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**Trilogy by Shea Homes Ranked Highest Nationally in Customer Satisfaction  
in Active Adult Communities for Second Straight Year  
by J.D. Power and Associates**

**SCOTTSDALE, AZ** (September 11, 2008) – For a second straight year J.D. Power and Associates ranks Trilogy® by Shea Homes highest in customer satisfaction among builders of large active adult communities. For more information about the J.D. Power and Associates 2008 New-Home Builder Customer Satisfaction Study visit <http://www.jdpower.com/corporate/news/releases/pressrelease.aspx?ID=2008146>

The study includes satisfaction rankings of builders in 33 of the largest U.S. home-building markets and measures buyer satisfaction in active adult communities by examining the following key factors (listed in order of importance): workmanship/materials; builder's warranty/customer service; price/value; home readiness; construction manager; builder's sales staff; recreational facilities; builder's design center; and location. The study finds that overall customer satisfaction with active adult new-home builders averaged 808 in 2008. Trilogy by Shea Homes received a score of 872.

"It is rewarding to see the investment we continue to make in our customers recognized with such a prestigious accolade," said Rick Andreen, president of Shea Homes' Active Lifestyle Communities division. "Enhancing lives and exceeding expectations by delivering superior customer satisfaction has always been our first priority, and we have continued to make this commitment despite the downturn in our industry."

This designation by J.D. Power and Associates for a second year comes after having received two of the homebuilding industry's other most respected awards: Shea Homes was named Builder of the Year in 2007 by *Professional Builder* magazine and was named America's Best Builder by the National Association of Home Builders (NAHB) and *Builder Magazine* in 2005.

One of the many ways Trilogy continues to exceed customer expectations is with its Shea Green Certified™ homes which achieve up to a 30% energy usage reduction by combining the most important and cost-effective standards for green residential building set by LEED, National Association of Home Builders, and Environments for Living®. The innovative standard features in these homes, which include a solar energy system, result in up to a 48% reduction in each home's carbon footprint, and tap into consumer's desire for energy independence.

The 2008 New-Home Builder Customer Satisfaction Study is based on responses from 50,837 buyers of newly built single-family homes who provided feedback after living in their homes an average of four to 18 months. The study includes responses from 4,966 active adult home buyers. For more comprehensive builder rankings for all 33 U.S. markets, visit <http://www.jdpower.com/>

**About Trilogy by Shea Homes Active Lifestyle Communities**

Trilogy communities are high-end resort communities offering a new choice in living to those looking for an exciting lifestyle that revolves around wellness, exploration, continued learning, and close personal connections. Architecturally superior product design and amenities reflect the

changing needs of the baby boom generation, including business services, world-class clubs, state-of-the-art fitness facilities and a diverse range of recreation and education opportunities. Trilogy is committed to addressing Boomers' growing concern about our environment and energy usage, and now offers Shea Green Certified® homes across its portfolio, delivering substantial energy savings to home owners while reducing each home's carbon footprint by up to 48%. More information is available by visiting [www.TrilogyLife.com](http://www.TrilogyLife.com) or calling (800) 685-6494.

#### **About Shea Homes**

For more than 125 years, members of the Shea family and their companies have accomplished many extraordinary milestones including work on the foundation of the landmark Golden Gate Bridge, San Francisco Bay Area's Rapid Transit System (BART) and managing the construction of the Hoover Dam. Shea Homes introduced its Trilogy brand to the market in 1999 as the centerpiece of its Active Lifestyle Communities division. Today, Trilogy has become the quickest growth area of Shea Homes' business with nine active lifestyle communities currently open and plans to expand nationally. For more information visit [www.sheahomes.com](http://www.sheahomes.com) or [www.TrilogyLife.com](http://www.TrilogyLife.com).