



*This is the time of year where many take a moment to reflect – reflect on what the last year has brought us, what we’ve learned, and what we want to do better. As a new year looms so close on the calendar we prepare to, both literally and figuratively, turn the page.*

*2020 has been a challenging year for many, with obstacles that no one could have foreseen around this time in 2019. During times of crisis our resilience is tested—will we adapt or be left to falter?*

*In my own reflections, I’m not going to dwell on the many challenges and frustrations of the past year. Instead, I’m going to recognize the incredible amount of growth that all exhibited through the management of our individual communities.*

*As a company, we expanded teleconferencing services, videoconferencing services, and telework capabilities for all employees. Proactive long term protocols were implemented to be able to navigate the everchanging mandates as they were released and to provide as safe of a workplace as possible. Protocol templates were drafted by our attorney so that all communities would have a starting point for the management of their own facilities as needed.*

*As Board members—what a time to be in a leadership position of any kind. None of you signed up to make the types of decisions you were tasked with this year. There were financial concerns as homeowners struggled with unemployment issues and paying assessments. Uncharted territory with regard to the management and use of many of your amenities. Meetings via telephone and video, and the challenges of in person meetings with distancing and face coverings. Despite all of this, you rose to the challenge again and again, even when some of those decisions were unpopular.*

*There are said to be six domains of resilience; Vision, Composure, Reasoning, Health, Tenacity and finally, Collaboration. During this time of crisis—we all adapted. We passed the test. We are truly honored to be your partner in the management of your community, this year and every year. We recognize that you have a job that is often thankless, so, truly, thank you for your continued commitment to making your community a better place. Have a wonderful, safe holiday season with your family, and a Happy New Year. We’ll see you in 2021, through thick and thin—but hopefully, this year, not SO much thick.*

*Trish Hall*

*President*

