

Barbara Bennett
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CBRE|Louisville
Asset Services

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Part of the CBRE affiliate network.

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Re: Letter of Reference

To whom it may concern:

I am a Property Manager with CBRE Louisville and would like to take this opportunity to share with you an event that took place recently with Troy Jones and his company International Systems of America LLC.

In November 2011 CBRE Louisville was awarded the property management contract for the ResCare Building at 9901 Linn Station Rd., formerly known as the Blue Cross/Blue Shield building. The eleven floor structure was built in 1973. When taking over the management of an older building you are always going to experience "issues" and right after the first of the year we experienced a major issue with our Firetrol Control Panel and Fire Sprinkler Pump. The fire pump experienced a trouble condition causing it to be activated. A malfunctioning control panel failed to stop this event which led to the pump being damaged. I immediately called the company who was maintaining the system for advice and service. After several service attempts to find the problem with the fire control pump panel, I was told that it had to be replaced and could not be repaired. The same statement I've heard several times in my 27 year career "it's too old and it has to be replaced". The cost of the new panel \$27,000.00.

A few days later fortunately I received a call from Troy Jones Regional Sales Manager with International Systems of America LLC. He informed me that his fire and security company has a parts repair laboratory and he might be able to help me with the FireTrol panel and the sprinkler pump. Help me he did! Troy and his technicians were able to REPAIR not replace the control panel. They replaced an OEM part to maintain the UL rating on the panel and rebuilt the damaged pump for a total of \$5000.00. I saved at least \$22,000.00.

I highly recommend International Systems of America LLC. They went out of their way to give extraordinary service and keep an older system compliant and operating in top notch condition. They truly put their customers first and CBRE Louisville will continue to use them for our fire and security needs.

Best Regards,

CBRE PROPERTY MANAGEMENT


Barbara D. Bennett
Senior Property Manager