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Much has been said about 2020... many words have been used to describe it... and those words are not generally positive!

However, as I think over the past many months as it relates to our CCI-EO community, the following words come to mind: strength and perseverance.

Throughout this most unusual of years, I have been continuously amazed by the strength and perseverance of all of our members: the property managers, directors, unit owners, service providers... and your CCI-EO Board of Directors. Here's why:

**The condominium industry continuously works together to find solutions through crises, even while there is disagreement and disruption!**

This past year has shown me the creativity and resiliency of the Eastern Ontario condominium community: adapting to ever-changing directives and guidelines, creating new policies to support the community, supporting fellow owners and

residents, and helping property managers and directors navigate the ever-evolving environment to keep us all as safe as possible... while also keeping the condos operating!

The CCI-EO Board (and their counterparts in other Chapters) quickly pivoted its educational offerings to our members to high-quality online content, receiving rave reviews from attendees!

The pride I feel as a member of this Chapter comes from my gratitude for each member for stepping up in one's respective role, whether it be helping a neighbour with their groceries, finding new ways to communicate with your owners and contractors, or staying home to keep everyone safe. The ability of each of our members to show your support in your own way was amazing to see.

I look forward to seeing everyone in 2021, be it by screen or in person – I can't wait to see what the next year will bring!

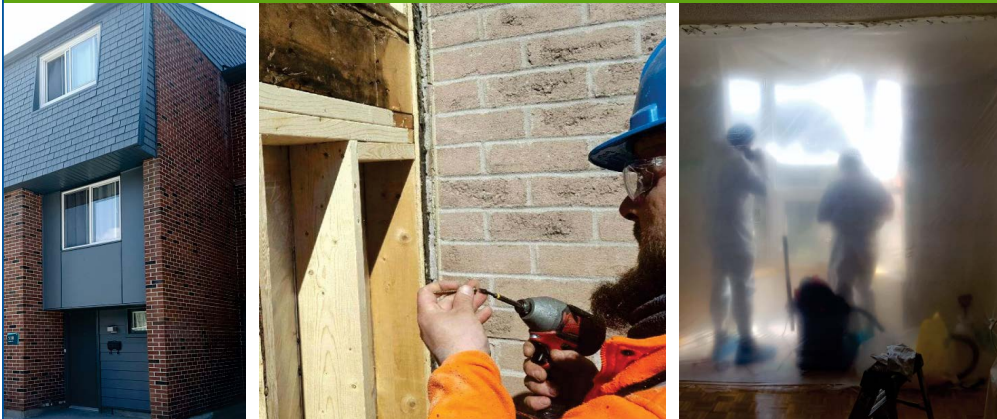
Sincerely,  
 Nancy Houle, President CCI-EO



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