

PUZZLE
SOLUTION

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3	5	9	7	6	8	4	1	2
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4	9	5	8	2	3	1	6	7
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GET YOUR GRILL ON 2 May Holidays, 2 Reasons to Grill

Is there anything more American than grilling a burger outside on Memorial Day? This year, there's another reason to fire up the grill that weekend: In addition to being Memorial Day, May 28 is also National Hamburger Day! Enjoy this delicious coincidence by heating up the grill, gathering the fixings, and making one of these tasty burgers at home.

THE CLASSIC BURGER

Nothing beats the American classic: a seasoned beef patty, a slice of cheddar cheese, a squirt each of mustard and ketchup, a layer of crunchy lettuce, some thinly sliced onions, and a couple of zesty pickles. For a homemade touch, make the pickles yourself by soaking cucumbers in a brine of vinegar, dill, and salt.



THE MEDITERRANEAN BURGER

Take your patty to the next level with a Mediterranean twist. Mix feta cheese and garlic into your ground beef before forming your patties. Serve it on a grilled ciabatta bun topped with marinated red peppers and arugula for flavor and texture. If you want to get extra fancy, pour a bit of balsamic reduction over the patty before adding the toppings.

THE PORTOBELLO BURGER

For a delicious veggie burger even meat eaters will love, use a portobello mushroom as your patty. Remove the stems, then marinate the mushrooms for 15 minutes in a mixture of 1 tablespoon red wine vinegar, 3 tablespoons olive oil, and a clove of minced garlic. Season the shrooms with salt and pepper, then place



them on the grill just as you would any other burger. Gruyere cheese is the perfect creamy topping, and you can use grilled focaccia bread topped with garlic aioli.

As you bask in the late spring weather and the inviting smell of delicious food this Memorial Day, take a moment to remember the Americans who gave their lives so we could enjoy these freedoms, and thank those who served.

A WORLD APART

OLYMPIANS, THE DMZ, AND 'GANGNAM STYLE'

What's the best trip you've ever been on? With the summer months fast approaching, I know a lot of people are looking forward to taking a break and getting away from it all. Over the years, I've been on a number of great trips for work and family vacations. One trip that just made it to the top of my list was when my wife and I went to South Korea for the 2018 Winter Olympics in February.

I've talked about how much my family enjoys watching the Olympics on TV, so being there in person was an amazing experience. We've talked about going in the past, but this time, the stars aligned just right. The Olympics were in PyeongChang, South Korea, and since our daughter, Shelley, was still teaching third grade on a U.S. Army base in Seoul, how could we let the opportunity pass us by?

This was our second time visiting Shelley in South Korea, and it was just as awesome as the first time. To start, we got to attend the Olympics, which was awesome. We had tickets to see pairs ice dancing, the women's figure skating finals, and the USA vs. Olympic Athletes from Russia men's hockey game. Of course, the athletes in each event were unbelievable, but when you watch the Olympics on TV, you can forget that it's not just the athletes who are from all over the world. The audience is full of people from every corner of the globe who are just as excited as you are.

Right before the hockey game, while walking into the stadium with Kaye and Shelley, a man ran up from behind me and grabbed my arm. I was surprised and a bit concerned until he said, "You are my new American friend!" in a thick Russian accent, to which I replied, "Well, you're my new Russian friend!" There was no animosity between the spectators, even as Russia's "semi-pro" team beat the USA's amateur players by a score of 5-0.



Kaye and I ready to cheer on team USA

"The Olympics were in PyeongChang, South Korea, and since our daughter, Shelley, was still teaching third grade on a U.S. Army base in Seoul, how could we let the opportunity pass us by?"

Beyond attending the Olympic Games, it was great to explore South Korea again. On the days when we weren't at the Olympics, we were sightseeing. During this trip, we also got to see the Korean Demilitarized Zone (DMZ), which is something we didn't get a chance to do the last time we visited Shelley. Now that was a surreal experience. We were able to tour the Joint Security Area, where North and South Korean forces stand face-to-face. There are a lot of rules about what you can and cannot do in that area, and there's a lot of tension. One example is that they discourage you from waving, yelling, or otherwise interacting with any of the North Korean soldiers when visiting the area. We were told that any of that kind of activity is filmed

(surreptitiously) by the North Koreans and used in propaganda.

On a lighter note, we also stayed with Shelley in Seoul. The city is made up of wildly different neighborhoods and walking between them is an interesting experience. On one street, you're wandering among carts selling street-food, imported electronics, and socks (yes socks!). Then when you turn the corner, you're surrounded by high-end boutiques. We even got to walk around the stylish Gangnam District, which is the inspiration for Psy's viral song "Gangnam Style."

When we went to visit Shelley for the first time last April, I never thought we'd go back to South Korea. This time, I can say with certainty that it was our last trip. Shelley won't be teaching there for much longer, and I can't see us having another reason to go back. But I am glad we got to visit. South Korea is an incredible country that's steeped in history, and at the same time is racing into the 21st Century. And when you add in our visit to the DMZ and the Winter Olympics, I'd say it's going to be a hard trip to beat.

Train West

MOTHERS SHAPE THE WORLD

3 of History's Bravest Moms

Moms make the world go round. After running the gauntlet of childbirth, they raise and guide us throughout our lives, shouldering the tremendous burden and responsibility of motherhood. Mothers are in turn formidable, kind, powerful, gentle, wise, fierce, patient, supportive, empathetic, driven, and full of love. In honor of Mother's Day, here are three historic moms who never stopped fighting for what they believed in.



Sojourner Truth (1797–1883)

Before she escaped from New York slaveholder John Dumont, Sojourner Truth had at least three of her children sold away from her. When Dumont went back on his promise to emancipate Truth and her infant daughter in 1826, she took the girl and fled to an abolitionist Quaker family, but she was

forced to leave her other daughter and her 5-year-old son, Peter, behind. Soon after, she learned that Peter had been illegally sold by Dumont to a slaveholder in Alabama, so she went to court and secured his safe return. It was the first successful case brought by a black woman against a white man in American history. Truth went on to become a prominent abolitionist and a speaker for women's rights, delivering her famous impromptu speech, "Ain't I a Woman?" in May of 1851.



Irena Sendler (1910–2008)

When the Nazis invaded Warsaw in September of 1939, Irena Sendler, a 29-year-old social worker and mother of two, hatched a scheme to rescue Jewish children from the brutal ghettos. Along with many friends and colleagues, she smuggled out nearly 2,500 Jewish orphans,

hiding infants on trams and garbage wagons and guiding kids through a labyrinth of secret passageways beneath the city.



Emmeline Pankhurst (1858–1928)

Despite being a wife and the mother of five children — two of whom died tragically young — Emmeline Pankhurst became one of the fiercest advocates for women's suffrage in the late 19th century. After founding the Women's Social

and Political Union in 1903, she and her cohorts adopted an aggressive strategy to raise awareness for the issue; they began by buttonholing politicians and staging rallies, then progressed to vandalism, window smashing, and arson. She was instrumental in the movement. Pankhurst lived to see women gain the right to vote in 1928.

The Best Place in Texas

Brookfield Property Partners' James Sinclair on Why Houston Is the Place to Be



I've spent 10 years working with Brookfield Property Partners. I'm currently the property manager for a big area in downtown Houston, including Allen Center, which is in the midst of a \$48.5 million renovation to bring the building into the 21st century. The goal is to make this side of Houston a destination area and help businesses see what I have known for years: Houston is the place to be in Texas.

When I got into commercial real estate, I thought I would end up in Dallas or San Antonio like everyone else. Coming to Houston was a fluke. My wife and I were engaged, and four weeks before our wedding, I lost my job. I went out to Houston because that's where my wife worked, and in a stroke of luck, I found a pretty great job. Today, I cannot imagine being anywhere else. This is a friendly place that encourages outsiders who want to work hard to come in and find success.

If you are the kind of person who's willing to put in the effort to achieve your goals, then you can be successful in Houston. I've had the pleasure of meeting so many successful people in this area, including Travis West. I got into commercial real estate around the time people were starting to pay attention to indoor air quality. Three decades ago, Travis put himself in the front of that herd, and he's still there today.

Travis has a tremendous grasp of the issue. His knowledge and skill set are extremely impressive. I remember being in a class Travis led, teaching property managers what they needed to know about IAQ and how to address the topic with tenants. I thought, "Wow. This guy really knows his stuff." He's the kind of person who never stands still. He's always moving forward, and that's what makes him such a good guy to have on your team. You know Travis is always looking out for the best interests of his clients.

In 35 years, I've only spent two years working in cities that weren't Houston, and let me tell you, I couldn't wait to come home. The people I get to work with here, like Travis West, are great, and the city is welcoming and full of potential. I never thought I'd end up in Houston, but I'm glad I'm here.

It Can Happen to You!

Duct Cleaning in Commercial Buildings

When it comes to duct cleaning, no operating space is exempt, including commercial buildings. Dirt, dust, and debris containing allergens and contaminants love to collect in hidden areas, and commercial buildings have these spaces in spades. The HVAC systems in buildings need frequent attention, regardless of age, but the older the building is, the more likely the ductwork is dirty too. Internally insulated ducts offer a significant gathering spot for all kinds of contaminants. And when debris, dust, or contaminants are blown out of ductwork, they can impact the health of not just your system, but also the people exposed to it ... and that is where your troubles really begin.

Ridding HVAC systems of contaminants can be a complicated process. The wet, internal surface of the air handler unit is often the original source of a problem. If maintenance of the unit is lacking, problems in the form of dust, moisture, or mold can then be sent downstream through the supply air ducts. But cleaning some ductwork is tricky. That's because the internally insulated ductwork needs to be cleaned thoroughly without damaging the liner. If the liner is ripped, torn, or broken, it can expose dust and fibers, which can create a breeding ground for biological contaminants (i.e., mold).

We recently encountered a situation where one section of a full-floor tenant's space smelled like mold. It took a lot of creativity to find a solution. Obviously, when you're working in commercial buildings, you're talking about a complex network of ducts and outlets. If you can't assess the situation efficiently, you end up wasting a lot of time. To accurately identify problem areas, we started at the main supply trunk and placed a small motorized camera in the ductwork. This allowed us to inspect the interior surfaces and collect a significant amount of data.



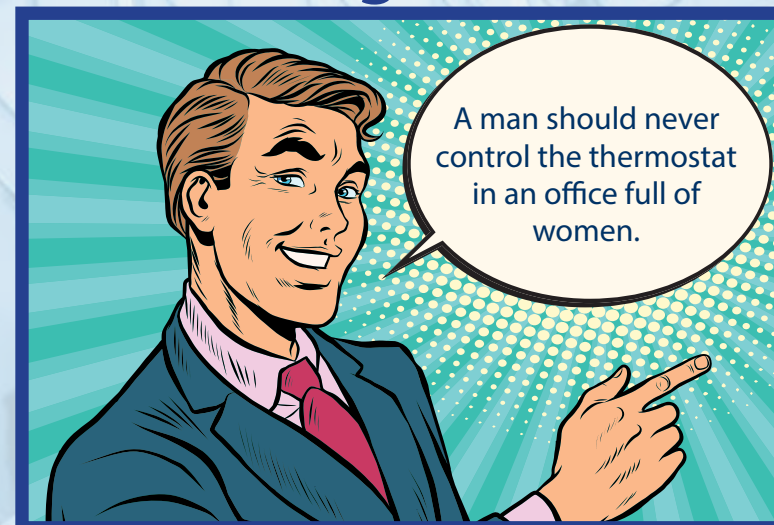
The photos showed us pockets of mold growth and provided us with a full scope of the situation. We were then able to develop a plan to resolve the issue. The contractor doing the work started by cleaning the air handler units for the floor. (Although the maintenance of the AHUs was good, we wanted to ensure the owner that nothing at the AHU could contaminate the duct system after cleaning was completed). They then proceeded to the duct system. They started by brushing the mold on the duct surfaces with soft brushes to release it from the surface of the liner. Next, they vacuumed every square inch of the liner to remove particles and fibers. Finally, they applied an encapsulating antimicrobial paint. This helped pin down any loose fibers caused by the cleaning and helped prevent further issues from arising. Ultimately, they removed all of the visible mold and encapsulated the internal liners. That should help to provide a safe workspace, free of odors and allergic reactions to mold, for many years.

Cleaning ducts is not a project for in-house staff. It is technical, time-consuming, and requires an eye for details. That's why it is imperative that a qualified mechanical contractor with actual duct cleaning experience be brought in to deal with the kinds of problems that can occur.

We tend to encounter these kinds of problems a couple of times every month. And even with our extensive training and experience, they are always a challenge! But hey ... we're up for the challenge. Heck —we like a challenge!

If you have questions or concerns about your building's air duct systems, call us today. We can help to improve the indoor air quality in your commercial building, regardless of the type.

Have a Laugh with Travis



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