

# Trammell Crow Company

August 16, 2006

L. Joe Bret  
Senior Vice President  
Metro Air Conditioning Company  
10035 Lackman Road  
Lenexa, KS 66219

Dear Joe:

Now that the dust has settled from our cooling tower being out of service, I wanted to highlight a few areas I greatly appreciated.

- From the moment the shaft cracked, you kept me up-to-date every hour.
- You tracked down the replacement shaft in hours.
- You kept the vendor honest on the pricing in the midst of a time-sensitive order, saving the owner over \$5,000 in parts.
- You had a great team in place with Dave Whitfield and Josh Cox working on every possible angle to keep the buildings cool.
- Your team had the cooling tower back in service 30 hours after it went down.
- Your team kept the building at normal temperatures by creatively working with only 50% of the cooling capacity.

As a result of your efforts and all the others at Metro Air, we had NO TENANT COMPLAINTS on a 98 degree day with 50% cooling capacity. One tenant called to say they were too cold!

Thank you for making customer service your hallmark and for your proactive focus on us as a customer.

Sincerely,



Craig Cooper  
Vice President - Property Management

cc: Jeff Kembel  
Don Thompson