acted in a very courteous and professional manner. I was exhausted when I got there and not in a very good mood. After talking to Kathryn and Angela I felt better. They explained every paper to me, circled the important dates and assured me of important records that are on file with the county.

I have talked to some of the meanest people in Miami since this problem began. It was a pleasure to finally speak to someone that did not have a nasty attitude and that means a lot to me. That was the first office I walked out of not feeling like a clueless fool and I appreciated it.

Thank you
Brenda Preston

RE: Shirley Montrope

July 27, 2008

Here's hoping all your phone calls today are happy.

Roseanna Martino

RE: Rolando Lauzurique

July 25, 2008

Attention: Julie Almeida, Supervisor

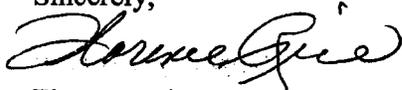
Dear Ms. Almeida:

I had a hearing before the VAB July 23^d, 2008 and was told to go to the 7th floor and see someone there about making my property into one parcel as the property would be sold as one parcel as I and my husband had been the owners for over 45 years.

Mr. Rolando Lauzurique assisted me and I was very impressed and pleased that he was so knowledgeable, helpful, and courteous. He walked me through the steps and advised me where to go next and what to expect to get this accomplished.

It would be great if everyone was like Mr. Lauzurique and I needed to write to you to let you know what an asset he is to the Property Appraisal Department.

Sincerely,



Florence Rice

RE: Rolando Lauzurique

July 23, 2008

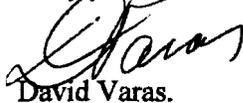
Mr. Marcus Saiz
Property Appraisal Department Director

Today I went to your Department in reference to the status of my property taxes.

This is the second time I have to deal with Mr. Ronaldo, Lauzurique and I have to point out the excellent attitude and good will of Mr. Lauzurique. Employees like him praise the labor of the department and the County in general.

I also would like to mention that whenever I have had to go to visit your offices I've found very helpful and good attitude officials.

Truly yours,



David Varas.

RE: Elier Fernandez and Jon Lieber

July 17, 2008

Mr. Marcus Saiz de la Mora
Dade County Property Appraiser

Dear Mr. Saiz de la Mora,

I'm writing to commend your employees, of the Agricultural Division located at the South Dade Government Center. On separate occasions I have had the pleasure of dealing with Elier Fernandez and most recently with Jon Lieber. Both displayed professional and informative information. Their customer service skills are above and beyond what you would expect. I just wanted to say thank you once again for the excellent service your staff provided.

Nancy Davis



RE: Marie Bien-Aime & Julie Almeida

July 16, 2008

I was trying to resolve a Homestead Issue and complete a Portability form today, and visited your office at 111 NW 1st Street on the 7th floor.

The representative that handled my questions and assisted me with paperwork was Marie Bien-Aime. She was most helpful and very efficient. Marie documented all my concerns and gave me copies of corrections and re-submission of forms. I was so happy to have someone knowledgeable regarding Portability and Homestead. Marie represents Miami-Dade very well.

On my way out, I met Julie Almeida, a Supervisor for the Property Appraisal Department. I work in a large corporate environment and Julie was not only very professional, but also directed me to where I should read more information regarding Portability. Even though there were several individuals in line, she took the time to represent what "Customer Service" is all about. Julie gave me information that I may need, without my complaining or asking for help.

I want to thank the leadership of the Department, as you have some good staff as indicated above and both are clearly trained well in their respective roles. It is evident that there will be difficult times ahead to resolve outstanding issues with change in law and deflation of property values. With quality staff like Marie and Julie, you should be able to help the citizens of Miami-Dade.

Sincerely,

Terri Brown

RE: Selina Dean

July 14, 2008

Mrs. Judi zito
Miami-Dade County

Dear Mrs. Zito:

I had the opportunity of being assisted by Selina Dean in your Personal Property Tax Department. She was remarkably informed and helpful. She went beyond the call of her job and should be recognized for it.

Very Truly Yours

Samuel Spencer Blum
Attorney at Law

RE: Jacquelin Williams

July 14, 2008

Dear Director,

Good Morning!

We would like to thank you very much for the most efficient help offered by your staff Jacky Williams in regard to our condo unit. She is very pleasant to talk to, patient, and most helpful. We are so grateful for all the help offered by your division under your leadership.

Thank you very much.

Best regards.

Halland Chen and Alex CF Chen

RE: Rossanno Exume

July 9, 2008

Julie Almeida, CFE
Public Service Supervisor
Miami-Dade Property Appraisal

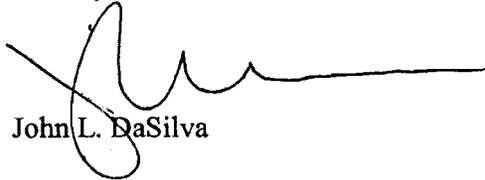
Dear Ms. Almeida:

I am writing this letter to your office to commend the excellent customer service provided by Rossanno Exume.

I visited your office on Monday, July 7, 2008 and was attended by Mr. Exume, who personally spoke with me about my erroneous filing. Mr. Exume received the documents that I prepared for your office related to my situation, and provided me with copies after inputting the information into your computer system. Mr. Exume also provided me with a Public Service Receipt.

My wife and I would like to express our thanks to Mr. Exume for providing us with excellent service and with such a high level of professionalism. I am also a public servant working for the United States Government; therefore I can personally appreciate the excellent customer service that Mr. Exume provided to us.

Sincerely,



John L. DaSilva

RE: Rosita Garcia

July 7, 2008

Att. Mr. Marcus Saiz de la Mora

Con todo nuestro respeto:

Tenemos muy grato placer en comunicamos con usted, solo para un pequefto detalle: Hacer de su conocimiento que el día de hoy, estuvimos en la oficina de esa entidad, situada en el Sur de la Ciudad, para taw asuntos propios de ese departamento, donde fuimos atendidos por la Sra. Rosie Garcia.

Leimos un cartel en dicha oficina respecto a como podemos los usuarios de dicho servicio público, manifestar nuestro agradecimiento por ser bien atendidos. En efecto, esta carta tiene el único propósito de testimoniar ante usted, como Jefe del Departamento, que la Sra. Rosie Garcia, - muy cordial, educada, y eficiente en su atención en el caso que nosotros le planteadimos; por lo cual queremos expresar a usted, nuestro reconocimiento a esa entidad, y nuestro agradecimiento.

Cordialmente

Eddie & Edelmira Chavez



RE: Ernesto Alonso, Marie Bien-Aime & Rolando Lauzurique

June 4, 2008

Dear Mr. Postell;

I have recently spent some time in your department, trying to deal with a rather large problem.

Marie, Roland, and Ernesto were not only very professional and skilled, but were actually friendly and gregarious! We are not accustomed to such pleasant encounters when dealing with government.

Please extend our compliments and deep appreciation to your staff for reminding us that there are still nice people who are extremely competent in what they do.

Sincerely,

Arthur C. Dick

RE: Marlen Abdala

June 03, 2008

Dear Marlen:

I called to thank you, but you were out for lunch.

I am very grateful for your help with my application for the Senior Exemptions. I appreciate it so much. You are a magnificent employee, Congratulations!!!

Have a very nice day and God Bless you.

Agustin Garcia

RE: Silvia Barreto

June 01, 2008

Dear Silvia Barreto:

Thank you so very much for your excellent service and attention to our needs. Your assistance was a blessing to our dear church. May God bless you and your family today and always!

Grace and peace,

*Rev. Guillermo Escalona, MDiv
Pastor Coral Villa Baptist Church*

RE: Angela Cromer

April 21, 2008

Dear Ms. Cromer,

I would like to take this opportunity to thank you for all your help from Jan-April 08. To recall, the problem concerned my property in Aventura, where I no longer reside and additional Real Estate taxes were levied in error.

You informed me during our last telephone conversation (April 30, 08) that everything is now corrected and there are no extra taxes due on my part on this property.

Thank you so much for your assistance in resolving this matter.

Sincerely,

Dr. Steven Weisberg

RE: Hernando Blum & Javier Oliva

April 21, 2008

Mr. Hernando Blum, CFE
Commercial Building Supervisor

Dear Mr. Blum:

Thank you for your most professional handling of my client issues with the above property. Both you and your staff, particularly Mr. Javier Oliva, were most responsive and helpful in discussing and resolving to our satisfaction the outstanding issues with the appraisal of the property. Understanding that Miami-Dade County is a very large and complex governmental entity, I appreciate the personal touch that you provided with our problem. The information that you promptly provided and Mr. Oliva willingness to accommodate our property manager with setting the necessary on-site meeting made us feel that "hometown" touch in a very big county.

Thank you again for your time and expertise in handling this complex matter.

Very Truly Yours

Sandra T. Lynn, Esq.

RE: Verdell Harvey

April 21, 2008

Dear Sir/Madame:

I am writing to praise the outstanding customer service that I received from your employee, Ms. Harvey.

On 4/3/08 I called your office to find out what steps I needed to take to insure that my homestead exemption would transfer from my name to my newly-created revocable trust. From this first contact, I found Ms. Harvey extremely helpful and courteous. She gave clear instructions and offered her direct telephone number so that I could follow-up to make certain that the documents I sent were received. Once the new deed was recorded, Ms. Harvey again was kind and patient in helping complete the process.

I retired last year from my position as Administrator of the Social Work & Discharge Planning Department at Jackson Memorial Hospital. In my 32 years with Jackson, I worked with many employees of Miami-Dade. Ms. Harvey's positive attitude is certainly among the best I have encountered in all those years. I called early in the morning – she was always pleasant; I called at the end of the day – she was equally pleasant. Moreover, Ms. Harvey always did what she said she would do. If she said she would call me back, she did. I'm certain that your office is extremely busy and it is quite special to find an employee who can be so consistently nice to the public. She's a gem!

Sincerely,

Jill R. Lenney

RE: Daena Harrell

April 17, 2008

Dear Ms. Almeida,

I just want to take the time to let you know that you have a person in your office who is truly committed to excellent service.

I have had an issue with the recording of my property, and this lady was very instrumental in correcting the records after reading the court documents that were recorded wrongly.

I had tried on several occasions to correct my property information and was unsuccessful in getting anyone to understand my issue, and this lady was the person who took the time to follow the documents, read what was stated and now I have the corrected version.

It can be a frustrating experience sometimes dealing with people in governmental offices. However, it is a wonderful experience to deal with Ms. Harrell. She is very conscientious and has great integrity, and I wanted to take the time to let you know. And now I also think one person can make a difference in any office.

Thank you for your time and attention.

Sincerely,

Dwight Longchallon

RE: Michael Postell

April 10, 2008

Dear Michael,

Your presentation at the Palmetto Bay Business Association Luncheon was very well received by everyone. The format was extremely enlightening and held everyone's interest. The printouts that you made available to those in attendance were extremely informative, also.

With gratitude,

*Eleanor Winhold, Chairman
Palmetto Bay Business Association*

RE: Angela Cromer

March 13, 2008

Angela,

I just received a phone call from Regina a customer (taxpayer) you assisted today. She wanted to commend you on how helpful and patient you were and how you resolved her problem. I told her it is always nice to hear from a customer who takes the time to call and shows their concern. Keep up with the good work you do. I will make note and keep this in your file with the others.

Thanks Angela.

Julie Almeida

RE: Lois Mobley

March 05, 2008

I want to extend my gratitude to Ms. Mobley and her coworkers. My HEX was stopped in 1995 in error and I went to your office on 2/26/08 and she and the people at the counter were very helpful. As I was there for over an hour as they tended to my situation, I observed how professional, and helpful they were to everyone that they assisted at this "last minute rush". They maintain courteous customer service even to those customers who were "difficult". I was very impressed and Ms. Mobley was also very accommodating to my needs.

Your staff should be commended.

Marianne Pineda

RE: Marie Bien-Aime

February 28, 2008

Received a phone message to call Author Tremblay. I called Mr. Tremblay today. He wanted to give Marie Bein a commendation letter but since he is a disabled veteran he couldn't write. He wanted to inform me he is a regular to our office and is very pleased with our entire staff. He visited our office yesterday 2/27/28 and wanted to report that Ms. Marie Bein was very patient, pleasant and helpful in regards to his situation.

Julie Almeida

RE: Rossanno J. Exume

February 19, 2008

Mr. Marcus Saiz de la Mora
Property Appraiser, Miami-Dade County

Dear Director Saiz de la Mora,

I am writing to you with regards to the above referenced employee. I visited the Property Appraiser's Office this morning and was assisted by Mr. Exume. Mr. Exume was nothing short of outstanding. He [was] helpful and knowledgeable. He is an asset to the community which he serves. Please pass on my appreciation to him.

Very Truly Yours
Michael G. Barket, Attorney at Law

RE: Verdel Harvey

February 12, 2008

Ms. Clara Robinson

Dear Ms. Robinson

I am writing to commend one of your employees, Ms. Harvey for a job well done. For the past four years I have been trying to correct an error in the home owner's taxes that my elderly father was receiving. An error occurred when he quit-claimed the property he once owned, over to my sister. This error caused him to lose his homestead exemption. I have attempted to address oversight in-person as well as by phone with no success.

On 11-29-07 I attempted again to address this matter, this time Miss Harvey assisted me.

Ms. Harvey called me back within 24 hours, had researched the matter and confirmed that indeed an error in calculation had been made. So I am writing to commend Ms. Harvey, and to express my appreciation and sincere gratitude for finally resolving this issue. My elderly dad and myself appreciate her expertise

Carola Emery Jaghai

RE: Terry Gonzalez

February 12, 2008

Dear Mr. Marcus Saiz De La Mora,

My name is Dr. Bernardo Garcia and I very rarely send letters thanking someone for their excellent service, but I must make an exception for your employee TERRY GONZALEZ. Terry is a "breath of fresh air." I have never been treated so well and so responsive as I have with her.

Terry was the only one to truly help me several years ago getting my homestead exception and she continues to provide outstanding service. She is quick to respond and tell me what I need to do and truly help me manage my account with the county. She has given me her attention and I know she is extremely busy. After talking to so many people and getting no where, I just got straight, courteous information from one person - Terry. And she always had a positive attitude, even on the most stressful days.

Terry is someone I wish I could count on for all other county issues that may come up, because I know for a fact that she gets the job done. Please recognize her for her outstanding service and

commitment to making Dade County a place where you can get good service and the right answers to your problems. I am very pleased to have had the opportunity to get her assistance.

*Sincerely,
Dr. Bernardo Garcia*

RE: Angela Cromer

January 29, 2008

Julie,

I just received a call from Ms. Shiela Stinman. She wanted to let us know what a wonderful employee Angela Cromer is. She stated that Angela called her this morning and that she was patient, informative and kind. I just wanted you to know so that you can congratulate Angela for a job well done.

*Angela V. Neumann
Director Exemption Division,*

RE: Berna Sanchez

January 25, 2008

Hi Berna,

Thanks so much for being nice and helpful to a senior citizen like me. Your kindness is greatly appreciated. I hope you get a nice raise. Have a nice day and stay healthy.

Anne Hennessy

RE: Ernesto Alonso

January 22, 2008

Dear Ernesto

I am so impressed with your agency. I am in shock at the speed in which you were willing to take care of my issue. Please feel free to share this email with any supervisor, as I think your department is amazing. I also give a special thank you to Ms. Zito, and Becky Jo Glover.

This email is to verify that I only own one residence in the State of Florida, located at 701 Brickell Key Blvd, and that NO mail should be going to 501 Brickell Key Drive. I never owned any property at that address. I will be emailing you my driver's license in the next email.

Thank you for taking care of this manner with such speed, I am truly impressed

*Sincerely,
Jay Rosenberg*

RE: Berna Sanchez

January 1, 2008

Dear Ms. Sanchez

My mother and I wish to thank you for all your help in reinstating her homestead exemption. Your helpfulness and patience meant so much to us. Wishing you and your family the best for 2008

Sincerely
Darlene Sullivan (for the Carter family)

RE: Verdell Harvey

December 20, 2007

Thank you so much for being so nice. I hope you have a healthy and happy New Year.

Sincerely,
Mariyill Noda

RE: Elier Fernandez & Ag. Section Staff Gerardo

December 20, 2007

Mr. Marcus Saiz de la Mora
Property Appraiser
Miami-Dade County

Dear Marcus,

It is always a pleasure to recognize the efforts of individuals who go out of their way to fulfill the County's mission statement of "Delivering Excellence Daily." Over the past year, Agriculture Section Supervisor Elier Fernandez and his team at the South Dade Government Center, have done an exemplary job to assist the agricultural community.

On many occasions I have contacted the Agriculture Section staff for assistance. Their response is always professional, courteous and timely. I have found that the growers I refer to them are equally satisfied. Sometimes it is not the answer they want, but the personal attention given to each individual case is always appreciated.

Please share my appreciation for Elier and the staff. Their efforts have not gone unnoticed. They are doing a fantastic job.

Sincerely
Katie A. Edwards, Executive Director
Dade County Farm Bureau

RE: Liz Filippetti

November 30, 2007

Good Morning Mr. de la Mora,

I would be remiss if I did not take the time to write and express my thanks to Liz Filippe.

When I called with a number of questions, my good luck was having Liz Filippe on the other end of the line.

Liz is extremely professional, very helpful and made sure I clearly understood the answers to my questions.

Please acknowledge my appreciation by giving Liz Filippe a copy of this letter.

*Cordially,
Rene Diane Stein*

RE: Gerardo Escobar & Julie Almeida

November 13, 2007

Kindly accept this note as an expression of appreciation for the exceptional thoughtfulness and courtesy provided by Mr. Gerardo Escobar to the undersigned, while processing an administrative request at the Property Appraisal Department on November 9, 2007.

This appreciation should be extended as well to Mr. July Almeida, who was also extremely helpful in providing much needed information on issues to be presented to the Department. Their positive attitude is certainly to be commended and recognized.

*Sincerely,
Celestino Pena, Attorney and Counselor at Law*

RE: Clara Robinson

October 30, 2007

Dear Ms. Robinson,

You may recall that you assisted me on September 10 in your office. I had requested that you adjust my Property Tax Exemption to reflect my homestead at 900 NW 7th Street Road, Miami, 33136, folio no. 01-3135-027-0450.

I wanted to let you know how much I appreciate your help. Thank you for the very efficient manner in which this was resolved. Would you please pass this note onto your supervisor so that he/she may know that you deserve special commendation from a taxpayer who was given courtesy in the most efficient and professional manner?

Truly, you represent the Miami-Dade government office in the highest and best way.

*Sincerely,
Erica Hartman*

RE: Carolyn Ballard

Tuesday, October 23, 2007

Dear Ms Lutherine Gibson:

I would like to take this time to express my most sincere appreciation to you and your department, for having an employee with the customer service magnitude that Ms Carolyn Ballard has. This lady went [beyond] the call of duty. I have been in your [office] trying to solve my problem of record of a property that was never recorded. I have owned the property since March 2005 and it still in public record it does not show under my name.

Ms Ballard went and did all the research and called different people until she found the information needed. We spent more then 3-hrs but she accomplished her purpose and found the information. I appreciate all her hard work. Her disposition was of a real professional, a person that knows what she is doing.

I appreciate her service and her will to help me wish she was able to do.

*Sincerely
Gloria A. Gutierrez*

RE: Rosano Exhume

October 19, 2007

Dear Mr. Saiz,

I wish to compliment you on a really quite pleasant experience I had today while filing for Homestead Exemption at your Government Center Office.

A young man called Rosano waited on me and he was efficient, knowledgeable and personable; in short a credit to your office.

*Cordially Yours
Douglas Williams*

RE: Shirley Montrope

October 18, 2007

Dear Ms Montrob,

Just a note to show you my appreciation for treating me so just and well.

Thank you

Rolando Zerferer

RE: Shirley Montrope

Thursday, October 18, 2007

Dear Ms. Montrope,

Just a note to show you my appreciation for treating me so just and well.

Thank you so much.

Rolando Zerquera

RE: Rosario Exume

Monday, October 15, 2007

Dear Mr. Saiz,

I wish to compliment you on a really pleasant experience I had today while filing for a Homestead Exemption at your Government Center Office.

A young man called Rosario waited on me and he was efficient, knowledgeable and personable, in short a credit to you and the county.

*Cordially,
Douglas Williams*

RE: Clara Robinson

October 10, 2007

Dear Ms. Robinson,

You may recall that you assisted me on September 10 in your office. I had requested that you adjust my Property Tax Exemption to reflect my homestead at...

I wanted to let you know how much I appreciate your help. Thank you for the very efficient manner in which this was resolved.

Truly, you represent the Miami-Dade government office in the highest and best way.

*Sincerely,
Erica Hartman*

RE: Alain Ferro

September 26, 2007

Dear Mr. Gallagher,

Thank you for your letter of September 11, 2007, regarding the service you received from Alain Ferro of the Property Appraiser's Office.

It is always gratifying when members of the community take the time to recognize a Miami-Dade staff member for being "polite, thorough and knowledgeable." These actions personify the County's mission of "Delivering Excellence Every day."

Mr. Alain will be recognized for his efforts and a copy of your correspondence placed in his personnel file.

*Sincerely
George Burgess, County Manager*

RE: Angela Cromer

September 26, 2007

Dear Ms. Cromer,

I would like to take this time to thank you for your help on obtaining a copy of our building jacket that contained vital permit #. We were in desperate need of the permit # in order to obtain a copy of our original C.O. You were extremely helpful and courteous when I spoke with you this morning. Once more you expedited the document, via fax, almost immediately. The Property Appraisals Office should be grateful to have such a helpful and caring employee. You did for us in a few minutes what we have been running around in circles for weeks trying to get.

Again Thank you and God bless.

Sincerely,

*Sandy Ojeda
Christian Preparatory Academy of South Dade
300 NE 15th Street, Homestead*

RE: Michael Postell

September 24, 2007

Michael,

There should be more people like you. Thank you. No matter how busy you are you always have time to help those in need of your assistance.

You are great!!!
Amarylys

RE: Gertrude Mobley

September 23, 2007

Mr. Marcus Saiz

Dear Sir,

I would like to express my appreciation and gratitude to Ms. Mobley for the outstanding work she has done in helping me. She was very courteous and professional in handling my situation. I wish there were more people with her attitude, courtesy and professionalism. Ms. Mobley has been deeply appreciated.

May God bless both of you.

Thanks once again

Ms. Verdyce Clarke

RE: Verdell Harvey

September 18, 2007

Thank you for being so easy to communicate with. The fact that you're always so willing to lend a helping hand is such a welcome attitude. You probably think nothing of it because it is nature to want to help others, but even that attitude is a credit to you, too.

Ralph Peters

RE: Beatriz Lopez

September 17, 2007

Dear Mr. Saiz:

I would like to take this opportunity to commend Ms. Beatriz Lopez from your staff.

She is a wonderful person willing to help the community in a positive, pleasant and effective manner. She does not hesitate to walk the extra mile to ensure that the citizens are well guided and informed. She addresses the requester in a pleasant, warm and professional manner.

Ms. Lopez contributes to the Miami-Dade County's goal to deliver excellence!

*Eva Nunez
Miami*

RE: Carmel Narcisse

From: Eva Nunez

Sent: Monday, September 17, 2007

To: Alvarez, Carlos (Mayor's Office);
Saiz, Marcus (PA);
Burgess, George (CMO); Narcisse

Dear Mr. Alvarez:

We would like to express our appreciation for the effective and efficient services that the county provides through professional employees such as Ms. Carmel Narcisse, District Supervisor, Department of Property Appraiser.

Ms. Narcisse is diligent, courteous and [has] wonderful communication skills. She performs in a professional manner and does not hesitate to address the problems presented to her district to the best interest for both the citizens and the County.

She contributes to the Miami-Dade County's goal to deliver excellence!

*Sincerely,
Eva Nunez
Miami,*

RE: Marlen Abdala

Thursday, September 13, 2007

Marlen,

I just wanted to thank you for all your help and the effort you had put into this. I was already wondering how I was going to do so many things in such a short leave time, Homestead Ex., Passport, university withdrawals, etc. and spend some time with friends and family.

I also wanted to commend you for your excellent customer service. You wrote back to me, followed up and forward the information to someone else.

I really appreciate the help you have given me. This is one less thing to worry about when in Iraq.

*SGT Del Rio
USAR*

RE: Alain Ferro

September 11, 2007

Dear Mr. Burgess,

I had the opportunity to visit the seventh floor today in regards to tangible personal property returns which I am overseeing as the Personal Representative of an estate. Upon arriving at the seventh floor, there was an "acknowledgeable" greeter assisting people and directing them to the

proper representative. She escorted me to the tangible personal property area where I met Mr. Alain Ferro. He was polite, thorough and knowledgeable. He is a credit to the Department and our County.

*Sincerely,
Robert E. Gallagher, Jr.
Stearns Weaver Miller Weissler Alhadeff & Sitterson, P.A.*

RE: Rey Lopez

September 3, 2007

Dear Sir:

I came to your Miami-Dade offices Friday, 8/21/07, to seek help on property tax and homestead issues.

Fortunately I was assigned to Mr. Rey Lopez. He was very professional, quick to understand my issues and able to guide me through the maize of procedures and paperwork required.

I would be remiss if I didn't bring this fine staff member to your attention for recognition.

*Respectfully,
Ira L. Adler*

RE: Angela Cromer

August 29, 2007

Dear Angela

Thanks for helping me with all my problems. I appreciate very much your interest.

Good bless you.

*Sincerely,
Danny E. Ferreiro, Miami*

RE: Sergio Molina

August 27, 2007

This letter is to inform you that I am astonished with the excellent service that I have received from one of the members of your staff, Mr. Sergio Molina.

I filed for Homestead Exemption recently and I was sent a letter in the mail stating that I was not eligible. I called to enquire on why I was not granted the Homestead Exemption. Mr. Molina answered all of my questions and in a professional manner.

The only detail that was missing in my application that was creating the problem was the fact that I had not provided the move in date. Mr. Molina asked me to fax him a letter providing him with this information. In turn, he called me the next day to follow up with me. Also, he assured me that my situation had not been overlooked and that if I had any questions, I could contact him.

Mr. Molina has proved to me that he understands the fundamental importance of customer service and how important it is to make every customer feel that their individual situation matters.

Mr. Molina is an exemplary customer service professional that should be recognized for his efforts.

Regards
Brian Dahl, Miami

RE: Patricia Perez & Marco Fernandez

August 27, 2007

From: YoNoMontoMoto@aol.com

To: Matos, Pelayo (PA)

Cc: Mayor (Carlos Alvarez)

Carlos:

These two individuals helped in clarifying a situation that would have cost us thousands of dollars in additional property taxes, had it not been corrected. My thanks to them and to the County, for having them working for us.

Shalom!
Frank

Dear Mr. Matos and Mr. Fernandez:

My wife and I would like to thank you for your assistance in clarifying the information on our tax roll. I have just reviewed the MD government Property Tax page and noticed that the estimated and taxable values have been adjusted accordingly. Our thanks to you, and Mr. Fernandez for your professional and kind assistance when I visited your office last Friday.

Frank A. Piloto, Jr.,

RE: Ms. Patricia Perez

June 22, 2007

Mr. Marcus I. Saiz de la Mora
Property Appraisal

I am writing this letter to inform you that in February of 2007 I had to go to the zoning department office, located on coral Way and 122 Ave. To resolve a problem I had with my homestead exemption on my property. I was assisted by one of your employee named Patricia Perez, which I found out was transferred to this office to help resolve problems with citizens of this community. I

I would like to bring to your attention that Mrs. Perez was very kind and helpful, and did everything she could to help me solve my problem. I feel she should be recognized for her great dedication and attention to helping elderly people like myself. I observed that she was helping everyone that was there, whether it was in English or Spanish.

People like Mrs. Perez are the ones that make a difference and I feel she is a great asset to your department.

Thank you for your attention to this matter.

Sincerely,
Fulgencio Castro

RE: Ms. Marlen Abdala

June 19, 2007

Mr. Marcus Saiz, Acting Property appraiser

Dear Mr. Saiz,

In this fast paced world of ours we are so often remiss in recognizing outstanding service. I wanted to take the time to commend the work done by your employee Marlen Abdala. My boyfriend and I recently bought a new home and filed our Homestead exemption in accordance with the requirements. What I did not do was enter my move date correctly (I entered 10/24/2007 instead of 2006), and consequently the computer rejected the exemption. I had filed several enquiries on the Miami-Dade County Property Appraiser's site and each was responded to in a timely and professional manner. As the record was not updated, I was told to resubmit all my paperwork along with my postal receipt, which I did. I then forwarded another inquiry to ensure that the duplicate paperwork had been received. Ms. Abdala's response was timely, extremely informative, and professional.

Your system works – and that is quite unusual in this day and age. More importantly – it is quite apparent that Ms. Abdala takes pride in her job, and I could not let that go unrecognized.

*Very truly yours,
Karen Vogl and Brian Singer*

RE: Steve Engelmeyer and Elier Fernandez

June 08, 2007

Dear Marcus:

Thank you for sending Steve Engelmeyer and Elier Fernandez to the Ag Board meeting this past Wednesday to conduct a workshop on valuation of ag lands. They did such a great job that I suspect the Ag Board will invite them back next year!

*Cindy Dwyer, Principal Planner
Miami-Dade County Department of Planning and Zoning*

RE: Mr. Marcos Saiz de la Mora

June 7, 2007

Dear Marcos,

On behalf of NAPMW, its Board of Directors and Members at large, I wanted to thank you so much for joining us and for providing us with great information on the Property Tax Relief proposal and its implementation as being considered both at the State and Local levels.

We truly appreciate your candidness while presenting such an important subject to all of us, as well as your willingness to remain and continue to answer additional questions after. I believe everyone came away with a clearer and more realistic expectation on how this issue will affect us all and our properties.

Again, thank you for taking this time out of your busy schedule and for sharing with us this important news.

*Dina King
President, NAPMW South Florida*

RE: Jules Quattrocchi

May 14, 2007

Dear Jules,

I would like to thank you for all your help in resolving my property tax problem. As I have told Monica, at Action Line, It never would have been resolved without you.

You were a gentleman and showed the utmost courtesy in handling my case.

*Thank you again
Julie Sutton, Homestead*

RE: Property Appraisal Department Staff

May 10, 2007

Dear Webmaster (and appraisal department staff),

I just wanted to take a moment to tell you how much we appreciate the effort you've put into the Property Appraiser's website, and on the "My neighborhood" section. I especially like the zoning section.

As a commercial appraiser, I always pull zoning information for my subject, and use this in selection criteria for comparables. Your website has become invaluable to me personally, and to the staff at our firm.

*Thanks for all your efforts!!
Nancee Zawaki*

RE: Ernesto Alonso

May 10, 2007

Dear Mr. Postell

It is always a pleasure to recommend a person of whom you think highly. That is why it is with pleasure that I submit this letter of recommendation for Mr. Ernesto Alonso.

A shining star of your office, Ernesto goes out of his way to help the people who come to him. He is truly a gentleman and a professional. He is very knowledgeable in the areas of property appraising and home exemptions. He personifies your department objectives of delivering excellent public service and addressing our community's needs to enhance our quality of life.

Ernesto has given his time and talent to serving the constituents of our community. I am proud to have Ernesto Alonso as a vital part of Miami-Dade County and I hope as a new friend.

*Best wishes,
Dr. Denis Rod*

RE: Sidalia Quesada

April 24, 2007

Dear Sidalia: We are in receipt of a check for \$4,555,82 representing a bill correction for the 2006 year. We want to express our gratitude for helping us resolve this matter.

Again, thank you so much for your cooperation in this matter.

*Very truly yours,
Clara R. Young*

RE: Wolfgang Mourino

April 12, 2007

Dear Mr. Solis:

I called your office a few days ago to make an inquiry on a matter.

Mr. Mourino answered my call and provided all the information that I requested

I am writing to let you know that Mr. Mourino acted professionally and courteously and was patient with me.

It was a pleasure being helped by Mr. Mourino.

You are lucky to have him as an employee in your department. He is a valuable asset to your office.

*A. Koss, Attorney at Law
Ocean Bank Building, Miami*

RE: Ernesto Alonso

April 12, 2007

Please forward to Department Director: I'd like to take this opportunity to commend Ernesto Alonso for assisting me in a professional and efficient manner regarding my parent's Senior Citizen deductions. Mr. Alonso went beyond the call of duty to assist us and it is greatly appreciated.

Mr. Alonso is an asset to Miami-Dade County.

*Sincerely,
Angel Vazquez*

RE: Sidalia Quesada

March 27, 2007

Dear Ms. Quesada

It was good speaking to you on the phone this morning. You were very helpful and a credit to your department. As we discussed I have forwarded you my form filled out and my voter election card.

I will follow up with you tomorrow via phone to make sure you received this.

Thanks you in advance.

Regards
Marcia Acevedo

RE: Liz Filippette

March 27, 2007

This letter is to commend a "Liz Filippetti." I was so surprised about how helpful, courteous and professional she was. She moved the line so fast that upon my turn I wasn't prepared. She helped the girl help me get the application filled out. I appreciated that. What a breath of fresh air. I usually dread going to Downtown Miami.

Thank you for a positive experience.

Elyse Swalley

RE: Ernesto Alonso

March 22, 2007

Dear Ernie,

This note is to sincerely thank you for assisting me in promptly grouping our property folios so the buyers of our duplex could get financing.

My past experiences when calling county offices had all been negative. Your and assistance not only pleasantly surprised me, but also gave me hope that things are changing for the better.

Please know that your help and courtesy are sincerely appreciated.

Thank you
Maria C. Martinetti

RE: Danny Copeland

March 22, 2007

Dear Ms. Narcisse,

The purpose of this letter is to commend your employee, Mr. Danny Copeland, for knowing his job and for caring about his customers.

My husband, my parents and I owned a duplex in Miami-Dade. My parents are now deceased and title for my parents' interest was legally transferred to me. The online County records did not show this event though the papers had been filed two years ago. We were in the process of selling the property and the buyers could not give us a contract without including my mother's name on it. Since her name was on the records it was perceived that I had no right to sell it. I was very luck to speak to Mr. Copeland who took the time to listen to my problem. He asked me to fax him the court papers where the transfer took place. I did and within a week the problem was resolved.

My past experiences when calling county offices had all been negative. Mr. Copeland's attitude and assistance not only pleasantly surprised me, but also gave me hope that things are changing for the better.

Please be sure to let him know that his help and courtesy are sincerely appreciated.

*Thank you
Maria C. Martinetti*

RE: Kathryn Hart

March 22, 2007

Dear Ms. Almeida:

I write this letter to express my thanks for the impeccable service I received from Ms. Hart during my visit to your department on today. She was able to meet all of my expectations and accomplished her task in a professional and timely manner. She should be commended for a job well done.

*Sincerely,
Willie C. Robinson
President, WC Robinson and Associates Inc.*

RE: Clara Robinson

March 15, 2007

Dear Mike,

Thank you so much for participating in our Spotlight on County Services Fair held at the California Club Mall. We had over 25 County departments join our office in making this a fun-filled informative day.

I was delighted to see Patrick Smikle and Clara Robinson take to heart a "can do" attitude in conducting their jobs. It truly makes a difference. All too often, jobs done well, go unnoticed. I wanted to express my appreciation. It was a team effort and most efficient.

I know the constituents who attended appreciated how the event was run and with the wealth of information that we shared with them.

*Sally A. Heyman
Commissioner, District 4*

RE: Betty Font

March 14, 2007

It is my great pleasure to congratulate Betty Font on a job well-done for helping Maria C. Arriola Velez P.A. with her elderly client's application for homestead exemption. Ms. Font truly went over and beyond to "Deliver Excellence and I commend her.

*George M. Burgess
County Manager*

RE: Sidalia Quesada

March 9, 2007

Sidalia,

I appreciate the time you have devoted to my homestead exemption problem, Especially for being so humane in dealing with people in difficult situations

Affectionally!

Thanks!
Maria C. Vazquez

RE: Angela Cromer

March 08, 2007

Good afternoon Julie,

I am submitting this letter of great appreciation to acknowledge the outstanding performance of Ms. Angela Cromer. I visited the office last week to discuss several questions and concerns I had about my account and Homestead status. Angela warmly greeted me and listened intently to my long list of questions and concerns. After hearing my questions and explanation, Angela patiently reviewed my account history and identified the problem. Over the course of forty-five minutes, Angela provided suggestions on how I could address my concerns and how best to resolve my problem. She also provided the documents required to address the problem. What impressed me was not just that she was patient, attentive, and friendly, but she was proactive in providing ideas on how to solve my problem. This proactive approach demonstrated to me that she is knowledgeable, creative and confident.

It is rare today to find supportive people who are proactive in addressing problems. Angela showed the insight and depth of perspective to address my concerns and set me on the path to finding a solution. It is for this reason that I am writing this letter to you because Angela represents the best in service and proactive problem solving.

Best regards,
Derrick S. Milam

RE: Verdell Harvey

December 13, 2006

Your customer service is outstanding. Have a merry x-mas and a happy new year. Many great things for you and yours. Keep up the good work!

Thanks again.
Amado J Ibarra

RE: Mike Postell

Nov. 29, 2006

I accessed my tax information online and noticed it had been updated to reflect my exemptions restored. Thank you again for assistance in this matter. You truly delivered "excellent public service."

*Thanks again,
Michael Cardoso*

RE: Public Service Staff

November 02, 2006

Thank you for all your help. It's really wonderful to see governmental offices operating as efficiently as yours.

Claudio R. Cedrez

RE: PAD Public Service Staff

October 30, 2006

Thank you for your prompt and professional attention to an obvious over-sight that was no fault of the Citizen. And, thank you for closing the loop with me. It is County personnel like you – who act to solve problems rather than cover them in red-tape – who put a good face on County Government. Because of your actions Mr. Carnesella once again feels his taxes are well spent and says his faith is restored in the system's fairness,

Again, thank you for your courteous, professionalism in guiding me around a foreign territory.

*Will Johnson
Aide to Miami-Dade County Commissioner Carlos A. Gimenez
District 7*

RE: David Cuevas and Sylvia Barreto

October 23, 2006

Dear Mr. Cuevas,

Thank you so very much for your assistance regarding my recent property tax problem.

Your help is greatly appreciated. And Sylvia Barreto from your office was also of considerable assistance to me.

Thanks you both.

*Sincerely
Nina Solanka, Coral Gables*

RE: Jeff Cutt

September 21, 2006

Property Appraisal Department
Attn: Mr. Michael Chavez
Supervisor Commercial District
111 NW 1st Street Ste. 710
Miami, Fl. 33128

Dear Mr. Chavez:

I am taking the time to write these lines of appreciation to Mr. Jeff Cutt. As far as public service today I feel needs help, I Antonio Prieto could not miss out on the opportunity to say that Mr. Jeff Cutt stands above the rest. He is efficient, understanding, courteous and very professional.

I am very glad he was assigned to my case regarding my property, he was there all the way. If I had an evaluation questionnaire from the Property Appraisal's office, as far as Mr. Jeff Cutt I would check excellent in all.

Sincerely
Antonio Prieto

RE: Rebecca Prado

September 19, 2006

Dear Mr. Postell:

This letter this being sent to let you know that Ms. Prado went above and beyond what she was required to do to ensure that a problem/delay I was having in trying to obtain my client's Homestead Exemption Application was properly reviewed.

It was very nice to have someone so helpful and pleasant take the time to care about my issue and do something about it.

So many times the buck gets passed and something very easy turns into a day of frustration. In this case, Ms. Prado didn't allow that to happen.

Please pass on to her that I appreciated her extra effort.

Sincerely,
Alexander E. Borell, Coral Gables

RE: Mike Gerhard, Sabrina Martin, Celina Pimentel and Annette Randolph

September 11, 2006

Dear Mr. Jacobs:

Recently I had need to go to your office on behalf of a client of mine and I want to take a moment of my busy life to congratulate you on the wonderful people that work in your department. They are knowledgeable, courteous and in general very helpful. I would like to name a few that I was in contact and truly they are a great asset to your department. The following are people that I had contact with: Sabrina Martin, Mike Gerhard, Celina Pimentel, and Annette Randolph.

I am a firm believer that all this comes from the head of the department, therefore my kudos to you.

Keep up the good work and once again congratulations.

Cordially,
Gigi A. Nachman

RE: Gertrude Mobley

August 25, 2006

Dear Ms. Mobley:

First, let me thank you for your extremely professional and courteous treatment yesterday when I called over the phone to request help and guidance.

It is so good to know that one can still find persons such as you in public offices, and I, for one congratulate the Department of Property Appraisal for upholding standards as reflected in your behavior.

Thank you again

Raquel Royo, Hialeah

RE: Roberto Cardelle

June 6, 2006

Mr. Cardelle,

I thanked you over the telephone but I found it necessary to write you a thank you card. You were so helpful, patient and understanding even though I know you are swamped w/so much work.

I was very impressed w/your kindness + that so willing to help.

Thank you and may God always bless you and your family.

Aida Ruffin

RE: Laura Guzman

Mayo 16, 2006

Estimado Senor Jacobs:

Por este medio, quiero felicitarlo por tener una empleada tan eficiente como Laura Guzman.

Pocas veces he encontrado una empleada tan servicial y competente como ella.
Da muchisimo gusto encontrar una empleada de esa categoria.

Felicidades.

*Atentamente,
Hilda H. Roger, Coral Gables,*