

*E-mail memo purposely kissing the ass of a local politician with oversight over a local department of building and safety, for the purposes of ingratiating himself (my client) to this politician, towards future real estate ventures.*

Dear (Recipient),

I would like to congratulate you on the success of your efforts to reorganize the building department, and to relate a wonderful experience I've been having as a result of it. I've spent a significant amount of time in the building department recently on a remodel project. (Staff member), (Staff member), and the staff have been extremely helpful, polite, professional, and fair whenever I went in. They provided answers and positive encouragement each and every time.

Today, a building inspector named (Inspector Clouseau) stopped by my property following up on a neighbor complaint. (Clouseau) walked the property with me, clearly and politely dealing with several minor discrepancies.

In one area, there was a question about my replacing some old lighting fixtures. He immediately assured me that with a letter from the electrician that installed the new fixtures detailing what had been installed, he would not make me rip out the drywall. Also, (Inspector Clouseau) actually said he would walk me through the permit process to make it easier. I came away from our meeting simply astounded at how polite, professional, and helpful (Inspector Clouseau) was.

I used to buy houses in Los Angeles 15 years ago. The process of pulling permits, dealing with the building department, and dealing with the individual inspectors was a nightmare. I cannot tell you how much of a pleasant surprise it was to even hear about your effort to overhaul the building department in (City)... but now that I have personally experienced it myself, I have to congratulate you and offer my thanks.

I had been thinking about remodeling the house across the street, but had second thoughts because of how massive of an effort it would be to bring it up to today's code. The house has a cracked foundation, pressboard instead of drywall, no insulation or insulated windows, only 60 amp service, and galvanized plumbing that has the flow rate of Chris Farley's arteries. But because of the overwhelmingly positive experience I've had with (Staff), and now (Inspector Clouseau), I am going to move forward on that project with confidence.

When we met at the party at (Socialite)'s place, I saw how proud you were of transforming a city building department into a customer-focused "can-do" organization. It is a credit to your efforts that this positive attitude has manifested itself in the department from the mayor to the chief inspector to the counter staff. Thank you.

(Sender)