Holiday Event 2009

December Luncheon Program

The Renaissance Hotel
Greenway II Ballroom - Concourse Level
6 Greenway Plaza

11:00 AM  Registration and Lunch
11:00 AM - 12:45 PM Silent Auction

RSVP by December 8, 2009
Logan Wright, AMC Houston
logan@amchouston.com
713.456.7999
www.ifmahouston.org

$40 per Member
$50 per Non-Member 1st Visit
$65 per Non-Member 2nd Visit
$80 per Non-Member 3rd Visit
$50 per Member after December 8th

Silent Auction benefits The Salvation Army Family Residence Center

2009 Diamond Sponsor
THE LAST PREZ LETTER

Has it been two years already? I could swear it’s only been five or ten…actually it may have been that far back—maybe in The Year of Our Fred or the epoch of Gerry the Great and certainly during the reign of Queen Gina and Hizoner David—where I kicked my participation in the Houston Chapter up a notch and became involved in leadership by moving from committee member to board member to officer and now to this exalted status. I can’t say that it’s all been a bucket of roses, but for the most part, it’s good to be king. You should try it sometime, just for the experience.

And it’s been quite a ride. From my acceptance of the ceremonial gavel (which, by the way is great for cracking walnuts and pecans) in December 2007 up until now, it’s been a never-ending series of surprises, challenges and rewards. And if I was keeping score, I’d say that fortunately the merits outnumbered the demerits by a considerable percentage.

I owe a great part of my success and happiness in the job to the presence and participation of a terrific group of officers on the Executive Committee as well as a very dynamic group of Board members who have continually dedicated their valuable time to the work of the Chapter. And in addition, it has been my good fortune to have increased my opportunity to learn from folks like the venerable George Graves, although he hasn’t yet given up his catfish recipe. And if that wasn’t enough, I’ve gotten to know a number of individual chapter members as we worked together, played together, and commiserated about the pleasures and absurdities of the FM life.

I recently had an opportunity to reflect a bit on the FM Life and my now almost 20 years as member of the Houston Chapter of IFMA. This was occasioned by preparation for a talk to the Investor Ambassadors of the Greater Houston Partnership—a group of volunteers who act as liaisons between the GHP and its constituent members. I was seeking a way to translate my years as a member of the Houston Chapter of IFMA as well as my years as chapter leader to the Investor Ambassadors’ experience. And there were many commonalities.

As a chapter leader, I’ve been in constant contact and conversation with both the management at IFMA International as well as other chapter leaders across North America. Suffice to say these last two years may qualify as one of the most challenging periods for associations. Every IFMA chapter has experienced the economic downturn in their own individual way, but as a general statement, member renewals and new member enrollments have been trending down for well over a year. Regardless of when the downturn began, some of the hardest hit associations have lost a full 50% of their membership—and consequently, have lost a corresponding amount of their membership revenue. The reasons for their loss of membership is fairly transparent—especially in the Rust Belt states where some metro areas have significant job loss. Even if companies have not laid off workers, they have reduced or eliminated member fees or sponsor dollars in an effort to trim their own operating costs. The net effect is that some local association chapters are left without the necessary resources to provide quality programs, events, or services—which in turn, creates a disincentive to member renewals and new member enrollments. It’s certainly a vicious cycle.

I’m happy to report that (so far) the Houston Chapter has not met a similar fate. To date, we’re only about 8% below our historic high point, and we still enjoy a high member renewal rate, having held steady throughout the majority of the economic meltdown. During the same period of time, we have kept a good portion of our sponsorship revenues and have actually seen increases in event attendance and member participation. Like any president, I’d like to claim responsibility for everything good that happened on my watch, but I’m really just living a charmed life by presiding over a professional association that happens to be located in a city as dynamic as Houston.
One of the clichés of armchair financial psychology is that troubled times create a “flight to quality”. That is true to a degree, but it begs the question—if the Houston Chapter of IFMA is indeed faring well, then what constitutes quality in professional associations of our type? First, people tend to seek strength and solace in community and in association with others of like interests. When the going gets rough, we band together and pull our wagons in a circle for mutual protection. And when we do, we find there’s something more than a simple act of association. That’s the point when members move beyond some of the initial motivations for networking and into other levels of connection and interdependence.

I believe the basis of the IFMA Houston Chapter’s success in retaining members is tied directly to how we’ve integrated qualities like human interests, values, and dignity into the culture of the chapter. Even though we are, by definition, a business and professional organization chartered to facilitate networking and career development, what we provide at core, I think, goes beyond networking, beyond business and is driven by the rhizomic (from biology—meaning with roots and nodes) way in which we interact with each other. And I know everyone who has lived in Houston for even a short amount of time has experienced the phenomenon of “the largest small town in the USA” because it does seem like there is no more than two degrees of separation between anyone one in the metro area. Sure—the census says we are more than four million square souls wide and deep, but we all know the truth—Houston feels like a village of only a few hundred people who all are connected in some fashion.

So as an organization, we recognize that system of interdependence – it is the warp and weft of the fabric of our association. For certain, our starting point is a meeting of common business and career interests, a desire to do business and prosper together. But what begins that way morphs over time into friendships and other long-term relationships of mutuality as we help each other work through and solve problems and meet challenges like that little wind that blew through town last September. It’s a powerful feeling to know that 400 people have “got your back” and are willing to help at a moment’s notice. So I think, to a great degree, the ethos of our organization is a primary driver of our chapter’s cohesiveness as well as our member’s identification with the chapter.

One of the things the leaders of the Houston Chapter have learned—is that there is no equal substitute for human interaction. Sure, you can trade email messages, text and tweet to your finger’s content, connect on LinkedIn.com or be friends on Facebook, but if I want to really connect to someone then nothing beats tête-à-tête, mano-a-mano, one-on-one communication. A phone call will do nicely but an in person meeting is always better—even though logistics often make that difficult to schedule. This may be why we’ve seen an up tick in meeting attendance and even had 170 RSVPs to our April fish fry. These occasions provide opportunities for us all to keep those connections intact and build new ones. Regardless of how different each of you are in your work and personal lives, here together we celebrate commonality of career and trade and of stewardship and friendship. So at some point, every chapter member becomes the conveyor of that system of shared values.

And certainly as a chapter leader, I’ve been keenly aware of being “where the rubber meets the road”. So I’ve attempted to convey and maintain that sense of identity of the Houston Chapter. I’ve tried to do the voodoo that I do so well in a way that communicates the depth and value of this association while having a bit of fun at the helm. I’ll leave it to you all to decide whether that was the right way or the wrong way.

So if you don’t mind. I’ll have Julie Andrews, the Beatles, Don Walser and Groucho sing me out. So long, farewell, auf wiedersehn, goodbye. (And don’t forget adieu, adios, vaya con dios, sayonara, aloha, shalom, and don’t let the door hit ya where the Good Lord split ya…) You say Goodbye and I’ll Say Hello. Hello, I must be going…

Herman Kluge, CFM
President, IFMA Houston Chapter
IFMA Luncheon with Dan Bellows, President, Jones, Lang, LaSalle & Chairman of Greater Houston Partnership

Wow, the holidays are already upon us and hopefully we are all feeling the spirit of the seasons! The weather here in Houston is changing from really hot to a bit cool. At our November IFMA luncheon we were pleased to host Dan Bellows with Jones Lang LaSalle. His presentation “State of the Economy: How is Houston doing?” was blunt, factual, and filled with positive optimism for looking to the future.

Bellows, an expert in economic development for the Houston region, researches and analyzes the current and past conditions of Houston’s economy. With the Greater Houston Partnership, he also assists in recruiting corporations to visit and relocate to the Bayou City. In his presentation, he explained that, in September 2008, Houston’s unemployment was at 5.1% compared to 8.5% in September 2009. The arrival of unemployment hit Detroit, Michigan in June of 2000. Unemployment has only recently hit Houston at its hardest. In Houston’s job sectors, wholesale trade unemployment has decreased a whopping 11.5%, while arts and entertainment has risen 5.3%. Believe it or not, the real estate sector has even grown modestly.

What will it take for Houston to recover? Bellows suggested a few things that will help Houston. First, a higher demand for oil would have a great impact on Houston’s economy. Then, global economic growth along with the value of the US Dollar will need to improve. Finally, with Houston’s diverse economic structure, a stronger the US Economy equals a stronger Houston, Texas. We certainly appreciated the presentation and expertise that Dan Bellows shared. It was very clear that he is proud to be a Houstonian. He was also very excited about our future growth drivers such as the Texas Medical Center, the enormous Port of Houston, and NASA. These drivers of our economy can bring new technology, profits, and new companies to Houston.
Halloween Rock ‘n Bowl
By Stacy Dobbs, Texan Floors

On October 28th, 2009 the IFMA Houston Chapter hosted our first Halloween Rock ‘n Bowl fundraiser. The event was held at 300 Houston and incorporated team bowling, a costume contest, and a raffle. The event benefited Justice for Children, a Houston-based, non-profit organization. They are advocates for the safety and protection of criminally abused children when the system designed to protect them fails to do so while leaving the child at unacceptable risk. We had 25 lanes filled with 150 bowlers. Participants showed up in costume making our event a smashing success and spectacular time for all.

The following were the winners of the awards

Best Costume: Old Man Batman – SpaMaxwell Lane 16
Best Team Name: Grease Pins – Houston Installation Lanes 35-36
Best Team Score: Texan Floor Service & Harvey – Lane 28 score 779
Best Team Theme: Munsters Lane 37
High Female Bowler: Ruth Martinez with Academy Lane 32 score 159
High Male Bowler: John Monroig with Aaron’s Office Furniture Lane 40 score 169
Spirit Award: McCoy Workplace Solutions Lane 18

Our awards were old bowling pins donated by the alley and then cut in half. We approached our creative partners in the design industry and asked them to participate by creating incredible works of art from the bowling pins.

Pin Awards created by: Gensler, Inventure Design, and Sublime Customs

In addition to bowling, we had 15 amazing raffle items that helped us raise $1,165.00. In total we raised $4,145.61 for Justice for Children.

This brand new fundraising event was organized and created by the Community Service Committee of your IFMA Houston
chapter. The co-chairs directing the event were Stacy Dobbs and Kathy Edwards. The incredible bowling committee members were Donna Anderson, Sunny Sullivan, Tom Martin, Renee McNeil and Melissa Miller.

On November 12th 2009 at the IFMA monthly luncheon meeting, we were proud to present the check to the founder of JFC and former Houston District Attorney, Randy Burton. His gratitude was immeasurable.

Look for this to be an annual Halloween Charity Event for the Houston Chapter. Many teams have already started planning their costumes and strategy in hopes of taking home one of our prestigious bowling pin awards next year!

For more information, ways to get involved or donate to Justice for Children please visit them at: www.justiceforchildren.org
IFMA Houston Outreach to the Salvation Army Residence Center

by Kathy Edwards, Corporate Floors

As many of you are aware, the Salvation Army Residence Center has been a long term charity of the Houston IFMA Chapter. For those without a place to call home, The Salvation Army many times means the difference between safety and danger. For years, Women with children have been coming off the streets through the Salvation Army’s Family Residence shelter. The shelter is located in downtown Houston. This facility not only offers them a place to live, but also the resources they will need to stay off the streets once they leave.

As a Chapter, we raise funds to purchase the children school supplies, back packs, school uniforms and tennis shoes. We also hold several events through out the year including an Easter Party, Shoe Shopping Event, and a Back to School Party. This year we also conducted a Harvest Day Party (see photos in this newsletter). Sunny Sullivan with PJS donated a bounce house and a popcorn machine. The rest of the committee members purchased soft drinks and candy, and we also brought additional games for the kids! We can let you know about the type of donations that would be welcome during this Holiday Season.

If you are interested in investing time, please send us an email or give us a call!

[EDITOR’S NOTE] – refer them to the listings on the committees’ page

Kathy Edwards
kedwards@corporatefloors.com
281.236.8085

Stacy Dobbs
sdodds@texasfloor.com
713.956.9966
PM Pointer

Don’t Shoot the Messenger
by Corinne Maddox, CFM, The Maddox Group

Don’t Shoot the Messenger

In a perfect world, problems on a project are anticipated and avoided before they happen, and team members communicate risks while in issue is still manageable. But this is the real world. You are told after problems are crisis level and options are limited. Why? Whether it be a child, employee, consultant, vendor, or a contractor, subordinates do not like being the bearer of bad news. They are in denial there is a problem. They think/hope it will fix itself without causing you alarm. They might be the cause of the problem (poor planning, construction or design error, etc.) and they don’t want to loose credibility. Mostly though, they are afraid of being punished. From childhood, we learn that keeping bad news from reaching our superiors is a good defense strategy, but experience also shows that bad news tends to turn into really bad news left unchecked.

Rather than punishing people who bring you problems, you can establish a pattern of rewarding them. Start by giving them the tools and resources to solve their problems. Encourage regular feedback, such as making “Risks” or “Issues” an agenda item for every project meeting. Reward those who identify problems early, and empower them to solve them, for example say, “Joe, thank you for bringing this problem to my attention while it is still manageable. You are wise in doing so. What do you need to solve this problem and how can I help?” Once Joe solves the problem, you can thank him publicly, and use it to encourage the whole team to identify and solve problems early. This will establish you as a leader who helps people succeed. And when your team members succeed, you succeed.

2009 Calendar of Events

December
IFMA Holiday Luncheon!
Location: Renaissance Hotel, 6 Greenway Plaza
Date: December 10, 2009
Time: 11:00 AM -1:00 PM

Holiday Luncheon
Thursday, December 10, 2009

Festive Lunch Buffet
Performance by Harbor Lights Choir
Annual Awards
2010 Officers Induction

The Renaissance Hotel
Greenway H Ballroom - Concourse Level
6 Greenway Plaza

12:00 a.m. Registration and Lunch
12:45 p.m. Silent Auction

RSVP by December 8, 2009
Logan Wright, AEC, Houston
loganhouston.com
713-366-7999

$40 per Member
$50 per Non-Member 1st Visit
$65 per Non-Member 2nd Visit
$70 per Non-Member 3rd Visit
$55 per Member after December 8th

Silent Auction Benefits
The Salvation Army
Family Residence Center
2010 SPONSORSHIP BENEFITS

The 2010 Sponsorship Drive begins December 11th 2009 and ends March 6th 2010. The program offers three (3) levels of participation with various benefits and services to your company. The annual Sponsorship Drive is about more than the benefits listed below for your sponsorship dollars. The proceeds are directly tied to the Chapter’s initiative to bring Value to our members and to grow our Chapter membership. The Chapter is focused and committed to investing those dollars in bringing our Professional Members to our events and in creating a positive experience that will give our Associate Members the opportunity to build relationships.

Depending on the level of sponsorship, an intangible advantage is that you will only write One Check for the entire year to attend most functions. No more worrying about “did my office already pay for this function” or “I forgot my checkbook”.

Even though our costs have increased, our members have the opportunity to Save Money by paying early and taking advantage of the early pay Discount to 10%.

### DIAMOND: $4,500.00 ($4,050.00 – 10% Discount – if payment is received by Feb 1, 2010) [V-Value—If purchased separately]

<table>
<thead>
<tr>
<th>Associate Member Benefits</th>
<th>Professional Member Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive all of [Sapphire-$800] &amp; [Ruby-$1,500] Level Benefits plus:</td>
<td>Receive all of [Sapphire-$800] &amp; [Ruby-$1,500] Level Benefits plus:</td>
</tr>
<tr>
<td>• Lunch Programs - Attendance for (2) all year. [V-$800]</td>
<td>• Lunch Programs - Attendance for (2) all year. [V-$800]</td>
</tr>
<tr>
<td>• Annual Fund Raiser – Attendance for (2). [V-$100]</td>
<td>• Annual Fund Raiser – Attendance for (2). [V-$100]</td>
</tr>
<tr>
<td>• World Workplace Hospitality Suite Sponsor. [V-$400]</td>
<td>• World Workplace Hospitality Suite Sponsor. [V-$400]</td>
</tr>
<tr>
<td>• Chapter Event - Sponsor and Participate in (1) with attendance for up to (10) Members or Guests. [V-$250]</td>
<td>• World Workplace Conference Registration. [V-$700]</td>
</tr>
<tr>
<td>• Professional Development Seminar - Attendance for (1) to all seminars. [V-$120]</td>
<td>• Professional Development Seminar - Attendance for (1) to all seminars. [V-$120]</td>
</tr>
<tr>
<td>• Houston Chapter Newsletters – A ½-Page Ad in all. [V-$900]</td>
<td>• Houston Chapter Newsletters – A ½-Page Ad in all. [V-$900]</td>
</tr>
<tr>
<td>• Houston Chapter Diamond Sponsor Golf Shirt. [V-$40]</td>
<td>• Houston Chapter Diamond Sponsor Golf Shirt. [V-$40]</td>
</tr>
</tbody>
</table>

### RUBY: $2,400.00 ($2,160.00 – 10% Discount – if payment is received by Feb 1, 2010) [V-Value—If purchased separately]

<table>
<thead>
<tr>
<th>Associate Member Benefits</th>
<th>Professional Member Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive all of [Sapphire-$1,200] Level Benefits plus:</td>
<td>Receive all of [Sapphire-$1,250] Level Benefits plus:</td>
</tr>
<tr>
<td>• Golf Tournament - (4) Players. [V-$800]</td>
<td>• Golf Tournament - (4) Players. [V-$800]</td>
</tr>
<tr>
<td>• Golf Tournament - Hole Sponsorship Signage &amp; (2) Company Representatives. [V-$300]</td>
<td>• Golf Tournament - Hole Sponsorship Signage &amp; (2) Company Representatives. [V-$300]</td>
</tr>
<tr>
<td>• Houston Chapter Newsletters - A 1/4-Page Ad. [V-$480]</td>
<td>• Houston Chapter Newsletters - A 1/4-Page Ad. [V-$480]</td>
</tr>
<tr>
<td>• Professional Development Seminar (1 total) - Attendance for (1). [V-$30]</td>
<td>• Professional Development Seminars (3 total) - Attendance for (2). [V-$180]</td>
</tr>
</tbody>
</table>

### SAPPHIRE: $900.00 ($810.00 – 10% Discount - if payment is received by Feb 1, 2010) [V-Value—If purchased separately]

<table>
<thead>
<tr>
<th>Associate Member Benefits</th>
<th>Professional Member Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Lunch Programs - Attendance for (1) all year. [V-$400]</td>
<td>• Lunch Programs - Attendance for (1) all year. [V-$400]</td>
</tr>
<tr>
<td>• Recognized as a Contributor to Educational &amp; Scholarship Initiatives. [V-$100]</td>
<td>• Recognized as a Contributor to Educational &amp; Scholarship Initiatives. [V-$100]</td>
</tr>
<tr>
<td>• Sponsor Recognition at the: Annual Fund Raiser, Professional Development Seminars, Lunches, &amp; Newsletters. [V-$500]</td>
<td>• Sponsor Recognition at the: Annual Fund Raiser, Professional Development Seminars, Lunches, &amp; Newsletters. [V-$500]</td>
</tr>
<tr>
<td>• Houston Chapter Web Site - Company Logo &amp; Link. [V-$200]</td>
<td>• Annual Fund Raiser (Casino Night) - Attendance for (1). [V-$200]</td>
</tr>
<tr>
<td>• Houston Chapter Newsletters - Business-card size Logo. [V-$300]</td>
<td>• Houston Chapter Website - Company Logo &amp; Link. [V-$120]</td>
</tr>
</tbody>
</table>

Click to download form. Complete and email to Logan@amchouston.com
Facility Management Information

If you are connected to the Internet and are viewing this on your computer, click on the links below. These links may be beneficial to you and your associates. If you have a favorite FM Link, please email it to: infobob@swbell.net.

Government
- City of Houston
- City of Houston Helpful Links
- Harris Co Appraisal District
- Texas OnLine
- Houston Traffic Map
- Survive Disaster

Professional Organizations
- AIA
- AIA Houston
- IFMA
- Houston Chapter of IFMA
- BOMA
- CORENET

Facility Sites
- Building Products
- IFMA Buyer’s Directory
- 72 Hours
- FMJ
- FacilityCity
- Today’s Facility Manager(TFM)

Links of Interest
- Google Earth with 3D Streets
- The Houston Area Survey
- Houston Architecture

Building Codes & Ordinances
- Houston Building Permits
- Houston Code Updates
- Houston Building Inspections
- Houston Document Center
- Houston Planning Department
- Houston Planning Dept Site Map
- Houston Fire Department
- Houston Code of Ordinances

Harris County
- Harris County Fire Code
- Harris County Fire Marshal
- Harris County Flood Control District

Flood Plains & Stormwater
- TSARP
- Houston Storm Water Program

Sustainability & Green Design
- Green Building Council
- USGBC - Houston Chapter
- Whole Building Design Guide
- Buildings Technology Center
- National Renewable Energy Laboratory
- Energy Efficiency & Renewable Energy
- EcoGeek
- CLEAN
- GreenBiz
- Green Guide
- Build Carbon Neutral
- Texas Solar Energy Society

Sponsors 2009 - 2010 • THANK YOU for your support !!!

Diamond
- McCoy Workplace Solutions

Ruby
- Blackman Mooring
- Herman Miller, Inc.
- Houston Installation Services, Inc.
- ISS
- JCS, LTD.
- KBR
- The Mohawk Group
- The Ofis
- Vanguard Environments, Inc.

Sapphire
- Aaron Corporate Furnishings
- Allsteel
- Corporate Care
- Corporate Express
- Corporate Move Consulting, Inc.
- CORRECT Electric, Inc.
- Debnner+Company
- Gensler
- Haworth, Inc.
- Office Pavillion
- PJS
- Steelcase
- Waterlogic
- WaterLogic, Inc.

Click here to view Chapter video
Click here to view the Sponsor video
Click here to download the free Quick-Time Player
The Houston Chapter of IFMA

The Houston Chapter of IFMA (International Facility Managers Association) is a professional organization that supports the education and advancement of facility managers. We give back to the community in time, scholarships and other philanthropic events.