



# PARMENTER REALTY PARTNERS

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September 02<sup>nd</sup>, 2013

Ms. Hanah Yoo  
Vice President  
Unique Building Maintenance, Inc.  
4405 International Blvd.  
B-119  
Norcross, GA 30093

Dear Ms. Yoo:

I would like to take this opportunity to express my sincerest thanks for the commitment and job that you not only provide to us here at Buckhead Tower but also to your employees as well as all of the other buildings that we have awarded to you in our portfolio.

When we bid out our portfolio we knew that UBM would be able to provide us with the best overall structure in price, quality as well as environmental sustainability and loyalty! After years of service provided to us by UBM a high level of trustworthiness has been achieved and a very high level of service has been maintained.

Over the years with UBM on our team we have won *1 BOMA International TOBY, and 3 other Regional TOBY's* in our portfolio and have maintained the BOMA 360 certification as well as accomplished the certification of 3 (three) LEED Commercial Class A buildings. This is truly an accomplishment where we could not have gone on to win as well as be awarded the certifications if it was not for your hard work, diligence, excellent reporting standards and commitment to quality.

In saying all of the above, the outstanding quality and customer service you provide was realized when we recently completed our Kingsley Surveys. On our Kingsley Surveys, cleaning took a score of no less than 4.5 out of a 5 at all of our buildings portfolio wide in the South East Region that you have been awarded.

I would like to say thank you to you and your team for the commitment and quality that you have continued to provide for over 5 years. UBM by far exudes all that we look for in a service provider with Commitment, Loyalty, High Standards, Customer Service, Value, Sustainability and Environmental Awareness as just the baseline of your operations.

Sincerely,

Christina Pearson  
Property Manager  
Parmenter Realty Partners