

Trammell Crow Company

December 21, 2005

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

Dear Joe:

I received a nice compliment from Don Thompson this week and I wanted to pass it on to you and your team.

The area you helped with below his space has improved significantly. I appreciate your commitment to customer service with this challenge. This project has been a great example of that service commitment – by putting in place your recommendations, we were able to seal the slab below Don and created a comfortable environment for Hartford on the first floor as well. We are fortunate to partner with a service provider that takes ownership of a problem far beyond your scope of services.

I have also appreciated your focus on providing proactive service to our tenants and owners. You and your team have always been quick to respond promptly to our requests. Typically, you have solved many of our HVAC issues before we were aware we had them through your preventive maintenance program. Thanks to Metro Air's involvement on the Fitness Center HVAC design, we will maintain an air balance that we would not have had otherwise.

Thank you for making customer service your hallmark and for your proactive focus on us as a customer. Please pass on my sincere appreciation to the entire Metro Air team that services these buildings.

Sincerely,



Craig Cooper
Vice President - Property Management