



The Babbling Brook

Continuing our education to serve you better.

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Say hello to our newest RPA!

On September 20, 2002, property manager **Diana Guercio** received her Real Property Administrator (RPA) designation, well-known in the real estate industry. The certification requires a significant commitment of personal time and energy to complete 8 university-level courses of study, such as *Budgeting and Accounting; Environmental Health and Safety Issues, The Design, Operation, and Maintenance of Building Systems, Part I & II; Law and Risk Management* and more. We applaud Diana for her efforts and commitment.



Diana receives her RPA certification from Pam Buettner, RPA, Co-Chair of the BOMA Phoenix Education Committee



Another Year of Teaching

Tim Huff, president of Case, Huff & Sanchez, and senior partner in charge of the Brookstone, is an active member of the BOMA Board of Directors and has for many years taught RPA classes and BOMA-Phoenix seminars. This year Tim taught Budgeting and Accounting, Ethics is Good Business, and seminars on Elevators, the TOBY Boot Camp and the Gross Up and Escalation of Building Expenses. Tim is proud of his 100% classroom pass rate on all of the RPA classes he has taught for the past 9 years.

His leadership inspires us all to provide the highest level of customer service and to continue to strive to improve our own skills in the industry.

"BOMA membership and continuing education are the keys to understanding and maintaining a level of expertise in the commercial property industry."
- Tim Huff

Who you gonna call??

Also an active member of BOMA, **Shelley Miller** of Case, Huff & Sanchez, serves as the the Co-Chair of the Emergency Preparedness Committee along with Tim Huff. Together they have been instrumental in the development of the "Phoenix Crisis Plan," an educational program and communications network between BOMA and the City of Phoenix Police and Fire Departments.

For her diligent efforts, Shelley was appointed to the Fire Safety Advisory Board of the City of Phoenix on November 13, 2002. Join us in thanking Shelley for contributing her time and expertise to our fine city.



Phoenix Mayor Skip Rimsza expresses his appreciation to Shelley Miller for her service to the city of Phoenix.

You asked for it, you got it!

A retrospective of your suggestions in action.

This time of year is often a good opportunity for reflection. As part of our year-end review, we thought you'd like to see the results of your very insightful and enthusiastic responses to the Suggestion Contest. Let's all give each other a big hand for contributing to the improvements that have made the Brookstone a great place to spend each work day.

Across these two pages are a few of your actual quotes, along with some of the favorite accomplishments we've fulfilled.



"More attractive outdoor areas."

- The ponds received a facelift including tropical plants and fish.



"It would be nice to have a metal art sculpture by the main entrance of each building."

- "On Ice" now graces our South lawn.



"Furniture in the lobbies needs to be updated."

- All 5 tenant lobbies were redesigned by well known interior design firm, R.C. Interior Designs.



"Better parking lot security."

- Internal and external security systems installed to monitor all parking and building entrance areas.



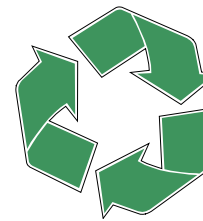
"Have an Ice Cream Social for tenants to mingle and introduce themselves to one another."

- Who would have thought we could eat 220 gallons of ice cream?



"The pictures in the hall are depressing. Could we have some beautiful, cheerful pictures?"

- Monet Anyone?



"A building recycling program would help save the environment."

- Over 2 tons of paper recycled in 3 months.

Thanks For Your Input!!

In addition to all your suggestions from earlier this year, your response to the annual tenant survey was outstanding! We have truly enjoyed hearing all of the positive feedback, and as always, we will work towards taking your suggestions and turning them into reality.

As we look toward the New Year 2003, we wish you and your staff continued success. Thank you for taking the time to help us make the Brookstone the best it can be!



"Play music in the hallways and common areas."

- Yes, we have classical music in the lobbies, and "rock" music at the exterior entrances.



"Lower exit needs garbage can."

- Your suggestions inspired the owner to custom-design a beautiful trash container and flower planter.

Santa's helpers to the rescue

Who knew that Brookstone was full of so many Christmas Angels?

Since the downturn in the economy, many business and individuals have limited their donations to charitable organizations. The Pappas School has felt the effect of this change and has seen a drop in their donations. We were expecting much of the same results when we began our Christmas Angel program.



In early November, we placed a Christmas tree in the foyer of each building, decorated with little paper elves each representing the wish of a homeless child at Pappas School.

We were excited when a few gifts started rolling in, but by mid-December our office was full of gifts for the children. We had everything from personal CD players



to dolls. In all, we received 262 gifts with of value of approximately \$4,000.00. That works out to nearly seven gifts per office suite. You guys are unbelievable!!



Happy Holidays

FROM YOUR
MANAGEMENT TEAM AT

The Brookstone logo features a stylized purple flower above the word "Brookstone" in a cursive, blue font.

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El Paso Electric returns...

The Brookstone welcomes the El Paso Electric Company back to the 340 building.

Founded in 1901, the El Paso Texas based company has partial ownership interest in the Palo Verde Nuclear Generating Station West of Phoenix, and the Four Corners Coal Power Plant in New Mexico.

El Paso Electric performs its owner oversight of the two power plants out of its offices here at the Brookstone.



"We are very pleased to be back at the Brookstone."
Matthew Benac, Assistant VP of Nuclear & Generation services