

Dear Unit Owners,

In the wake of the recent unprecedented snowstorm and prolonged stretch of freezing winter weather, the Board of Managers would like to take a moment to recognize something truly exceptional—our staff.

As the snow accumulated and temperatures plunged, our team rose to the challenge without hesitation. Long before the first flakes fell, they had already prepared. All snow removal equipment was inspected, serviced, and ready. Materials were stocked. A clear plan was in place.

When the storm arrived, so did their unwavering commitment.

Beginning before dawn and working well into the night, our maintenance and operations teams cleared walkways, treated icy surfaces, secured entrances, and carefully monitored critical building systems. In brutal cold, they safeguarded heating equipment and water lines, preventing what could have been serious disruptions. Many adjusted personal schedules and traveled in hazardous conditions to ensure our community remained safe and fully operational.

Every aspect of this effort was handled by our in-house team. Unlike past practices—when annual outside contracts required fixed seasonal payments regardless of snowfall—all this work was performed entirely by our own dedicated staff. Not only did this approach demonstrate their capability and commitment, it also resulted in meaningful cost savings for our condominium. By avoiding fixed vendor contracts and managing operations internally, we were able to direct funds more responsibly and efficiently.

Equally important, our proactive early winter planning and strong vendor relationships ensured an uninterrupted supply of salt and essential materials throughout the storm. Because of this foresight, our team never slowed, even as conditions intensified. Thanks to their extraordinary effort, preparation, and stewardship of our resources, our building weathered the storm safely, efficiently, and without interruption. That outcome was not accidental—it was earned.

We also extend sincere appreciation to our residents for your patience and cooperation during snow operations and temporary access adjustments. A strong community shows itself in moments like these.

Please join us in expressing heartfelt gratitude to our staff. A simple word of thanks goes a long way—and in this case, it is profoundly deserved.

We are proud of this community, and especially proud of the people who keep it running, no matter the weather.

Stay warm and safe.

With appreciation,  
The Board of Managers  
Brightwater Towers Condominium







