

UNICO | SKB
A JOINT MANAGEMENT VENTURE

15012 RED HILL AVENUE · SUITE E
TUSTIN, CALIFORNIA 92780

July 8, 2013

Chris Sommese
24-Hour Elevator
7166 Convoy Court
San Diego, CA 92111

Re: Customer Service

Dear Chris:

I wanted to take a moment to let you know that since Unico brought 24-Hour Elevator on board to service and maintain our elevators at our San Diego properties, we've experienced one of the best vendor relationships we've ever had.

When you and I discussed the level of service our company was receiving from our current vendor and how Odisappointed we were in the lack of all around responsiveness, you promised our company you would provide excellent customer service and technician response for maintenance, as well as, emergencies. I'm sure you know, what people say and what people do are two very different things, however, the level of customer service we receive, technician knowledge, maintenance and repair, and emergency response time has been beyond our expectations.

On behalf of Unico, I can't tell you how happy we are that we found 24-Hour Elevator. You and the entire company have provided service above anything we ever anticipated. We revere your company for true reliability, timely responsiveness, a friendly and courteous staff, and skilled technicians with whom our onsite staff in San Diego enjoy interacting.

You really delivered, Chris. Thank you very much!

Sincerely,

Jai Loken
Tenant Services Coordinator

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