

# Overlake Hospital Medical Center



Overlake Hospital Medical Center is a 349-bed, nonprofit regional medical center offering a full range of advanced medical services to the Puget Sound Region. In 2009, Overlake leadership began looking for a new partner to provide property management for certain assets within the center. At the top of their requirements list was a deep understanding of the medical office market itself, as well as extensive experience with medical office buildings and an ability to quickly and effectively integrate with hospital leadership.

Unico was identified as having both the local knowledge required, as well as the industry and asset type expertise, and so was selected to manage the project.

Overlake Hospital Medical Center is a 349-bed, nonprofit hospital in Bellevue, Washington

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PROPERTY MANAGEMENT



Unico's building management resulted in over 40,000 square feet of leasing and renewals within 12 months

In 2009, Unico began bringing its award winning, best-in-class customer service to its 250,000 square foot portion of the seven building, multimillion square foot campus. Unico's ability to provide fully-integrated property management, leasing, and asset management capabilities created huge value for the hospital via the ability to consolidate what had been historically vertical services. Unico conducted rigorous evaluations to identify building inefficiencies, and areas of improvement for the existing campus. Having historically been treated as a single-occupant asset, the medical campus had numerous core building systems where improvements could reduce costs and increase tenant satisfaction.

Unico's in depth knowledge of medical office building management and leasing, coupled with its owner perspective, paid dividends, resulting in over 40,000 square feet of leasing and renewals within 12 months and achievement of the "A List Award for Excellence in Customer Service", from CEL & Associates, a national, independent real estate consulting firm. Finally, leading the way in online medical records, a two year negotiation was completed to bring high-speed fiber optic internet access to the campus, allowing 100% of medical records to be kept online, an increasing standard of the industry, and hallmark of leading medical facilities.