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UNICO RECEIVES NATIONAL RECOGNITION FOR BEST CUSTOMER SERVICE IN THE UNITED STATES

Prestigious Ranking Awarded for the Second Straight Year

SEATTLE, Wash. (February 24, 2010) – Unico Properties LLC, a real estate investment and operating company, has announced it has received the 2009 “National Commercial Real Estate Customer Service Award for Excellence” from CEL & Associates, a national, independent real estate consulting firm. Also known as the “A List,” the award honors Unico for being the number one ranked firm in its category and in the United States for providing the best customer service throughout its office property portfolio.

This is the second year in a row that Unico has been ranked number one in the United States and received the CEL & Associates “A List” award. Like in 2008, the 2009 tenants’ rankings of Unico-managed buildings placed Unico in the top one percent nationally among 6,000 comparable buildings surveyed – earning it a “Best in the Industry” distinction from CEL & Associates. Unico property management and engineering teams have consistently earned Tenant Satisfaction awards such as “Best in the Industry” since 2002 when Unico first began surveying its tenants using the CEL survey.

“In this recession, and at all times, it is our responsibility to our tenants, customers, and owners to provide the highest quality service and exceptionally well-maintained buildings,” said Quentin Kuhrau, Unico’s President & CEO. “We want our tenants to have the best possible experience each day while working and living in our buildings, and see this as key to building long-term relationships that are beneficial to everyone.”



CEL & Associates honors the top firms within four commercial real estate portfolio size categories. Unico won the 2008 and 2009 "A List" award in Category II which represents 21 to 100 office properties. The primary intent of the award is to recognize the real estate firms that provide superior service to their customers, to build industry awareness regarding the impact and value of customer service, and to help set national benchmarks for the commercial real estate industry.

"Our tenants' strong endorsement of Unico's customer service shows that we don't cut corners. We consider treating our customers well to be a core business value," said Unico CFO and Senior Vice President of Property Management John Lamb. "We look for opportunities to anticipate our tenants' needs and always handle requests in a timely manner, day or night, and hearing that our tenants rate Unico's customer service so highly makes it all worthwhile," added Lamb.

Unico is a real estate investment and operating company with premier properties in the western United States. Unico produces superior returns for its institutional partners by anticipating and addressing the real estate needs of its customers with environments that enhance the success of the people, business and communities it serves. For more information about Unico, please visit the firm's website at www.unicoprop.com.

CEL & Associates, Inc. is a real estate consulting organization that is the largest surveyor of customer opinions within the real estate industry. Founded in 1994, the firm serves more than 500 commercial and residential real estate clients across the United States, Canada and Europe. CEL & Associates, Inc. developed the first national customer opinion surveys within the commercial, residential, brokerage and corporate/facility sectors and it conducts more than 2,500,000 customer surveys annually. CEL & Associates, Inc.'s service and performance benchmarks are used throughout the U.S. and the firm's surveys have become the standard for excellence within the real estate industry. The *CEL National Commercial Real Estate Customer Service Award for Excellence*, or "A List" Award, is a coveted honor for service excellence. For more information about the *CEL National Commercial Real Estate Customer Service Award for Excellence*, please contact the company at (310) 571- 3113 or cel@celassociates.com.

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