

LIFESTYLE *Living*

February Issue
Lifestyle@Home



FirstService
RESIDENTIAL



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President, FirstService Residential

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A portrait of Michael Mendillo, a middle-aged man with dark hair, wearing a dark suit jacket over a light blue shirt. He is smiling slightly and looking towards the camera. The background is a soft-focus indoor setting. A large blue diagonal graphic element is overlaid on the left side of the image.

A Message From

Michael Mendillo

President, FirstService Residential

With 2021 already in full swing, I want to take this time to offer our sincerest gratitude for allowing us to serve you every day and thank our board members, trustees and residents for your unwavering commitment to leading your community every day. This issue of Lifestyle Living offers excellent articles to help you enjoy time with your family, neighbors and loved ones and provides useful information for a better and brighter 2021. Enjoy and stay safe!



Healthy
Living

10 Unforgettable Ways

to Improve Your Memory and Boost Your Quality of Life

If you have recently noticed an uptick in “senior moments,” which can range from increasing instances of misplaced keys to forgetting names of friends and loved ones; whether you are a senior or not, you might think about the state of your memory. Argentum, a website promoting advocacy for senior living, indicated that 1 in 8, or “13 percent of Americans aged 60 and older reported worsening memory loss or confusion in the previous year.” Those numbers might help put things in perspective to help you understand that you are not alone when it comes to memory lags, lapses and losses.

While the most prevalent sector of society that suffers memory loss is in fact seniors, you shouldn't ignore emerging patterns of forgetfulness that arise if you fall within a younger age group. When younger people start missing appointments and failing to recall birthdays, however, it often stems more from certain lifestyle circumstances, including lack of physical activity, poor diet, depression and less focus on academic pursuits. Another major factor in memory loss for younger people — and perhaps with tech-savvy seniors, as well — stems from our continuous access to the Internet. As a society, we tend to instantly do a Google search to think of an author's name or skip to our smartphone's calendar instead of taking the time to exercise our memory muscle. The Internet — as well as calendars, for that matter — is a handy tool until we start relying too heavily on it as a resource, forgoing our own internal computer.

Some of the Most Common Possible Reasons for Memory Loss

If you are starting to worry about the absence of your once laser-like memory capacity, consider some of the possible reasons you might feel some synaptic missteps. Once you identify the root of the problem, you might

realize you can make some lifestyle changes to clear the fog. If the problem is not reversible, as in cases like Alzheimer's, you can at least start finding coping strategies.

Below are some of the most common reasons for memory loss:

- Alzheimer's disease
- Prescription medication side effect
- Sleep apnea
- Alcohol, tobacco and drug use
- Depression, anxiety and stress
- Nutritional deficiency
- Head injury
- Stroke

While some of the reasons for memory loss might lie beyond your control — Alzheimer's is not preventable or curable, for example — you can take steps to make the most of your memory today and perhaps prevent, control or curb some of the conditions that most prominently cause memory loss.



Eat a Nutritious Diet

A diet brimming with whole foods — particularly fresh vegetables and fruits that are flourishing with micronutrients — is essential to so many facets of maintaining good health, but your brain and memory functions thrive on a healthy and balanced

diet. Make sure you also get in plenty of healthy fats through avocados, nuts and seeds while doing your best to avoid refined sugars and carbohydrates. Consider increasing intake of some key brain foods, such as curry, celery, broccoli and cauliflower to boost antioxidants that protect your brain and may stimulate the growth of new brain cells. Also, Omega-3 fatty acids, particularly derived from “fatty fish” like salmon and tuna, are beneficial for brain health.

Exercise Regularly

Regular physical exercise increases blood flow and oxygen to the brain. The benefits of daily exercise — for as little as a 20-minute brisk walk — can help reduce stress, depression, as well as the risk of developing cardiovascular disease, diabetes and hypertension. As for your memory and cognitive abilities, regular cardio exercise often results in endorphins, or “feel-good” hormones, that can help keep your brain healthy so you can sleep better and continue making new neural connections for better memory.



Get Plenty of Quality Sleep

Sometimes this tip is challenging since sometimes the harder we try to sleep, the harder it is to sleep. However, the effort will pay off since that precious rest time allows for better problem-solving skills and memory. It is important, as an adult, to strive to get 7.5 to 9 hours of sleep.

Monitor Your Memory

Whether you worry about your mysteriously declining memory at 23 or 63, take regular stock of your memory capacity and quality. The [CDC](#) notes that “a better understanding about normal age-related cognitive decline could provide important insights for future prevention efforts,” particularly in relation to Alzheimer’s, but it can help anyone to monitor cognition regularly. Occasionally stop to assess the sharpness of your own memory, at any age. Discuss instances of memory lapses with family members and ask them to help you track your progress.



Keep Your Brain in Heavy Rotation with Games, Reading and Other Engaging Activities

[HelpGuide.org](#) recommends that, like you do to keep your body in good shape, give your brain regular workouts. Do challenging word or number games and puzzles like crosswords or Sudoku, depending on your natural inclination or simply read a book or the newspaper each day to keep your brain sharp.

Take a Class to Learn a New Skill or Craft

If you want to learn computer coding or carpentry, go for it, for the benefit of your brain; if for no other reason. [Mercola](#) notes that one study’s findings indicate that craft pursuits, such as knitting and quilting, decreased the chances of having mild cognitive impairment.

Mnemonic Devices and Other Tools That Help Boost Your Memory and Give You Confidence

Many people, young and old, need to find ways to support memory. Sometimes it's as simple as writing down someone's name as soon as you meet them. Some people need to refer to the paper later, but for many others, the simple act of writing the name helps them commit the name to memory. Other mnemonic devices and tools you might use to improve memory include using [acronyms for phrases](#), associative visualizations, rhymes and sorting information into chunks of manageable data.



Manage Your Medications

If you start taking a medication that features the possible side effect of memory loss, pay attention to see how much the medication is impairing your memory and whether it is worth the cost. Discuss your concerns with your physician to determine whether another medication might work better and cause fewer destabilizing side effects.

Put Down Your Smartphone While Watching Television, Walking... or Just Anytime You Can

Focus on one activity at a time and give the screens a rest anytime you can. Mercola.com notes that it takes the human brain 8 seconds to process a new piece of information, so you give your brain the time it needs to take in and comprehend new information in this fast-paced world. Take moments to rest your eyes and clear your mind.

Spend Time with Good Friends and Remember to Laugh

According to [HelpGuide.org](#), “laughter engages multiple regions across the brain.” The world is full of humor and absurdity and our closest friends, as well as our sense of humor, can help us take moments to laugh at things instead of feeling overcome by it all. Spending time with friends and engaging in humor-inducing conversations and activities can act as an indispensable stress reducer that provides endless brain-boosting and physical benefits.

Most importantly, try not to feel self-conscious or embarrassed of your memory lapses. Letting people in your life know that you are struggling might help prevent confusion or accidentally hurt feelings for your friends, loved ones and co-workers. Even better, they can help you come up with solutions and coping strategies.





Fitness Tips

Being Heart Healthy

As heart disease is the leading cause of death in the United States, February is American Heart Month. An opportunity to understand the risks and take control through heart-healthy living choices. Here's a handy list of what you can do to decrease your risk.

Know Your Risk

High blood pressure, high cholesterol, obesity, diabetes, smoking, lack of physical activity and poor nutrition may contribute to the increased risk of heart disease. It helps to know your family history, have your numbers checked regularly (especially if you're 55+) and discuss your risk factors with your medical provider.

Maintain a Healthy Weight

Studies have shown that being overweight or obese can increase your risk of heart disease. Talk to your doctor about the appropriate body mass index (BMI) for you. A little bit of exercise and better nutrition can steer your BMI and weight in the right direction to lower your risk.

Eat Heart-Healthy Foods

For your heart to be its healthiest, experts recommend a diet high in vegetables, fruits and whole grains, low-fat dairy and protein-rich foods such as omega-3 rich fish (salmon, tuna and trout), lean meats, eggs, nuts, seeds, soy products and legumes. Canola, corn, olive, safflower, sesame, sunflower and soybean oils are preferred over coconut and palm oils. Nuts such as walnuts and almonds and seeds like sunflower, pumpkin and flax are good, too. Remember that a fat is still a fat and should be no more than 20-35% of your daily calories for optimal heart health. When it comes to watching what you eat, avoid foods high in sodium, saturated fats and sugars and limit alcohol consumption.

Manage Stress

Stress directly increases blood pressure, which

can trigger a heart episode. Even a 10-minute walk can help lower stress. Yoga, tai chi and meditation are excellent forms of exercise that connect mind and body to lower your heart rate in stressful situations.

Quit Smoking

The chemicals in tobacco are harmful to your heart and blood vessels. Quitting is hard — but with support from your family and friends — your success is achievable!



Exercise Daily

Just 30 minutes, 5 days a week, can boost your energy, burn calories, help you maintain a healthy weight and give you a positive outlook on life by decreasing stress. Exercise should include a combination of cardio, strength and flexibility training. Even 2 or 3 10-minute sessions each day count towards daily exercise.

For more information on maintaining a healthy heart, talk to your doctor, or visit the National Heart, Lung and Blood Institute or the American Heart Association.

by Kathy O'Toole, Assistant Executive Director,
Sun City Huntley



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Home Cooking



HOME CHEF

Buffalo Chicken Wraps

Home Chef™ delivers fresh pre-portioned ingredients directly to your door with easy-to-follow instructions that fit your lifestyle. Weekly recipe rotations for all skill levels means that there's always something new and exciting to cook! All FirstService Residential residents qualify for \$35 off the first box and an additional \$10 off the second box, for a total savings of \$45!

[Learn more here.](#)

Ingredients

- 1 Head of Butter Lettuce
- 1½ oz. Buttermilk Ranch Dressing
- 13 oz. Boneless Skinless Chicken Breasts
- 1½ fl. oz. Frank's RedHot Sauce
- 3 oz. Matchstick Carrots
- ½ oz. Blue Cheese Crumbles
- ½ oz. Crispy Jalapeños

Instructions

Step 1: Prepare the Ingredients

Separate lettuce leaves for cups.

Step 2: Cook the Chicken

Bring a small non-stick pan with chicken, ½ cup water and a pinch of pepper to a boil over medium-high heat. Once boiling, cover and cook until chicken reaches a minimum internal temperature of 165 degrees, 8-10 minutes. Transfer chicken to a plate and let cool. Once cool, shred into bite-sized pieces.

Step 3: Sauce the Chicken

Place shredded chicken in a mixing bowl and combine with hot sauce (to taste). Set aside.

Step 4: Make the Carrot Salad

Combine carrot, ranch dressing and blue cheese (to taste) in another mixing bowl.

Step 5: Assemble the Lettuce Cups

Plate dish, filling lettuce cups with chicken and carrot salad. Garnish with crispy jalapeños (to taste). Bon appétit!



HOME CHEF

Valentine's Day Chocolate Strawberry Crêpes

Ingredients

- 3 oz. Frozen Whole Strawberries
- 4 oz. Cream Cheese
- 5 Cocoa Powder
- 4½ oz. Flour
- 4 fl. oz. Egg
- 16 fl. oz. Whole Milk
- 1 oz. Light Brown Sugar
- 3 oz. Strawberry Preserves
- 1 Ruby Red Grapefruit
- 1 tsp. Powdered Sugar
- 2 fl. oz. Chocolate Syrup

Instructions

Step 1: Make the Batter and Quarter Strawberries

Set strawberries out on the counter to thaw and cream cheese beside it to soften. In a medium bowl, whisk cocoa powder and flour together. Then add egg, milk and half the brown sugar to the bowl and whisk together thoroughly, so the batter is smooth with no lumps. (It should be about the same consistency as pancake batter.)

Find a ¼ cup measuring cup for pouring crêpes. Once thawed, quarter strawberries, reserving juice.



Step 2: Make the Filling

In a small bowl, combine strawberry preserves and cream cheese. Mix thoroughly and set aside in the refrigerator.



Step 3: Cook the Crêpes

Heat a medium non-stick pan over medium-high heat. Lightly coat pan with cooking spray and add enough batter to coat the bottom of the pan, about $\frac{1}{4}$ cup for a 10" pan. Swirling the pan will help spread it out evenly. Cook crêpe — about 30 seconds, or until it can be easily flipped with a spatula. Flip and cook an additional 10 seconds, transfer to a plate and cover with an inverted plate. Repeat this process until batter is gone - you should make around 8 crêpes total, depending on the thickness and how much batter you used.



Step 4: Assemble the Crêpes

Place a spoonful of filling in crêpe and spread to cover almost entire surface. Fold in half, then in half again to make little quarters. Repeat this process with all remaining crêpes.



Step 5: Prepare Grapefruit

Halve grapefruit through its center, so the "North Pole" is one piece and the "South Pole" is the other. To make grapefruit easier

to eat, you can separate the segments. Using a small sharp knife, slice a circle around the flesh, between the flesh and peel. (Be careful not to cut through the peel.) Next, slice between the flesh and membrane that separates the segments of fruit, making little triangles. You'll be able to use your fork to pop out the wedges of grapefruit. Sprinkle remaining brown sugar over grapefruit halves.

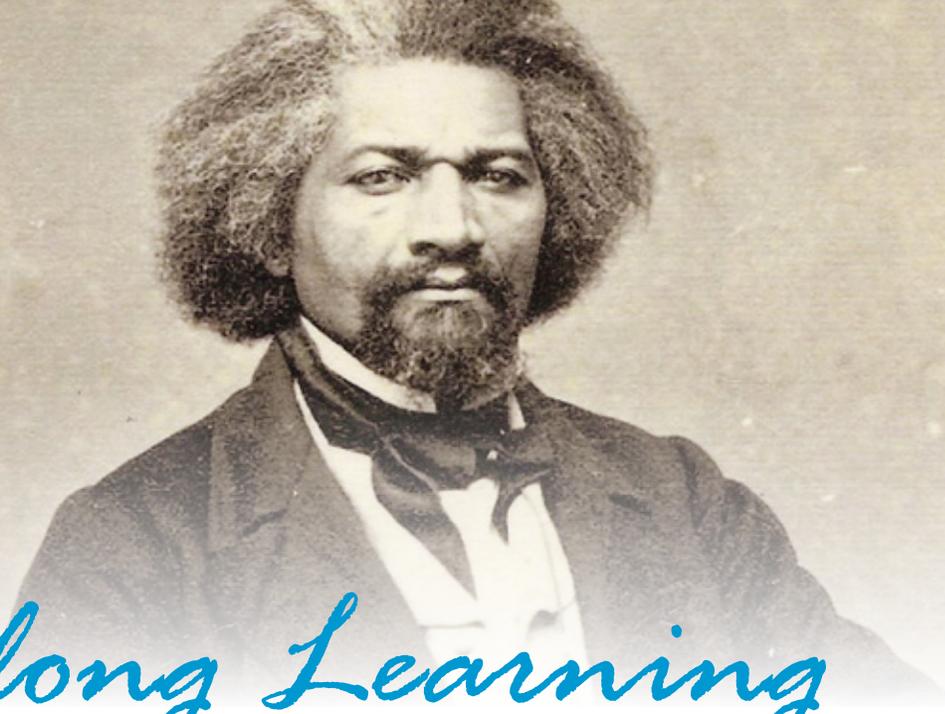


Step 6: Plate the Dish

Place half of the crêpes on a plate. Hold a wire-mesh strainer above the plate and sprinkle powdered sugar into it, lightly shaking the strainer to beautifully dust your crêpes. Garnish with a drizzle of chocolate sauce and quartered strawberries and juice. Serve with grapefruit half and enjoy!







Lifelong Learning Black History Month

For over 40 years, the month of February has been designated as Black History Month in America: an annual observance recognizing African Americans in history and celebrating their achievements. But did you know that each Black History Month has a theme? Did you ever wonder how Black History Month originated or why it's in February? What is the history behind Black History Month?

The idea behind Black History Month originated in 1926, when The Association for the Study of Negro Life and History (ASNLH) sponsored a national Negro History Week encouraging campuses and communities to celebrate and educate. The ASNLH was founded in 1915 by Carter G. Woodson, a Harvard educated historian known as “the father of black history” and minister Jesse E. Moorland. Woodson and Moorland chose the second week of February for their celebration, since it coincides with Abraham Lincoln’s and Frederick Douglass’ birthdays. With the help of the surging civil rights movement in the ‘60s, Negro History Week eventually developed into Black History

Month. Finally, in 1976, Black History Month officially was recognized by President Gerald Ford, when he called upon the people to “seize the opportunity to honor the too-often neglected accomplishments of Black Americans in every area of endeavor throughout our history.”

If you are curious to learn more about African American history — or any subject — One Day University can help. When you become a One Day University member, you can tune in for a new live-streamed lecture every weekday and interact with top college professors during the Q & A session — all from the comfort of your own home! Plus, our video library gives you access to hundreds of fascinating talks on many subjects from animals, art and architecture, to science, stage and screen — and so much more. Whether you are catching up on current events or discovering a new passion, One Day University’s lectures will educate and entertain you.

Are you ready to delve into Black History Month right now? Then why not start by

reading this introductory excerpt from the stirring lecture entitled “The Visionary Genius of Frederick Douglas.” Here, University of Maryland history professor Dr. Richard Bell paints a vivid picture of the escaped slave who became an abolitionist leader and prominent author:

“Frederick Douglass was a visionary—a prophet who could see a better future that lay just beyond reach. He was, alongside Lincoln, the greatest American of the 19th century and he put his extraordinary gifts to use in the service of freedom, driving American slavery into the grave. After the carnage of the Civil War, he played a central role in the re-founding of the American Republic, as well and spent decades trying to perfect it.

And yet Douglass is so much more than another great man on a pedestal. He was the slave who dreamed of being a senator. He was the unlettered child with no formal schooling who wrote not 1, not 2, but 3 autobiographies, becoming one of our most significant literary figures. His life bursts with change and with contradiction. He was the dignified, brilliant and courageous freedom fighter who could sometimes be insecure, vain and arrogant. He was the outspoken feminist who treated his own long-suffering wife like his servant. He was the fire-breathing insurgent who would eventually become the out-of-touch elder statesman. To understand how the boy born into bondage in 1818 became the Frederick Douglass that we hold in such esteem today, we must understand that this man’s many-sided genius was not infallible or innate. It was, instead, the imperfect yet beautiful product of growth, change, self-doubt and struggle.”

If you’d like to see a short video clip of this lecture and learn more about One Day University, visit onedayu.com.

One Day U gives you the opportunity to join thousands of other lifelong learners to stream live and pre-recorded events with the most remarkable professors in the country. ONLY \$5.95/month for FirstService Residential-managed communities — 25% off the regular price! Register with code FirstService3 for your discount.

[Learn more here!](#)





Family
Living



Chinese New Year

Chinese New Year, also referred to as Lunar New Year, is the most important holiday on the Chinese calendar. The holiday is a 2-week festival filled with reunions among family and friends, an abundance of delicious food and wishes for a new year filled with prosperity, joy and good fortune.

This year, the Chinese New Year in 2021 is February 12. The celebration lasts from the night before the first day of the lunar year until the Lantern Festival 15 days later.

Here is a collection of easy family activities, recipes and crafts with step-by-step directions to help your family welcome a happy and lucky new year. Remember to adhere to social-distancing guidelines.

Much like the New Year's celebration in the Western world, Chinese New Year is all about the hopeful spirit of renewal. The holiday's traditions, symbols and rituals are meant to wipe the slate clean and prepare for prosperity, good luck and happiness in the new year. Simply put, every Chinese New Year is a new beginning. Today, Chinese New Year is celebrated with fireworks and

family dinners by more than a billion people worldwide.

History & Folklore

Chinese New Year has been celebrated for more than four thousand years and originated to mark the end of winter and the beginning of spring. The holiday is one of the three big festivals designated for the living — the others are the Dragon Boat Festival and the Mid-Autumn Festival. [Learn more here.](#)

The Meaning of Chinese Zodiac Symbols

Each new Chinese year is named for one of 12 animal symbols from the Chinese zodiac, which rotates on a 12-year cycle. It's believed that the animals were selected during the Han Dynasty, with their symbolic meanings based on the animals' observable living habits. [Learn more here.](#)

The Meaning of Dragon and Lion Dancing

Though you may see dragon and lion dances performed at other celebrations throughout the year, it's most exciting when they appear bobbing and weaving their way through Chinese New Year parades across the

United States. Here's what to watch for and how to tell them apart. [Learn more here.](#)

Celebrating Chinese New Year can feel like a marathon. The holiday involves at least a week of preparation before New Year's Day, followed by 2 weeks of feasts, family visits and merrymaking. Each step of the way is an opportunity to create family memories, teach elements of Chinese culture and have fun. Chinese New Year is the most highly anticipated Chinese holiday of the year for a good reason — it's a time of high spirits, bustling energy and many happy reunions.

How to Prepare for Chinese New Year

Planning for the Chinese New Year involves two main themes. First, clearing away all of the previous year's bad luck. And second, preparing the home to receive the next year's good fortune. Use this day-by-day guide to know when to sweep out your home, visit the barber, decorate and cook a feast. [Learn more here.](#)



How to Decorate Your Home

Chinese New Year decorations use calligraphy, poetry, plants and food to express hopes for happiness, good luck and prosperity. Learn to use auspicious symbols that declare your family's wishes for the year ahead, whether it's longevity, career success or general abundance. [Learn more here.](#)

How to Give Red Envelopes

Red envelopes filled with lucky money are an iconic symbol of Chinese New Year. Exchanging red envelopes is all about the reciprocity of giving and receiving. See how these gestures of goodwill build relationships among family and friends. [Learn more here.](#)

How to Make a Good Luck Character Banner

Good luck banners hung around the home declare a family's wishes for prosperity, luck and health in the coming year. Use this tutorial to write the fu or fook character for "good luck" or "blessings." It's a fun, 15-minute project that introduces your kids to Chinese calligraphy. [Learn more here.](#)

How to Make a Festival Lantern

The appearance of red lanterns in Chinatown shop windows is a sure sign that Chinese New Year is approaching. Making a lantern is the perfect project to engage a child filled with holiday excitement while providing parents an opportunity to share Chinese New Year themes and traditions. [Learn more here.](#)

We hope you have a great time celebrating Chinese New Year this year with these easy activities, recipes and crafts! For more information, please visit ChineseAmericanFamily.com.



Community Spotlights

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Briar Chapel

Chapel Hill, North Carolina

Briar Chapel is a large mixed-use neighborhood located in Chapel Hill, North Carolina. Certified for its eco-friendly homes by the National Association of Home Builders (NAHB), the community offers 900 acres of preserved open space to its committed community collaborations. The beautiful community is also the first and largest green neighborhood built in the Triangle area and offers a respectful, sustainable way of life.

Today, just 1 year from completion (planned 2,600 homes), the 1,600-acre community is home to more than 3,500 residents who enjoy 2 on-site schools, a community college, 2 resort-style pools, 20+ preserved parks, 24 miles of trails and “The Veranda” — a shopping, dining and retail hotspot. It’s this inviting, connected lifestyle that has earned Briar Chapel accolades such as the “Best Neighborhood in Chapel Hill” year after year. The below winter events have brought homeowners closer together and proved to be successful all the way around!

Winter Warm-Up: Cozying Up with Cousins Maine Lobster Food Truck and Live Music

Briar Chapel residents braved the cold, winter weather to enjoy delicious lobster rolls from Cousins Maine Lobster and hear live music from a local musician. The socially distanced gathering allowed residents to catch up with neighbors and enjoy a bit of normalcy during

these unsettling times. Residents came bundled up, toting chairs and blankets and cozied up with friends over a meal.



“Give the Gift of Reading” Book Drive

Briar Chapel residents also came together to support the Chatham Education Foundation by collecting new and gently used books to distribute to Chatham County children. The foundation collected approximately 3,000 books to distribute back into the community for those in need! The book donations went to local schools, the YMCA After School Programs and low-income homes.



Silo Point

Baltimore, Maryland

Silo Point, formerly known as the Baltimore and Ohio Locust Point Grain Terminal Elevator, is a 229-unit luxury residential complex converted from a high-rise grain elevator into one of the country’s most award-winning and best-selling projects on the East Coast! This luxury high-rise residential community located in the heart of Baltimore, Maryland, hosts a wide range of amenities such as a 24-hour fitness and wellness center, game room, wine vault, sky lounge and more!

To add even more value to their residents during the pandemic, Lifestyle Director Rachel Donnatien partnered with several local restaurants to offer “Free Delivery Dinner Nights” to support both residents and the local economy in Baltimore City. The on-site team vetted and selected a handful of restaurants in the local area to meet their homeowners’ needs and partnered with them for their delivery nights. The goal was to offer everyone something they like delivered right to their doorsteps with no extra charge.

The impact this has had on the homeowners is astounding! People are so grateful and communicative about how outstanding this service is. The residents also love the fact that they are supporting local businesses. As momentum grew for this initiative, residents started offering suggestions and volunteering

their time to expand the program. This simple idea has truly brought the community closer, added value and touched people’s lives in a genuine and meaningful way during these difficult times.

FREE DELIVERY WEEKLY

Restaurant Line-up!

- Monday: **Serenity Wine Cafe**
- Wednesday: **Jazz & Soju**
- Thursday: **Hull Street Blues Cafe**
- Friday: **Nick's Fish House**
- Saturday: **Amber Cafe**

6:00PM DELIVERY

Nick's FISH HOUSE

AMBER

JAZZ & SOJU

Hull Street Blues Cafe

Serenity Wine Cafe



Community Feedback

From out of the darkness, our future will come/If we leave the past behind, we'll fly beyond the sun/We'll be together, sharing the load/Watching in wonder as our lives unfold. – Paul McCartney, Hope for the Future

The New Year is a time for new beginnings, a time to better ourselves, a time to push ourselves to a higher level of growth than the year before, personally and professionally. We look to brush off the year we have left behind and strive for a better year ahead. We, as a team, persevered through a very tough 2020 and from the feedback we have received below, we have hit the ground running in 2021.

[Check out some of the amazing feedback we have received from residents, below:](#)

Rachel Rutman, Society Hill at Somerset II, Franklin Park, NJ

Happy New Year, Rachel! It saddens us to tell you that we sold our home on December 18, 2020. We want to express our sincerest and deepest thank you for all your support, availability and genuine concern for our family and community throughout all these years. You really made Society Hill II feel like an extension of our family by all of your hard work, thoughtfulness, following up with us, and by going above and beyond to help and better our community here at Society Hill II. We wish we could take you with us! Kindly forward this email to your upper management as we want them to know how much we appreciate all you've done and continue to do for Society Hill II. We look forward to referring family and friends that are looking to move to the area to Society Hill II. – *Dan G.*

Katrinea Erb, Village of Idlewild, Fredericksburg, VA

Katrinea: Martha and I wish you and yours a happy new year and a less burdensome 2021. As a board member I personally appreciate the extra steps you always take to make things go so well, resulting in superb service to our community. Again, Happy New Year and a heartfelt “thanks” to you and team FirstService Residential. – *Bill H.*

Kim Eberhardt, Independence Community Services Association, Easton, PA

Jack, I wanted to again write you a quick note to let you know how pleased the board has been with FirstService Residential's overall service in year-1 of our contract. Kim is outstanding. I believe the current board and her complement each other well, although I'm sure there have been times she's probably felt a bit overwhelmed by the amount of 'stuff' that has transpired this year. My wife Rachael and I finish our terms next year and have not decided for sure what we intend to do, but I will tell you that if we decide to stay on, it'll be because we feel like we don't want to regress from the positive steps that have been taken to improving our community with the support of our the property management team.

Thanks again for the continued support. 2020 was certainly a challenging year. Let's keep our fingers crossed for a better 2021. Happy New Year! I look forward to continuing to work with your team in the year ahead. – *Bob B.*

Beth Fudala, Del Webb at Lake Providence, Mt. Juliet, TN

Beth, the recent community updates from the management team was a refreshing evolution in community-wide communication. This obviously has your touch on it. Thank you for your polished style of communication, which is most effective coming from the management team rather than the board. You are the right voice to share operational issues and updates. This management branding is just what we need. Thank you so much. We appreciate your contributions to the community. Take care. – *Becky B.*

Jamie Scheppman, Lake Barrington Shores, Lake Barrington, IL

Welcome back from a well-deserved vacation. Susan and I have been owners here since June 2019 and residents since December 2019. We partook in many events over the summer and fall of 2019 and quickly noticed the vibrant social life at LBS. Much of the success of that social life is due to – your personality, your care and concern for the residents and guests, and your personal involvement. We have noticed first-hand your efforts with the children and young teenagers. Our grandchildren have always felt welcome and appreciated your efforts. The Shores Daily has been a welcome addition to our email inboxes. Hopefully, 2021 will bring more chances for social interaction, the use of the recreational facilities at LBS, and more events planned by you. Thank you and keep up the good work. – *Tom L. and Susan W.*

Ashley Boyette, Carolina Park Townhomes, Mt. Pleasant, SC

I recently finished my first term as a board member for a new HOA. FirstService Residential absorbed our prior management company that had been hired by the developer. As the first community run HOA after the developer exited, we had many issues to confront and much to learn about running our community. FirstService Residential's guidance and expertise really helped our board to navigate the challenges we faced early on. Their extended support team in areas such as landscaping and insurance have been quite helpful too. Our current community manager, Ashley Boyette, is a well-seasoned, smart professional who has become an invaluable asset to our HOA in the short time she has worked for FirstService Residential. It is clear to me that FirstService Residential is working hard to enhance the level of service and professionalism of their organization. – *Betsy K.*

Josh Rozzi, Applecross Country Club HOA, Downingtown, PA

I've offered to serve as a reference and have done so. In general, I think a lot of your systems for handling communities are generally well thought out. We tend to be a larger community, and servicing a large community with different types of housing is a more difficult situation. You have systems to deal with that work out well. The community manager, Josh Rozzi, is particularly excellent. The community managers, for the board and homeowners, is the face of your organization. He's good at personal interactions and difficult situations. I've never seen him lose his temper or respond inappropriately to a board member or home owner. – *Bonnie N.*