



June 23, 2016

Roush Investments  
T.W. Patterson Building  
2014 Tulare Street, Suite 608  
Fresno, CA 93721

Dear Rick and Jessica,

It has been on my mind for some time to write this letter expressing my gratitude for your maintenance staff, and in particular John and Robert. They both make me feel safe and supported here in the TW Patterson building. Whatever I need, they do their best to make it happen.

John does an excellent job with the parking garage and handling my vehicle. He always has a smile and treats me with utmost respect. He knows my schedule and makes sure to have my car ready and available. When I need to leave in a rush, all I need to do is call down to John to let him know I'm on my way and he pulls my car right up to the stairs. I just hop in and go! One day in particular I had to run to the post office. Shortly after I left, I realized I left the package in my office and had to quickly return to the garage. I quickly dropped off my car, ran upstairs and right back down, and there it was – my car right at the stairs, facing in the direction to drive right back out. I was so very grateful for his attentive service that day.

Robert seems to be everywhere at once handling all of the routine maintenance and the extra issues that come up. He has creative and timely solutions to more immediate issues. I especially appreciate that when I have heavy objects to take up to my office, such as 5-gallon water jugs, he notices and offers to bring them up for me. Robert is professional, efficient, and always keeps me informed of important matters that affect my office.

I've had two recent incidents that created safety concerns, and your staff took the matters very seriously and handled them immediately. The first instance was when a man was having a raging fit on the fourth floor near the elevators. I called down to John who immediately sent

maintenance staff to the fourth floor, and then searched the building to remove the offender. A second incident occurred where a man was walking into offices that appeared to be empty, including my office and Janette's Suncrest office. They man told some story about wanting a maintenance job. I didn't think much of it with the recent departure of Wayne, until the next morning when I thought to ask John about it. John advised that TW Patterson wasn't advertising for maintenance personnel and assured me that the security tapes would be looked at. After speaking with Janette, we both realized that this man was doing the same thing in each of our offices and likely looking for an easy steal. John encouraged me to report these types of things right away just to be on the safe side and assured me they would be handled right away.

The common theme here is that John and Robert really care about the tenants – our comfort and our safety. As a solo practitioner who often comes in early and stays late, this makes me feel much safer and like a valued member of the TW Patterson community.

I plan to be in business here at the TW Patterson building for years to come. I appreciate TW Patterson's extra attention to safety and I especially value the attentive, professional and friendly service that John and Robert provide.

Sincerely,

A handwritten signature in black ink, appearing to read 'Alicia L. Hinton', written in a cursive style.

Alicia L. Hinton